

2. Processing of Request for Accounting Certification of Former DSWD Employees

This covers the processing of requests by DSWD separated employees for the certifications in the Accounting e.g., certifications of remittances to the government agencies for the mandatory deductions such as GSIS, HDMF and Philhealth.

Office or Division:	Accounting Division – Regular Program	
Classification:	Complex to Highly Technical	
Type of Transaction:	Processing of Request for Accounting Certification of Former DSWD Employees	
Who may avail:	Former employees of the Department; or His/Her authorized representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Electronic or hard copy of the request form for Accounting Certification of Former DSWD Employees (GFMDASRP-RF-0001)		<div>1.1 . The former DSWD employee or his/ he authorized representative may download and print the request form via <a href="https://caraga.dswd.gov.ph/category/downloadables/">https://caraga.dswd.gov.ph/category/downloadables/</a> (select Request Form for Accounting Certification of the Former DSWD Employees);</div> <div>1.2. Personally visit the Accounting Office of Central Office and/or Field Offices and submit the request form</div> <div>Schedule of request: Monday – Friday, 9:00 AM – 5:00 PM</div> <div><b><i>Note: On-line requests beyond 5 pm will be responded/acknowledge the following working day.</i></b></div>

<div><div>2. Supporting documents:</div><div><div>a. Former DSWD employee must submit:</div><div><div>• Filled-up request form;</div><div>• Photocopy of the former employee government-issued ID (1 copy)</div></div><div>b. Authorized representative must submit:</div><div><div>• Filled-up request form:</div><div>• Authorization letter for the representative, if claimed by person other than the former employee;</div><div>• Photocopy of the former employee government-issued ID and the authorized representative (1 copy)</div></div></div><div>2.3. Upon claiming of the certification:</div><div><div>• Claim Stub or Printed Email Acknowledgement Receipt must be presented;</div><div>• Identification card (ID) of the former employee or authorized representative;</div><div>• Authorization letter for representative, if claimed by person other than the former employee, together with the photocopy of the latter's ID.</div></div></div>		<div>Former DSWD employees of the Department; or</div> <div>His/Her authorized representative</div>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<div>1. A. The former DSWD employee or his/ she authorized representative may access, download and print the request form (GFMD-ASRP-RF-0001) via <a href="https://caraga.dswd.gov.ph">https://caraga.dswd.gov.ph</a></div>	None	None	5 minutes	<div>Former employees of the Department; or</div> <div>His/Her authorized representatives</div>

<p><a href="http://wd.gov.ph/category/downloadables/">wd.gov.ph/category/downloadables/</a> (select Request Form for Accounting Certification of the Former DSWD Employees); -or-</p> <p>1. B. Personally visit the Accounting Office of Central Office and/or Field Offices and submit the request form</p>	<p><b>Accounting Certifications</b></p> <p>1.1 Cost of Service (COS) worker:</p> <ul style="list-style-type: none"><li>•Last Cost of Services Processed;</li></ul> <p>1.2 Permanent, Casual and Contractual employee:</p> <ul style="list-style-type: none"><li>•Last Salary Processed;</li><li>•Pag-IBIG Loan Amortization Withheld <u>at mga</u> Remittances;</li><li>• GSIS Loan Amortization Withheld and Remittances</li><li>• Philhealth Contribution and Remittances (maximum of one year)</li></ul>			Accounting staff
<p>2. A. The former employee of the Department; or his/her authorized representative may send the scanned form and supporting</p>	<p>Email) - The accounting staff shall acknowledge and review the received documents as to</p>	None	5 minutes	Former employees of the Department; or  His/Her authorized representatives

<p>documents to Accounting Section address (<a href="mailto:accounting.focrg@dswd.gov.ph">accounting.focrg@dswd.gov.ph</a>) or (<a href="mailto:fo@dswd.gov.ph">fo@dswd.gov.ph</a> for Field Offices)</p> <p>2. B. Personally submit the filled-up form together with the supporting documents to the Accounting Office of Central Office and/or Field Offices concerned.</p>	<p>completeness and request for original copy or print the emailed scanned documents;</p> <p>(Walk-in) - The Accounting Staff shall receive and secure the completeness of the request form and required supporting documents.</p> <p><b>Note:</b></p> <p><b><i>Only request with complete requirements will be accepted and processed. All requests with incomplete requirements shall be returned to the client.</i></b></p>			<p>Mr. Cathreino Nazarene Chan - Accounting staff</p>
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3. Wait for the <b>acknowledgement receipt</b> through email or ask for the <b>claim stub</b> for walk-in requests with schedule to claim the certificate	<p>The Accounting Staff shall record to the monitoring sheet the details of the request and indicate the schedule to claim the certificate with control number.</p> <p>The accounting staff shall respond to the email of the former DSWD employee for the schedule of the release with reference number of the document or claim stub for the walk-in</p>	None	15 minutes – walk-in/ email	Mr. Cathreino Nazarene Chan - Accounting staff
	<p>Preparation of Certificate for Accounting Certification for former DSWD Employees:</p> <p>The Accounting Staff shall collect the data to the concerned Division/Section/Unit (Cash and HR-PAD) and prepare the request for Accounting Certification of Former DSWD-Employees.</p> <p>The Unit Head shall review the certification and the Head of Accounting shall sign the reviewed certification.</p>	None	6 days and 35 minutes	Mr. Cathreino Nazarene Chan - Accounting staff,  Cash and HR-PAD Staff

<p>4. Present the following:</p> <p>1.1 Former DSWD Employees: Claim stub or Printed Email Acknowledgement Receipt</p> <p>1.2 <i>The Authorized representative must present the following:</i> Authorization letter for the representative, if claimed by person other than the former employee, together with the photocopy of the latter's government- issued ID (1 copy)</p>	<p>The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release and shall be issued to the requesting party/ies</p>	<p>None</p>	<p>15 minutes</p>	<p>Mr. Cathreino Nazarene Chan - Accounting staff</p>
<p>5. Accept the requested certificate and sign the logbook for acknowledgement</p>	<p>The Accounting Staff shall issue and assist the requesting party to receive and sign in the logbook for acknowledgement of the Certificate for Accounting Certification of Former DSWD Employees.</p>	<p>None</p>	<p>5 minutes</p>	<p>Mr. Cathreino Nazarene Chan - Accounting staff</p>
<p>6. Provide Customer Feedback Form to the requesting party</p>	<p>The Accounting staff shall provide the customer feedback to the requesting party for the service provided.</p>	<p>None</p>	<p>2 minutes</p>	<p>Mr. Cathreino Nazarene Chan - Accounting staff Staff</p>
<p><b>TOTAL KABUUAN</b></p>			<p><b>6 days, 1 hour and 27 minutes</b></p>	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	<p>The client gives feedback through the Client Satisfaction Survey (CSS) Form and is encouraged to make their honest evaluation on service delivery.</p> <p>A designated portion of the form is provided for client's suggestion(s) or comment(s).</p> <p>The client will then returns the fully accomplished CSS Form and drop it to the designated CSS feedback box. The attending Administrative Assistant (AA) assists the client.</p>
How feedback is processed	<p>Every 30<sup>th</sup> day of the month, the AA of the Unit will collect all the CSS form in the designated feedback box and make a report out from the feedback of the clients written in the CSS form.</p> <p>The report shall be reviewed and signed by the Unit Head before forwarding to the Administrative Assistant at the Office of the Regional Director (ORD).</p> <p>The AA in the ORD will make a consolidated report out from the submitted reports from the different Units/ Sections.</p> <p>The consolidated report will be submitted to the Regional Director for signature, reference, and for action. Every 5<sup>th</sup> day of the following month is the deadline of the consolidated report.</p>
How to file a complaint	<p>The former DSWD employee shall fill out a Complaint/s Form requiring the following information:</p> <ul style="list-style-type: none"> <li>Optional (Name of Complainant)</li> <li>Narration of Complaint/s</li> </ul>
How complaints are processed	<p>Complaints received are consolidated every 25<sup>th</sup> day of every month and will be part of the agenda during the monthly/ emergency meeting.</p>
Contact Information	<p>Accounting Section            2<sup>nd</sup> Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City            Tel. Nos.: (085) 342-5619 to 20 loc. 104            ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            PCC: 8888</p>

	<b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
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