

1. Issuance of Sticker Pass

- a. Issued in lieu of Gate Pass when **portable equipment belonging to the Department** (i.e. laptop) are frequently brought outside or inside DSWD premises.
- b. Issued as proof of ownership of **personal/ private properties** (e.g. demo units, consigned items) brought inside DSWD premises for more than one day.

Office/Division:		Property and Supply Section (PSS)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Department of Social Welfare and Development (DSWD) Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original copy of duly accomplished request for issuance of Sticker Pass <u>In the absence of the authorized signatory secure any of the following:</u> 1. Signed by the personnel authorized to sign in behalf of the authorized signatory – with attached one (1) photocopy of Special Order (SO) for order of succession 2. Digitally signed using the PNPKI registered digital signature 3. Printed copy of email using the official DSWD email account requesting for the issuance of sticker pass		To be prepared by the client Office’s Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS; 1. Records and Management Section (RMS) 2. Digital signature of: <ul style="list-style-type: none">Authorized signature or;Authorized representative with attached 1 photocopy of SO for order of succession 3. From the: <ul style="list-style-type: none">Authorized signatory or;Authorized representative with attached 1 photocopy of SO for order of succession		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for	1. Receipt of duly accomplished request for issuance Sticker Pass from 8am to 3pm	None	1 Hour, 5 Minutes	Rochelle C. Macuno

Sticker Pass from 8 AM to 5 PM, Mondays to Fridays except holidays	<p>1.1 Validate request:</p> <p>If not duly signed: request for the lacking signature</p> <p>if duly signed: Update expiration date of the sticker pass in PREMIS; for DSWD property with accountable person under regular / contractual / coterminous / casual employee expiration date shall be at the end of every semester and for COS workers, expiration date shall be the end of every quarter. For personal property expiration date shall be similar to the DSWD property with regular accountable person</p> <p>1.2 Generate and print sticker pass and forward to Head of Property Office for signature</p>			* Designated Program DPO
	1.3 Sign printed Sticker Pass	None	5 Minutes	Elizabeth C. Lipa
	1.4 Attach signed sticker pass to the submitted sticker pass request and file in the data file folder according to numerical sequence	None	10 Minutes	* Designated Program DPO
2. Claim Sticker Pass	<p>2. Validate presented property vis-à-vis the details of property indicated in the request for issuance of sticker pass and in the printed sticker pass</p> <p>2.1 If incorrect details – inform the requester and</p>	None	30 Minutes	* Designated Program DPO

	<p>request for the right item.</p> <p>If correct details - Attach sticker pass in the most visible and secure area of the property and present, the submitted sticker pass request for signature or requester as received sticker</p> <p>2.2 Update PREMIS and marked sticker pass as claimed</p>			
TOTAL		None	1 HOUR, 50 MINUTES	

*Designated Program DPO:

- 1. **Argemenic Leopardas** - ORD/ARDA/ARDO Office, PPD, Admin and Protective Division (ARRS, MTA, RRPTP, Standards, Combased , Soctech, Centenarians), CBU, Donations and Transfer of Property from CO or other FOs, INFRA projects, AICS/SWAD
- 2. **Mary Grace M. Mendoza** - SFP, SocPen
- 3. **Karen Grace M. Maputol** - Pantawid Pamilya, HRMDD, UCT
- 4. **Lemar John C. Berido** - SLP, EPAHP, ICTMS
- 5. **Christian Billy S. Encarnado** - KC, FMD (Acctg., Budget, Cash), SMU
- 6. **Carlo S. Dumanon** - RRCY, HFG, PSD Chief, NHTS
- 7. **John John L. Ponte** - RJJWC, COA, Legal Office, DRMD

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How is feedback processed?	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint?	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD-QMS-GF-005)</i> from the receiving

	admin staff of the Section
How complaints are processed?	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact PSS through (085) 303-8620 local 243 or through email: property.focrg@dswd.gov.ph</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>FB: https://facebook.com/civilservicegovph</p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

Office	Address	Contact Information
Property and Supply Section	DSWD Field Office Caraga, Capitol Site Compound, Butuan City, Agusan del Norte, 8600	Tel Nos.: (085) 303-8620 loc 243 Email: property.focrg@dswd.gov.ph