# JUVENILE JUSTICE AND WELFARE COUNCIL

CITIZEN'S CHARTER

## I. Mandate:

Pursuant to Section 8 of Juvenile Justice and Welfare Act (JJWA) as amended, a National Secretariat to support the Council and seventeen (17) Regional Secretariat to support the Regional Committees were established.

Rule 10.b of the Revised IRR provides for the composition and functions of the JJWC Secretariat as follows:

- Provide key technical support in the formulation of policies and strategies for the prevention of juvenile delinquency and the administration of justice, as well as, for the treatment and rehabilitation of children in conflict with the law and for children-at-risk;

- Provide technical assistance in the formulation of agency plans, policies, research agenda and programs on juvenile justice and welfare;

- Conduct research and support evaluations and studies on all matters relating to juvenile justice and welfare;

- Undertake advocacy and social marketing activities to educate and raise the awareness and understanding of all the stakeholders, duty-bearers and the general public on program and policy reforms, global best practices, trends and directions in juvenile justice and welfare;

- Develop, implement and maintain a centralized database system on juvenile justice and welfare and to provide technical support to the regional and local users of the system;

- Provide technical assistance and support in the area of policy and program development, monitoring, capacity-building, communications and advocacy at the regional level and at the level of the LGUs;

- Prepare and implement an effective financial plan to support JJWC's programs, activities and projects aimed at achieving the objectives of the Act, as amended, and its desired outcome and mandate;

- Provide administrative and logistical support to the JJWC and the RJJWC;

- Prepare the financial and procurement plans, and monitor its implementation;

- Facilitate and prepare all disbursement, liquidation and accounting reports;

- Prepare the Periodic and Annual Reports for the RJJWC and JJWC;

- Prepare the Work and Financial Plan (WFP) of the RJJWC and JJWC;

- Perform other tasks and functions as may be determined by RJJWC and JJWC.

## II. Vision

A Council leading a society that promotes and protects the rights of children at risk and children in conflict with the law under a restorative justice and welfare system.

## III. Mission

To institutionalize a restorative justice and welfare system for children at risk and children in conflict with the law through the effective implementation of the law and coordination among stakeholders in a protective and enabling environment.

## IV. Service Pledge

In realizing the JJWC's Vision and Mission, the JJWC Secretariat adheres to the standards set by the International Organization for Standardization on Quality Management System and adopt the following Quality Policy:

We provide quality technical services along program development, policy formulation, advocacy, research, monitoring and evaluation focused on restorative juvenile justice to support JJWC in performing its mandate.

We support the Council in strengthening partnership to achieve its mission through strategic and purposive coordination.

We pledge highest degree of professionalism and integrity as public servants. We are committed to comply with requirements and continually improve the effectiveness of the quality management system.

We commit to protect the rights of children from any forms of abuse, exploitation, misrepresentation and mistreatment from within and outside the organization through our safeguarding policy.

# LIST OF SERVICES

# National Secretariat

## External Services

1. **Provision of Technical Assistance on the Juvenile Justice Management Information System** (JJ-MIS)

This describes the standard process in providing technical assistance on JJ-MIS.

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| **Office or Division:** | National Coordination, Monitoring, and Information Management Division (NCMIMD) |
| **Classification:** | Highly Technical |
| **Type of Transaction:** | G2G – Government to Government<br>G2C – Government to Citizens/General Public |
| **Who may avail:** | RJJWCs, LGUs, and other users of JJ-MIS |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| JJ-MIS Technical Assistance (TA) Request Form | JJWC-NCMIMD or RJJWC |

| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
|---|---|---|---|---|
| 1. Submission of Technical Assistance (TA) Request | Technical staff (TS) assesses the request up to two (2) working days after receipt.<br><br>TS informs the client of the requirement needed to be able to provide assistance. | None | 2 days | *JJ-MIS Team (Information Technology Officers and Statistician), NCMIMD Chief, Deputy Executive Director and Executive Director (OED)* |
| 2. Provide requirements for the requested TA | Upon receipt of the requirements, TS performs necessary activities for the TA.<br><br>TS informs the client of the status of the request | None | 3 days | *JJ-MIS team (Information Technology Officers and Statistician)* |
| 3. Confirmation | Client confirms with JJWC if the issue/concern is already resolved and submits an accomplished Customer Satisfaction Form. | None | 2 days | *JJ-MIS team (Information Technology Officers and Statistician)* |
| | **TOTAL** | **None** | **7 days** | |

## 2. Technical Assistance to Stakeholders

JJWC National Secretariat members share their expertise to strengthen the capacity of stakeholders along compliance to RA 9344 (Juvenile Justice and Welfare Act of 2006) as amended including the Council's issued policies, manuals and protocols.

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|---|---|
| Office or Division: | Policy and Research Division |
| Classification: | Highly Technical |
| Type of Transaction: | G2G Government to Government |
| Who May Avail: | Local Government Units (LGUs), RJJWCs and other stakeholders or duty bearers (e.g PNP, Supreme Court, NGO) |

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|---|---|---|---|---|
| **CHECKLIST OF REQUIREMENTS**<br>**Letter / Memorandum of Request** | | **WHERE TO SECURE**<br>**Not Applicable** | | |
| **CLIENT STEP** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **1. Send letter request[1] addressed to the JJWC Executive Director** | **1. Receives letter and endorses the same to the Executive Director** | **None** | **1 day** | **Document Control Officer / FAD Records Unit** |
| | **1.1 Provides instruction to concerned division** | **None** | **3 day`** | **Executive Director/ OED** |
| | **1.2 Endorses the request and instructions to the concerned division** | **None** | **1 day** | **Administrative Assistant II** |
| **2.Confirms the schedule of technical assistance and prepares the requirements** | **2. Coordinates the date and details of technical assistance including the logistical and technical requirements** | **None** | **1 day** | **Social Welfare Officer (SWO) or Project Development Officer (PDO) II/ III/IV/PRD** |

[1] Information in the letter request should be complete to include description of assistance requested and institutional / logistical arrangement and other technical requirements

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| **3. Conducts the technical assistance as agreed upon** | **3. If the client is an LGU, the activities shall be conducted in coordination with the RJJWCs.** | **None** | **1-3 days** | **SWO / PDO II/III/IV** |
| | **3.1 Receives after activity evaluation using appropriate CS Tool** | **None** | **Part of the program for technical assistance** | **SWO / PDO II/III/IV** |
| **4. Monitoring of results of technical assistance** | **3.2 Requests feedback from client on the results of the Technical assistance** | **None** | **1 month after the training** | **SWO / PDO II/III/IV** |
| **TOTAL** | | **None** | **9 days** | |

## 3. Freedom of Information (FOI) Request

Requests for information and other pertinent data from researchers, students, other government agencies, interested individuals or the public is served by the agency in compliance with Executive Order No. 2, s.2016 entitled "Operationalizing in the Executive Branch the People's Constitutional Right to Information and the State Policies to Full Public Disclosure and Transparency".

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|---|---|---|---|---|
| **Office or Division:** | Finance and Administrative Division | | | |
| **Classification:** | Complex | | | |
| **Type of Transaction:** | G2G - Government to Government<br>G2C - Government to Citizen | | | |
| **Who may avail:** | All | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| FOI Request Form (1 original or electronic copy) | | JJWC FAD-Records Unit | | |
| Letter Request -in lieu of FOI Request Form - (1 original or electronic copy) | | Requestor | | |
| Government issued identification card or Valid ID of Requestor (1 photocopy) | | Government Institutions, Schools | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit letter of request/FOI Portal request (Through | 1. Receive the FOI Request (walk-in, by email or through FOI Portal). | None | 3 minutes | *FOI Receiving Officer*<br>FAD-Records Unit |

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| official email address/FOI Request Form). | | | | |
| None | 1.1 Review the request. If the requested information/ date is (1) available in the agency website, (2) for JJWC's use and information only, (3) similar previous request, the FRO will prepare appropriate reply through FOI portal or letter to the requestor; otherwise, forward the request to the Decision Maker. | None | 20 minutes | *FOI Receiving Officer* FAD-Records Unit |
| None | 1.2 The FOI Decision Maker evaluates the request and prepares the necessary information/data. | None | 3 days | *FOI Decision Maker* ACD/PRD/NCMIM/ FAD |
| None | 1.3 Forward the approved information/data requested to the FOI Receiving Officer. | None | 10 minutes | *FOI Decision Maker* ACD/PRD/NCMIM/ FAD |
| 2. Receive the response. | 2. Prepare and send the FOI Response to the requestor. | None | 1 day | *FOI Receiving Officer* FAD-Records Unit |
| | **TOTAL** | **None** | **4 days, 33 minutes** | |

# National Secretariat

## Internal Services

## 1. Filling-up of Vacant Position

Pursuant to Rule II of the Omnibus Rules Implementing Book V of Executive Order No. 292, opportunity for government employment in the career service shall be open to qualified Filipino citizens. Employees shall be selected on the basis of fitness to perform the duties and responsibilities of the position. In this regard, the JJWC through its Human Resource Merit Promotion and Selection Board (HRMPSB) and HR Unit as the Secretariat adopt a formal screening procedure and formulate criteria for the evaluation of candidates for appointment.

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|---|---|
| **Office or Division:** | Finance and Administrative Division |
| **Classification:** | Highly Technical |
| **Type of Transaction:** | G2C – Government to Citizens<br>G2G – Government to Government |
| **Who may avail:** | All interested Filipino applicants,<br>Office/Unit where the vacancy exists |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| For Applicant: | |
| Application letter addressed to the Executive Director, JJWC (1 original) | Applicant |
| Duly accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017) with Work Experience Sheet (CS Form No. 212 Attachment-Work Experience Sheet) (1 original) | Civil Service Commission website (www.csc.gov.ph) |
| Certificate of eligibility/rating/license (1 photocopy) | Civil Service Commission – Examination Services Division<br>Professional Regulatory Commission |
| Certificate of Relevant trainings, learning and development intervention and seminars attended (to be submitted upon schedule of exam and interview) (1 photocopy) | ccredited learning and development institutions |
| Duly signed Individual Performance Contract Review/ Summary of Rating of Performance Contract Assessment in the present position, if applicable. (1 photocopy) | HRD Office of Employer |
| Transcript of Records (1 photocopy) | CHED recognized institution, college or university – Office of the Registrar |
| For Hiring Unit: | |
| Approved Creation of Position/Notice of Organization Staffing and Compensation Action (NOSCA) and/or Authority to Hire (For newly created positions) (1 original) | Head of Agency/Department of Budget and Management-Bureau B |
| Updated Job Description (1 original) | Hiring office/division/unit |
| Exam Questionnaire (1 original) | Hiring office/division/unit |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| <u>Office/Unit where vacancy exists</u><br>*For newly created position:*<br>1. Submit the approved creation of position and authority to hire together with the job description and exam questionnaire.<br><br>*For resulting vacancy due to separation:*<br>1.2. Prepare/update job description and submit the same together with the exam questionnaire to the HR Unit. | 2. Receive the authority to hire, updated job description and exam questionnaire. | None | 5 minutes | *HRMPSB Secretariat* |
| None | 1.2. Prepare notice of vacancy and request for publication in the CSC, DSWD and JJWC website and bulletin boards, and social media accounts. | None | 2 hours | *HRMPSB Secretariat*<br>FAD-Human Resource Unit |
| None | 1.3. Post and publish vacancy in the CSC Bulletin of Vacant Positions, DSWD and JJWC websites and bulletin boards. | None | 10 calendar days | HR Specialist<br>CSC Regional/Field Office;<br>*HR Officer*<br>DSWD-HRD Service;<br>*IT Officer II*<br>JJWC-NCMIM Division |

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| None | 1.4. Send invitation to next-in-ranks. | None | 30 minutes | *HRMPSB Secretariat* FAD-Human Resource Unit |
| <u>Applicant</u><br>2. Submit application letter and other required documents via email to psboard.jjwc@gmail.com. | 2. Receive the application letter and other documents and check for completeness. | None | 5 minutes | *HRMPSB Secretariat* FAD-Human Resource Unit |
| None | 2.1. Screen applications vis-à-vis the qualification standards of the vacant position. | None | 15 days | *HRMPSB Secretariat* FAD-Human Resource Unit |
| None | 2.2. Convene to shortlist applicants for exam and interview through any online platform provided by the agency. | None | 1 day | *HRMPSB Chairperson and Members* Finance and Administrative Division/Policy and Research Division/Division where the vacancy exists |
| 3. Acknowledge and confirm attendance for invitation on exam and provide character reference if not provided in the Personal Data Sheet submitted for background check purposes to the HR Unit. | 3. Administer exam through any online platform provided by the agency and conduct background check to shortlisted applicants. | None | 3 days | *HRMPSB Secretariat* FAD-Human Resource Unit |
| None | 3.1. Prepare & send regret letter to applicants not included in the shortlist. | None | 2 days | *HRMPSB Secretariat* FAD-Human Resource Unit |
| None | 3.2. Forward exam answer sheets to hiring unit for | None | 4 hours | *HRMPSB Secretariat* FAD-Human |

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| | checking. | | | Resource Unit |
| <u>Office/Unit where vacancy exists</u><br>4. Check exam answer sheets and submit checked answer sheets to the HR Unit. | 4. Receive checked answer sheets and consolidate exam results to be submitted through email. | None | 4 hours | *HRMPSB Secretariat*<br>FAD-Human Resource Unit |
| <u>Applicant</u><br>5. Acknowledge and confirm attendance to interview to the HR Unit. | 5. Convene through any online platform provided by the agency or face to face as requested to conduct interview and deliberation of shortlisted applicants. | None | 2 days | *HRMPSB Chairperson and Members*<br>Finance and Administrative Division/Policy and Research Division/Division where the vacancy exists |
| None | 5.1. Endorse result of evaluation of applicants through resolution, to the head of agency & appointing authority for final selection and approval. | None | 1 day | *HRMPSB Chairperson and Members*<br>Finance and Administrative Division/Policy and Research Division/Division where the vacancy exists |
| None | 5.2. Approve resolution. | None | Depends on the availability of appointing authority/ head of agency | *Appointing Authority*<br>Office of the Executive Director<br>DSWD-Office of the Secretary<br>DSWD Field Office |
| 6. Acknowledge receipt of email. | 6. Inform selected candidate to submit requirements. Prepare & send regret letter to candidates not selected | None | 4 hours | *HRMPSB Secretariat*<br>FAD-Human Resource Unit |
| <u>Applicant</u><br>7. Submit documentary | 7. Receive documentary requirements | None | 10 minutes | *HRMPSB Secretariat*<br>FAD-Human |

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| requirements to support appointment to the HR Unit. | for appointment and check for completeness. | | | Resource Unit |
| None | 7.1. Prepare appointment of selected candidate and affix signature on certifications.<br><br>In the event that the appointing officers/ authorities of agencies, including the Human Resource Management Officer (HRMOs) and HRMPSB Chairperson, are not able to affix their physical signature, they are allowed to affix their electronic signatures on copies of appointments provided that a certification by the head of agency on the use of their electronic signatures which shall also include the specimen signature, is submitted to the CSC RO through the CSC FO concerned. | None | 30 minutes | *Administrative Officer V* FAD-Human Resource Unit; *HRMPSB Chairperson* Finance and Administrative Division |
| None | 7.2. Issue appointment. | None | Depends on the availability of appointing authority | *Appointing Authority* Office of the Executive Director DSWD- Office of the Secretary |

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| | | | | DSWD Field Office |
| None | 7.3. Furnish appointee with the approved appointment papers and advise to report to work/ assume to duty. | None | 1 day | *Administrative Officer V* FAD-Human Resource Unit |
| Applicant<br>8. Report to duty. | Post List of Newly Hired Employees. | None | 1 day | *Administrative Officer V* FAD-Human Resource Unit |
| None | Submit appointment to CSC through email for attestation. (Within 30 days from issuance of appointment) and submission of hard copies which are emailed shall be submitted within 60 calendar days upon the lifting of the ECQ/MECQ by proper authorities. | None | 4 hours | *Administrative Officer V* FAD-Human Resource Unit |
| | **TOTAL** | **None** | **38 days, 3 hours, 20 minutes** | |

*Filling-up of Vacant Position is covered under R.A. 7041 (Publication Law) and 2017 Omnibus Rules on Appointments and Other Human Resource Actions specifically for the publication of vacant position for 10 calendar days. This service is also in accordance with the Revised IRR of R.A. 9344, as amended by R.A. 10630 and CSC-approved JJWC Merit Selection Plan under MC No.005, s.2017. A Revised JJWC Merit Selection Plan has been forwarded to CSC in December 2019 for review/approval.*

## 2. Issuance of Requisitioned Equipment and Inventory Items

Requisitioned articles must be processed and issued in an appropriate and timely manner to facilitate the delivery of various services and implementation of programs, projects, and activities.

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| **Office or Division:** | Finance and Administrative Division |
| **Classification:** | Simple |
| **Type of Transaction:** | G2G - Government to Government |
| **Who may avail:** | All JJWC Offices/Divisions/Units, Committees, Regional Secretariats and Teams |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| Duly Signed/Approved Requisition and Issue Slip (2 original) | Requesting JJWC Office/Division/Unit |

| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
|---|---|---|---|---|
| 1. Submit Requisition and Issue Slip (RIS) to the FAD-Property and Supply Unit. | 1. Receive and check correctness of RIS as to prescribed format and completeness of information. | None | 2 minutes | *Property and Supply Custodian* FAD-Property and Supply Unit |
| None | 1.1 Record RIS in logbook and assign control number. | None | 3 minutes | *Property and Supply Custodian* FAD-Property and Supply Unit |
| None | 1.2 Determine availability of requisitioned articles from the inventory monitoring sheet. If not available, indicates and returns RIS to requesting office for purpose of procurement. | None | 10 minutes | *Property and Supply Custodian* FAD-Property and Supply Unit |

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| 2. Receive requested articles. | 2. If available, collect articles from storage room/bodega, update corresponding stock cards and issue to requesting personnel and sign "Issued by" portion on RIS. | None | 1 hour | *Property and Supply Custodian* FAD-Property and Supply Unit |
| None | 2.1 For equipment and semi-expendable items issued, prepare Property Acknowledgment Receipt (PAR) and Inventory Custodian Slip (ICS), respectively for signature of requesting office. | None | 30 minutes | *Property and Supply Custodian* FAD-Property and Supply Unit |
| 3. Check issued articles if in conformity with RIS, signs "Received by" portion and return RIS to FAD-Property and Supply Unit. | 3. File RIS for onward monthly submission to FAD-Accounting Unit for purpose of recording in the books of accounts and as basis for updating inventory monitoring sheet. | None | 10 minutes | *Property and Supply Custodian* FAD-Property and Supply Unit |
| None | 3.1 Prepare PAR and ICS, if applicable for signature of requestor. | None | 10 minutes | *Property and Supply Custodian* FAD-Property and Supply Unit |
| 4. Sign on the PAR and ICS, if applicable. | 3. Receive/file signed PAR/ICS as basis for updating the PPE or semi-expendable inventory sheet. | None | 3 minutes | *Property and Supply Custodian* FAD-Property and Supply Unit |

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| **TOTAL** | **None** | **2 hours, 8 minutes** | |

## 3. Leave Administration

Pursuant to Rule XVI of the Omnibus Rules Implementing Book V of Executive Order No. 292, appointive officials and employees of the government who render work during the prescribed office hours shall be entitled to 15 days' vacation and 15 days sick leave annually with full pay. Leave of absence for one (1) full day or more shall be filed using the prescribed form and submitted to the Personnel Unit for processing and recording in the employee leave card.

| | |
|---|---|
| **Office or Division:** | Finance and Administrative Division |
| **Classification:** | Simple |
| **Type of Transaction:** | G2G – Government to Government |
| **Who may avail:** | JJWC Officials and Employees |

| | |
|---|---|
| Application for Leave Form (CS Form No. 6, Revised 1984) (2 original or electronic copy) | FAD - Personnel Unit |
| Application for Sick Leave filed in advance, exceeding 5 days or half-day sick leave: | |
| Medical Certificate (1 original/photocopy or electronic copy) | Government/Private Physician |
| Application for leave for 30 calendar days or more and leave of absence spent abroad: | |
| Clearance from money, property and work-related accountabilities (CS Form No. 7, series of 2017) (2 original) | FAD - Personnel Unit |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit duly accomplished Application for Leave Form and supporting documents to FAD-Personnel Unit. | 1. Receive the application for leave (via HRIS) and check for completeness. | None | 5 minutes | *Administrative Officer I* FAD-Personnel Unit |
| None | 1.1. Retrieve employee leave card (electronic and printed copy) and index leave | None | 5 minutes | *Administrative Officer I* FAD-Personnel Unit |

| | | | | |
|---|---|---|---|---|
| | application in the employee leave card. | | | |
| | 1.2. Upload indexed leave application in the HRIS for certification | None | 1 minute | *Administrative Officer I* FAD-Personnel Unit |
| None | 1.3. Review leave application as to kind, nature and propriety, and certifies leave credit balance, and uploads certified leave application in the HRIS. | None | 5 minutes | *Administrative Officer V* FAD-Personnel Unit |
| None | 1.4. Download the certified leave application from HRIS and return the leave application with certification of leave credits to the employee (for regional staff). | None | 1 minute | *Administrative Officer I* FAD-Personnel Unit |
| 2. Submit application for leave to immediate supervisor for approval. | 2. Review and approve/disapprove leave application. | None | 2 hours | *Chief of Division/ Head of Office concerned* |
| 3. Furnish copy of leave application duly signed by immediate supervisor to the Personnel Unit for recording in 201 file. | 3. Receive duly signed leave application and keep copy for 201 file. | None | 5 minutes | *Administrative Assistant II* FAD-Personnel Unit |
| | **TOTAL** | **None** | **2 hours, 22 minutes** | |

## 4. Supplemental Process for Leave Without Pay

Pursuant to Rule XVI of the Omnibus Rules Implementing Book V of Executive Order No. 292, appointive officials and employees of the government who render work during the prescribed office hours shall be entitled to 15 days' vacation and 15 days sick leave annually with full pay. Leave of absence for one (1) full day or more shall be filed using the prescribed form and submitted to the Personnel Unit for processing and recording in the employee leave card. However, all absences of an official or employee in excess of its accumulated vacation or sick leave credits earned shall be without pay.

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit duly accomplished Application for Leave Form and supporting documents to FAD-Personnel Unit. | 1. Receive the application for leave (via HRIS) and check for completeness. | None | 5 minutes | *Administrative Officer I* FAD-Personnel Unit |
| None | 2. Retrieve employee leave card (electronic and printed copy) and index leave application in the employee leave card. | None | 5 minutes | *Administrative Officer I* FAD-Personnel Unit |
| None | 3. If the employee does not have enough leave credits, Leave Without Pay (LWOP) would apply:<br><br>3.1 Prepares a notice of overpayment of salary and PERA due to LWOP for the signature of the immediate supervisor of the concerned employee and the head of the agency | None | 1 day | *Administrative Assistant II* FAD-Personnel Unit |

| | | | | |
|---|---|---|---|---|
| | 3.2 Sends an original copy of the Notice of Overpayment to the concerned employee and furnishes the Accounting Unit with a copy of the notice | | 5 mins | *Administrative Assistant II* FAD-Personnel Unit |
| | 3.3 Effects deduction in the payroll/voucher as per notice | | 6 hours | *Administrative Assistant II* FAD-Personnel Unit |
| | 3.4 The AdAs II monitors payment and reflects the same in the payslip of the concerned employee | | 1 hour and 55 mins | *Administrative Assistant II* FAD-Personnel Unit |
| 4. None | 4. AO I uploads indexed leave application in the HRIS for certification | None | 5 minutes | *Administrative Officer I* FAD-Personnel Unit |
| None | a. Download the certified leave application from HRIS and return the leave application with certification of leave credits to the employee (for regional staff). | None | 1 minute | *Administrative Officer I* FAD-Personnel Unit |
| 2. Submit application for leave to immediate supervisor for approval. | 2. Review and approve/disapprove leave application. | None | 2 hours | *Chief of Division/ Head of Office concerned* |
| 3. Furnish copy of leave application duly signed by immediate supervisor to the Personnel Unit for recording in 201 file. | 3. Receive duly signed leave application and keep copy for 201 file. | None | 5 minutes | *Administrative Assistant II* FAD-Personnel Unit |
| | **TOTAL** | **None** | **2 working days, 2 hours, 17 minutes** | |

## 5. Processing of Loan Applications

JJWC Officials and Employees may avail of loans offered by Landbank of the Philippines (LBP) upon submission of loan application and complete supporting documents. Loan applications to Landbank are processed by the FAD-Personnel Unit.

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|---|---|
| **Office or Division:** | Finance and Administrative Division |
| **Classification:** | Simple |
| **Type of Transaction:** | G2G – Government to Government |
| **Who may avail:** | JJWC Officials and Employees |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| Application Form (1 for applicant and 1 for co-maker) | FAD-Personnel Unit |
| Certified True Copy of Valid ID (1 for applicant and 1 for co-maker) | FAD-Personnel Unit |
| Certificate of Leave Credits (1 for applicant and 1 for co-maker) | FAD-Personnel Unit |
| Certificate of No Pending Case (1 for applicant and 1 for co-maker) | FAD-Personnel Unit |
| Service Record (1 for applicant and 1 for co-maker) | FAD-Personnel Unit |
| Certified True Copy of 1 Month Latest Payslip (1 for applicant and 1 for co-maker) | FAD-Personnel Unit |

| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
|---|---|---|---|---|
| 1. Fill out online loan application and upload complete supporting documents thru https://forms.office.com/r/ZcBgZhmTKQ) | 1.1. Review application submitted and check eligibility of employee to apply for loan | None | 5 Minutes | *Administrative Assistant II* FAD-Personnel Unit |
| None | 1.2. Prepare documentary requirements for loan application (i.e. | None | 10 Minutes | *Administrative Assistant II* FAD-Personnel Unit |

| | | | | |
|---|---|---|---|---|
| | Certificate of Leave Credits, Certificate of No Pending Case, Service Record) | | | |
| None | 1.3. Forward documentary requirements and whitelist to approving authorities for signature/approval. | None | 5 Minutes | *Administrative Assistant II* FAD-Personnel Unit |
| None | 1.4. Approve or certify documentary requirements and whitelist | None | 2 Hours | *Chief Administrative Officer* FAD; *Deputy Executive Director/ Executive Director* Office of the Executive Director |
| None | 1.5. Submit whitelist, application form and supporting documents to LBP. | None | 4 Hours | *Administrative Assistant II* FAD-Personnel Unit |
| None | 1.6. Secure Acknowledge Receipt for filing and records keeping. | None | 5 Minutes | *Administrative Assistant II* FAD-Personnel Unit |
| None | 1.7. Inform requesting employee of the processing time for approval and crediting of loan thru email/text message. | None | 5 Minutes | *Administrative Assistant II* FAD-Personnel Unit |
| 2.Receive proceeds of loan through crediting in ATM card. | 2. Receive billing statement from LBP and effect deduction of monthly amortization in the monthly payroll. | None | 15 Minutes | *Administrative Assistant II* FAD-Personnel Unit |
| | **TOTAL** | **None** | **6 Hours and 45 Minutes** | |

## 6. Remittance of Monthly Loan Amortization

Monthly loan amortizations are deducted from the employees' monthly salary and remitted to respective lending institution such as Government Service Insurance System (GSIS), Pag-IBIG Fund (HDMF) and Landbank of the Philippines (LBP).

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|---|---|
| **Office or Division:** | Finance and Administrative Division |
| **Classification:** | Complex |
| **Type of Transaction:** | G2G – Government to Government |
| **Who may avail:** | GSIS, HDMF, LBP |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| Billing Statement/Statement of Account (1 original) | GSIS eBilling and Collection System (EBCS), HDMF – Billing and Collection Division, Landbank of the Philippines – Quezon City Hall Branch |

| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
|---|---|---|---|---|
| 1. Send Billing Statement/ Statement of Account to FAD-Personnel Unit. | 1. Receive Billing Statement/ Statement of Account. | None | 1 Minute | *Administrative Assistant II* FAD-Personnel Unit |
| None | 1.1. Reviews accuracy and correctness of billing statement/ statement of account | None | 4 Hours | *Administrative Assistant II* FAD-Personnel Unit |
| None | 1.2. Effect deduction of premium contribution/loan amortization in the monthly payroll for salary/cost of services. | None | 4 Hours | *Administrative Assistant II* FAD-Personnel Unit |
| None | 1.3. Prepare payroll summary for payment of mandatory premium contributions and loan amortization, ORS and DV. | None | 4 Hours | *Administrative Assistant II* FAD-Personnel Unit |

| | | | | |
|---|---|---|---|---|
| None | 1.4. Review and certify correctness of payroll summary.<br><br>*If with error, return the payroll summary to personnel action staff for correction; otherwise, forward the signed payroll summary to the AdAs III (FAD-Personnel Unit) for tracking and onward endorsement to approving authority. | None | 4 Hours | *Administrative Officer V*<br>FAD-Personnel Unit |
| None | 1.5. Approve the Payroll Summary and forward to FAD-Personnel Unit. | None | 2 Hours | *Deputy Executive Director*<br>or<br>*Executive Director;*<br>*Administrative Assistant III*<br>Office of Executive Director |
| None | 1.6. Sign Boxes A of ORS and DV. | None | 20 minutes | *Chief Administrative Officer*<br>FAD |
| None | 1.7. Record the obligation and sign Box B of ORS. | None | 30 minutes | *Administrative Officer V*<br>FAD-Budget Unit |
| None | 1.8. Review the completeness of supporting documents and certify on Box B of DV and forward to Office of Executive Director. | None | 4 hours | *Accountant III*;<br>*Administrative Assistant II*<br>FAD-Accounting Unit |

| | | | | |
|---|---|---|---|---|
| None | 1.9. Approve the DV and forward to FAD-Personnel Unit. | None | 2 hours | *Deputy Executive Director* or *Executive Director*; *Administrative Assistant III* Office of Executive Director |
| None | 1.10. Prepare and sign Check/ACIC or LDDAP-ADA. | None | 2 hours | *Administrative Officer II* FAD-Cash Unit |
| None | 1.11. Forward the LDDAP-ADA to FAD-Accounting Unit and Check/ACIC to approving official. | None | 15 minutes | *Administrative Assistant II* FAD-Cash Unit |
| None | 1.12. Review the accuracy of amounts, sign the LDDAP-ADA and forward to approving official. | None | 1 hour | *Accountant III*; *Administrative Assistant II* FAD-Accounting Unit |
| None | 1.13. Approve the Check/ACIC and LDDAP-ADA. | None | 2 hours | *Chief Administrative Officer* FAD; *Deputy Executive Director/ Executive Director* Office of Executive Director |
| None | 1.14. Deliver ACIC and LDDAP-ADA to LBP. | None | 2 hours | *Administrative Assistant II* FAD-Cash Unit |
| 2. Receive payment through the LDDAP-ADA. | 2. Facilitate crediting of payee's account in the LDDAP-ADA through the LBP. | None | 1 day | *Administrative Assistant II* FAD-Cash Unit |
| 3. Receive check payment and/or payroll summary from JJWC Liaison staff and | 3. Deliver check for payment (after one day due to LBP validation) | None | 4 hours | *Administrative Assistant II* FAD-Personnel Unit |

| | | | | |
|---|---|---|---|---|
| issues Official/ Acknowledgement Receipt in the Cashier's counter/office (for HDMF and GSIS) | and/or payroll summary and secure Official/ Acknowledgement Receipt. | | | |
| 4. Post payment of employee premium contribution in the GSIS/ HDMF/ LBP electronic system. | 4. Submit Official Receipt to FAD-Accounting Unit for auditing purposes. | None | 2 minutes | *Administrative Assistant II* FAD-Personnel Unit |
| None | 4.1. Reflect premium contribution in the employee payslip. | None | 2 hours | *Administrative Assistant II* FAD-Personnel Unit |
| | **TOTAL** | **None** | **5 days, 6 hours, 8 minutes** | |

## 7. Processing of Participation/Attendance to Specialized Trainings and Other Short-Term Courses

In accordance with Rule VIII of the Implementing Rules of Executive Order No. 292, JJWC officials and employees are provided with appropriate opportunities for local non- academic specialized trainings and short-term courses to increase their competencies and be kept abreast with latest developments in their specific work functions. This covers attendance/participation to seminars, symposia, conference and conventions, with specific and relevant topics/themes being conducted by National Government Agencies (NGAs), Non-Government Organizations (NGOs), the academe and other recognized training institutions.

| | |
|---|---|
| **Office or Division:** | Finance and Administrative Division |
| **Classification:** | Simple |
| **Type of Transaction:** | G2G – Government to Government |
| **Who may avail:** | JJWC Personnel |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Accomplished and Duly Signed Application Form (1 original or electronic copy) | FAD-Human Resource Unit |
| Endorsement letter (1 original or electronic copy) | Immediate Supervisor or Head of Office/Division |
| Undertaking (for COS workers) (1 original or electronic copy) | FAD-Human Resource Unit |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit duly accomplished Application Form, endorsement letter and undertaking, if applicable to HR Unit. | 1. Receive the application and check for completeness. | None | 5 minutes | *PDC Secretariat* FAD-Human Resource Unit |
| None | 1.1 Screen applications and endorse to Personnel Development Committee (PDC) for deliberation. | None | 5 minutes | *PDC Secretariat* FAD-Human Resource Unit |
| None | 1.2 Convene to deliberate on the training application and submit recommendation for approval of the Executive Director | None | 8 hours | *PDC Chairperson and Members* Finance and Administrative Division, NCMIM Division and Division where application for training originated |
| None | 1.3 Prepare Special Order/Authority to Attend Training | None | 5 minutes | *PDC Secretariat* FAD-Human Resource Unit |
| None | 1.4 Approve Special Order/Authority to Attend Training. | None | 1 hour | *Executive Director* Office of the Executive Director |
| None | 1.5 If approved, prepare and send notice of training and confirmation to applicant. Otherwise, prepare and send letter of regret to applicant. | None | 10 minutes | *PDC Secretariat* FAD-Human Resource Unit |
| 2. Accomplish and submit the training confirmation form. | 2. Receive the accomplished training confirmation form. | None | 2 minutes | *PDC Secretariat* FAD-Human Resource Unit |

| | | | | |
|---|---|---|---|---|
| None | 2.1 Prepare voucher for payment to registration/training fee and submit registration form to the training organization/ institution. | None | 15 minutes | *PDC Secretariat* FAD-Human Resource Unit |
| 8. Attend/ participate in Specialized Training/Short-Term Course/ Seminar and submit copy of the certificate of participation/ completion and Post-Training or Feedback Report to the HR Unit. | 3. Receive the certificate of participation/ completion and Post-Training or Feedback Report. | None | 2 minutes | *PDC Secretariat* FAD-Human Resource Unit |
| None | 3.1 Update employee record/201 file. | None | 5 minutes | *PDC Secretariat* FAD-Human Resource Unit |
| | **TOTAL** | **None** | **1 day, 1 hour, 49 minutes** | |

## 8. Processing of Request for Certificate of Employment and Other Personnel Records

Certificate of employment, certificate of leave credits, certificate of no pending administrative case, Service Record and Certified True Copy of 201 Files/Documents are issued or released by the Personnel Unit upon request of the concerned official/employee or authorized representative.

| | |
|---|---|
| **Office or Division:** | Finance and Administrative Division |
| **Classification:** | Simple |
| **Type of Transaction:** | G2G – Government to Government |
| **Who may avail:** | JJWC Officials and Employees |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| Duly accomplished Request Form (1 original or electronic copy) | FAD-Personnel Unit |

| | | | | |
|---|---|---|---|---|
| **For Separated Officials and Employees:** | | | | |
| Duly signed clearance from money, property and work-related accountabilities (1 original/photocopy or electronic copy) | | FAD-Personnel Unit | | |
| **For Authorized Representative:** | | | | |
| Authorization Letter (1 original) Valid I.D. (1 original) | | Requesting Party | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Fill-up and submit request form with correct details to the FAD-Personnel Unit. | 1. Receive the request form and check for completeness/ correctness. | None | 2 minutes | *Administrative Assistant III* FAD-Personnel Unit |
| None | 1.1 Retrieve 201 file or Service card. | None | 5 minutes | *Administrative Assistant III* FAD-Personnel Unit |
| None | 1.2 Prepare certification or photocopy and stamps "Certified True Copy" on the requested 201 file/documents. | None | 2 minutes | *Administrative Assistant III* FAD-Personnel Unit |
| None | 1.3 Review and affix initial on the certification or sign document as "Certified True Copy". | None | 5 minutes | *Administrative Officer V* FAD-Personnel Unit |
| None | 1.4 Sign Certification/ document requested. | None | 1 day | *Chief Administrative Officer* FAD; *Deputy Executive Director/ Executive Director* Office of the Executive Director |

| | | | | |
|---|---|---|---|---|
| None | 1.5 Inform the requesting party that the document is available or send document thru email. | None | 3 minutes | *Administrative Assistant III* FAD-Personnel Unit |
| 2. Claim/receive the certification or certified true copy of requested document and acknowledge receipt by signing in the second copy of the document or replying through email, to the Personnel Unit. | 2. File the second copy of the certification in the employee 201 file. | None | 2 minutes | *Administrative Assistant III* FAD-Personnel Unit |
| | **TOTAL** | **None** | **1 day, 19 minutes** | |

## 9. Processing of Requests for Procurement of Consultancy Services

Requests for procurement of consultancy services from different divisions/units/ offices of JJWC are served by FAD-Procurement in accordance with the requirements of Republic Act 9184.

| | |
|---|---|
| **Office or Division:** | Finance and Administrative Division |
| **Classification:** | Highly Technical |
| **Type of Transaction:** | G2G - Government to Government |
| **Who may avail:** | JJWC Divisions/Units/Office |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| Approved Purchase Request (1 original) | Originating Division/Unit/Office |
| Approved Project Proposal (1 original) | Originating Division/Unit/Office |
| Terms of Reference and Evaluation Criteria (1 original) | Originating Division/Unit/Office |
| Annual Procurement Plan / PPMP (1 photocopy) | Originating Division/Unit/Office |

| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
|---|---|---|---|---|

| | | | | |
|---|---|---|---|---|
| 1. Submit Purchase Request (PR) with complete requirements to FAD-Procurement Unit. | 1. Receive PR and supporting documents, record in the logbook and assign PR Number. | None | 30 minutes | *Administrative Assistant III (BAC Secretariat)* FAD-Procurement Unit |
| 2. Revise PPMP / Project Proposal or PR as the case may be, and submit the revised document to the Executive Director for approval before submission to FAD-Procurement Unit. | 2. If the PR is not included in the APP, return the PR, and require the end-user to revise its PPMP accordingly.<br><br>If the PR is not included in the Project Proposal or if the amount indicated is lower than the amount of the PR, return the PR for adjustment of PR of Project Proposal. | None | 2 days | *Administrative Assistant III (BAC Secretariat)* FAD-Procurement Unit |
| 3. Review the Bidding Documents. | 3. If PR is included in the APP and Project Proposal, The BAC Secretariat Head drafts the bidding documents and provides concerned division for initial review. | None | 1 day | *Administrative Assistant III (BAC Secretariat) FAD-Procurement Unit* |
| | 3.1 Finalize the contents of the bidding document and prepare the procurement schedule. Conducts pre-procurement | None | 1 day | *Bids and Awards Committee; BAC Secretariat Head; BAC-Technical Working Group* FAD/ACD/PRD/ NCMIMD |

| | | | | |
|---|---|---|---|---|
| | conference, if necessary. | | | |
| 4. Posting of Bidding Documents at PhilGEPS, Agency Website, and Premises | 4.1. Post the invitation to bid /request for expression of interest (PhilGEPS, JJWC Website, and Premises) and issue bidding documents. | None | 1 day | *BAC Secretariat* FAD-Procurement Unit |
| 5. Eligibility Check | 5.1. Check the eligibility requirements of possible bidders through a pass or fail test. | None | 1 day | *Bids and Awards Committee* FAD/ACD/PRD/ NCMIMD |
| 6. Shortlisting of Consultants | 6. The Technical Working Group will shorlist consultants. Only those who passed the Eligibility Screening will be allowed to submit a financial proposal. | None | 2 days | *BAC-Technical Working Group* |
| 7. Conduct of Pre-Bid Conference | 7.1. Conduct Pre-Bid Conference.<br><br>**optional for ABC below Php1,000,000.00*<br><br>**if there are clarifications, a supplemental bid will be issued.*<br><br>*(At least 12 calendar days before deadline of submission and receipt of bids and not earlier than 7 days from the advertisement /posting.)* | None | 1 day | *Bids and Awards Committee; BAC Secretariat Head; BAC-Technical Working Group* FAD/ACD/PRD/ NCMIMD |

| | | | | |
|---|---|---|---|---|
| None | 7.2. Conduct of Bid Opening/ Eligibility Check.<br><br>BAC members will evaluate the submitted bid documents based on the required eligibility, technical and financial component<br><br>**The BAC Secretariat will notify the bidder who pass the eligibility check.*<br><br>**If no bids/proposals received:*<br><br>*- the BAC will issue a Resolution declaring failure of bidding due to none receipt of bids/proposals*<br>*- the PR and other documents will be returned to the End User for revision/s, and repeat steps 1-10* | None | 1 day | *Bids and Awards Committee;*<br>*BAC Secretariat Head;*<br>*BAC-Technical Working Group*<br>FAD/ACD/PRD/ NCMIMD |
| 8. Submission and opening of Proposals | 9.1 The BAC will conduct the opening of proposals. | None | 1 day | *Bids and Awards Committee;*<br>FAD/ACD/PRD/ NCMIMD |
| 10. Participate in the conduct of evaluation of bids/proposals received | 10.1 Evaluate the bids/proposal received. | None | 1 day | *Bids and Awards Committee;*<br>*BAC-TWG*<br>FAD/ACD/PRD/ NCMIMD |
| None | 10.2 Submit to HOPE the ranking of bids/proposals. | None | 3 days | *BAC Secretariat Head*<br>FAD-Procurement Unit;<br>*Bids and Awards Committee*<br>FAD/ACD/PRD/ |

| | | | | |
|---|---|---|---|---|
| | | | | NCMIMD |
| None | 10.3 Issuance of Notice of Negotiation to consultant with Highest Rated Bid | None | 1 day | *BAC Secretariat Head* FAD-Procurement Unit |
| 11. Attend the meeting with the consultant with the Highest Rated Bid | 10. Meet with consultant with the Highest Rated Bid to discuss the project and allow them to provide their best possible offer. | None | 3 days | *BAC Secretariat Head* FAD-Procurement Unit; *Bids and Awards Committee* FAD/ACD/PRD/ NCMIMD |
| None | 11.1 Conduct post qualification of Highest Rated Bid. | None | 2 days | *Bids and Awards Committee; BAC-TWG* FAD/ACD/PRD/ NCMIMD |
| 12. Preparation of BAC Resolution and Notice of Award | 11.1. Prepare BAC Resolution to Award/Notice of Award to be signed by BAC Members and approved by the HOPE. | None | 2 days | *BAC Secretariat Head* FAD-Procurement Unit; *Bids and Awards Committee FAD/ACD/PRD/ NCMIMD*; *Executive Director (HOPE)* Office of Executive Director |
| None | 11.2. Issue the Notice of Award to the winning bidder. | None | 1 day | *BAC Secretariat Head* FAD-Procurement Unit |
| None | 11.3. The Procurement Unit uploads the accepted Notice of Award and the approved BAC Resolution at PhilGEPS, JJWC website and premises | None | 1 day | *BAC Secretariat Head* FAD-Procurement Unit |

| | | | | |
|---|---|---|---|---|
| 13. Sign the Obligation Request and Status (ORS) on Box A. | 12. Prepare the ORS and the draft the contract/ contract agreement. | None | 2 days | *BAC Secretariat Head* FAD-Procurement Unit |
| None | 13.1 Verify the obligation and sign on the Box B of ORS. | None | 2 hours | *Administrative Officer V* FAD-Budget Unit |
| 14. Contract Signing | 14.1 Sign the contract/ contract agreement and forward to the winning bidder for signature. | None | 3 days | *BAC Secretariat* FAD-Procurement Unit; *Executive Director (HOPE)* Office of Executive Director |
| None | 14.2 Prepare the Notice to Proceed (NTP) for the HOPE's signature /approval and issue the signed NTP to the winning bidder. | None | 1 day | *BAC Secretariat Head* FAD-Procurement Unit; *Executive Director (HOPE)* Office of Executive Director |
| | 14.3 The Procurement Unit uploads the signed contract and the accepted notice to proceed at PhilGEPS. | None | 4 hours | *BAC Secretariat* FAD-Procurement Unit |
| 15. Customer Satisfaction Survey | 15.1 The AdAs III drafts the Customer Satisfaction Evaluation Forms and the draft memorandum for the evaluation of the performance of the | None | 4 hours | *BAC Secretariat* FAD-Procurement Unit |

| | | | | |
|---|---|---|---|---|
| | consultant, and for the evaluation of performance of the Procurement Unit in facilitating the Procurement Request. | | | |
| | 15.2 The Procurement Officer reviews and signs the memorandum | None | 4 hours | *Administrative Officer IV (BAC Secretariat Head)* FAD-Procurement Unit |
| | 15.3 The AdAs III forwards the Customer Satisfaction Survey Forms and the memorandum to the end-user. | None | 1 hour | *BAC Secretariat* FAD-Procurement Unit |
| | 15.4 The AdAs III receives the accomplished and signed Customer Satisfaction Survey Forms. | None | 1 hour | *BAC Secretariat* FAD-Procurement Unit |
| | **TOTAL** | **None** | **33 days, and 30 minutes** | |

***Processing of Requests for Procurement of Consultancy Services*** *is covered by R.A. 9184 or the Government Procurement Reform Act.*

## 10. Processing of Requests for Procurement of Goods and Services

Requests for procurement of goods and services from different divisions/units/ offices of JJWC are served by FAD-Procurement in accordance with the requirements of Republic Act 9184.

| | |
|---|---|
| **Office or Division:** | Finance and Administrative Division |
| **Classification:** | Highly Technical |
| **Type of Transaction:** | Public Bidding |

| **Who may avail:** | JJWC Divisions/Units/Office |
|---|---|

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| Approved Purchase Request (1 original) | Originating Division/Unit/Office |
| Approved Project Proposal (1 original) | Originating Division/Unit/Office |
| Technical Specifications and Schedule of Requirements (1 original) | Originating Division/Unit/Office |
| Annual Procurement Plan / PPMP (1 photocopy) | Originating Division/Unit/Office |

| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
|---|---|---|---|---|
| 1. Submit Purchase Request (PR) with complete requirements to FAD-Procurement Unit. | 1. Receive PR and supporting documents, record in the logbook and assign PR Number. | None | 30 minutes | *Administrative Assistant III (BAC Secretariat)* FAD-Procurement Unit |
| 2. Revise PPMP/ Project Proposal or PR as the case may be, and submit the revised document to the Executive Director for approval before submission to FAD-Procurement Unit. | 2. If the PR is not included in the APP, return the PR and require the end-user to revise its PPMP accordingly. If the PR is not included in the Project Proposal or if the amount indicated is lower than the amount of the PR, return the PR for adjustment of PR of Project Proposal. | None | 2 days | *Administrative Assistant III (BAC Secretariat)* FAD-Procurement Unit |
| 3. Review of Bidding Documents | 3. If PR is included in the APP or the end-user has provided the approved revised PPMP, draft the bidding documents and provide concerned division for initial review. | None | 1 day | *Bids and Awards Committee; BAC Secretariat Head; BAC-Technical Working Group* FAD/ACD/PRD/ NCMIMD |
| None | 3.1 Finalize the contents of the bidding document | None | 1 day | *Bids and Awards Committee; BAC Secretariat* |

| | | | | |
|---|---|---|---|---|
| | and prepare the procurement schedule.<br><br>Conducts pre-procurement conference, if necessary. | | | *Head; BAC-Technical Working Group* FAD/ACD/PRD/ NCMIMD |
| None | 3.2 Post the invitation to bid (PhilGEPS, JJWC Website, and Premises) and issue bidding documents. | None | 1 day | *BAC Secretariat* FAD-Procurement Unit |
| None | 3.3 Conduct Pre-Bid Conference.<br><br>**optional for ABC below Php1,000,000.00*<br><br>**if there are clarifications, a supplemental bid will be issued.*<br><br>*At least 12 calendar days before deadline of submission and receipt of bids and not earlier than 7 days from the advertisement/posting.* | None | 1 day | *Bids and Awards Committee; BAC Secretariat Head; BAC-Technical Working Group* FAD/ACD/PRD/ NCMIMD |
| None | 3.4 Conduct of Bid Opening.<br><br>BAC members will evaluate the submitted bid documents based on the required eligibility, technical and financial component.<br><br>**The BAC Secretariat will notify the bidder who pass the eligibility check.*<br><br>**If no bids/proposals received:*<br><br>- *the BAC will issue a Resolution declaring failure of bidding due to none* | None | 1 day | *Bids and Awards Committee; BAC Secretariat Head; BAC-Technical Working Group* FAD/ACD/PRD/ NCMIMD |

| | | | | |
|---|---|---|---|---|
| | *receipt of bids/proposals*<br><br>- *the PR and other documents will be returned to the End User for revision/s, and repeat steps 1-10* | | | |
| 4. Participate in the conduct of evaluation of technical and financial bids/proposals received | 4.1. Evaluate the technical and financial bids/proposals received. | None | 4 days | *Bids and Awards Committee; BAC-TWG* FAD/ACD/PRD/ NCMIMD |
| | 4.2. Issuance of notice of post-qualification to the supplier with the Single/Lowest Calculated Bid | None | 1 day | *BAC Secretariat* FAD-Procurement Unit |
| 5. Participate in the conduct of post-qualification stage of bidding | 5.1. Conduct post-qualification of the Single/Lowest Calculated Bid and deliberate the result | None | 2 days | *Bids and Awards Committee; BAC-TWG* FAD/ACD/PRD/ NCMIMD |
| 6. Preparation of BAC Resolution and Notice of Award | 6.1. Prepare Resolution to Award/Notice of Award to be signed by BAC Members and approved by the HOPE. | None | 2 days | *BAC Secretariat Head* FAD-Procurement Unit; *Bids and Awards Committee FAD/ACD/PRD/ NCMIMD*; *Executive Director (HOPE)* Office of Executive Director |
| None | 6.2. Issue the Notice of Award to the winning bidder. | None | 1 day | *BAC Secretariat Head* FAD-Procurement Unit |
| | 6.3. The Procurement Unit uploads the accepted Notice of Award and the approved BAC Resolution at PhilGEPS, JJWC | None | 1 day | *BAC Secretariat Head* FAD-Procurement Unit |

| | | | | |
|---|---|---|---|---|
| | website and premises | | | |
| 7. Sign the Obligation Request and Status (ORS) on Box A. | 7. Prepare the ORS and the draft the contract/ contract agreement. | None | 1 day | *BAC Secretariat Head* FAD-Procurement Unit |
| None | 7.1. Verify the obligation and sign on the Box B of ORS. | None | 2 hours | *Administrative Officer V* FAD-Budget Unit |
| 8. Contract Signing | 8.1. Sign the contract/ purchase order and forward to the winning bidder for signature. | None | 3 days | *BAC Secretariat* FAD-Procurement Unit; *Executive Director (HOPE)* Office of Executive Director |
| None | 8.2. Prepare the Notice to Proceed (NTP) for the HOPE's signature /approval and issue the signed NTP to the winning bidder. | None | 1 day | *BAC Secretariat Head* FAD-Procurement Unit; *Executive Director (HOPE)* Office of Executive Director |
| None | 8.3. The Procurement Unit uploads the signed contract and the accepted notice to proceed at PhilGEPS. | None | 2 hours | *BAC Secretariat Head* *FAD-Procurement Unit* |
| 9. Customer Satisfaction Survey | 9.1. The AdAs III drafts the Customer Satisfaction Evaluation Forms and the draft memorandum for the evaluation of the performance of the consultant, and for the evaluation of performance of the Procurement Unit in facilitating the Procurement Request | None | 4 hours | *FAD-Procurement Unit* |

| | | | | |
|---|---|---|---|---|
| | 9.2. The Procurement Officer reviews and signs the memorandum. | None | 1 hour | *FAD-Procurement Unit* |
| | 9.3. The AdAs III forwards the Customer Satisfaction Survey Forms and the memorandum to the end-user. | None | 4 hours | *FAD-Procurement Unit* |
| | 9.4. The AdAs III receives the accomplished and signed Customer Satisfaction Survey Forms | None | 1 hour | *FAD-Procurement Unit* |
| | **TOTAL** | **None** | **24 days, 6 hours and 30 minutes** | |

***Processing of Requests for Procurement of Goods and Services*** *is covered by R.A. 9184 or the Government Procurement Reform Act.*

## 11. Travel Bookings

Transportation by plane of JJWC National and Regional Secretariat officials/ employees and other participants to trainings and activities to be charged against the agency funds are booked by the designated Air Transport Officer through the airline portals or through a contracted travel booking agency.

| | |
|---|---|
| **Office or Division:** | Finance and Administrative Division |
| **Classification:** | Simple |
| **Type of Transaction:** | G2G - Government to Government |
| **Who may avail:** | JJWC Officials and Employees, Participants to JJWC Activities |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| Revised Air Transport Order, Approved Project Proposal | Requesting Party (JJWC Officials and Employees, Participants to JJWC Activities) |
| Approved Special Order – Authority to Travel (2 photocopy) | Office of the Executive Director |

| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
|---|---|---|---|---|
| 1. Send email regarding request | 1. Receive the email and review the Air Transport Order (ATO). Then | None | 15 minutes | *Administrative Assistant III (Air Transport Reservation* |

| | | | | |
|---|---|---|---|---|
| for booking together with the preferred flight details using the revised Air Transport Order. | numbers, records, and signs the ATO. | | | *Officer)* FAD-Records Unit |
| None | 2. Forwards the ATO to the Office of the Executive Director. | None | 5 minutes | *Administrative Assistant III (Air Transport Reservation Officer)* FAD-Records Unit |
| None | 2.2 Approves the ATO and forwards to Transport Reservation Officer. | None | 1 day | *Executive Director; Administrative Assistant III* Office of the Executive Director |
| 3. Receive the copy of electronic ticket and boarding pass for the booked flight. | 3. Book the preferred flight and includes the online check-in then forward the electronic ticket and boarding pass to the requesting party. | None | 1 day | *Administrative Assistant III (Air Transport Reservation Officer)* FAD-Records Unit |
| | **TOTAL** | **None** | **2 days, 30 minutes** | |

## 12. Requests for Development of IEC/Advocacy Materials

| | |
|---|---|
| Office or Division: | Advocacy and Communication Division |
| Classification: | Technical |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | JJWC Officials and Employees |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |

| Letter/Email/Memo Requesting for Development of Advocacy Materials and Approved/finalized/proofread content for layouting/production | | Not Applicable | | |
|---|---|---|---|---|
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit memo/ Email request through the ACD Division Chief (*insert email*) and copy furnish ACD email address (*acd.jjwc@gmail.com*) | 1. Receive request/memo for the development of IEC/Advocacy material. | None | 10 minutes | *Division Chief, Project Development Officer II/ Project Development Officer III (COS)* |
| | 1.1. Division Chief to endorse request and provide instructions to person(s) responsible.<br>1.2. Identification of service level | None | 10 minutes | *Division Chief* |
| 2. Provide information/details and other assets and resources to be used on the requested IEC/Advocacy Material (**NOTE**: Content to be provided to ACD must be the final/approved/proofread version) | 2. Coordinate (Physically or through email) with the requesting party on the details of request/technical assistance. | None | 60 minutes | *Project Development Officer II/ Project Development Officer III (COS)* |
| | 2.1. Prepare draft layout of the requested IEC/Advocacy Material. | None | 1 – 20 working days | *Project Development Officer II/ Project Development Officer III (COS)* |
| | 2.2. Person/s responsible to submit draft layout to the Division Chief for review and revision. | | | *Project Development Officer II/ Project Development Officer III (COS)* |
| Provide additional comments once received, if any, or acknowledge receipt | 2.3. If there are any comments, return draft to responsible person(s) for revision. | | 1-3 working days | *Division Chief* |

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| | Once approved by Division Chief, draft will be submitted/endorsed to requesting party. | | | *Requesting Party* |
| 3. If approved, acknowledge receipt of the IEC/Advocacy material layout.<br><br>Provide comments/review (if any) on the submitted draft to the responsible person(s). | 3. Responsible person(s) to provide an editable version (including assets and specifications) of the IEC/Advocacy material, if needed.<br><br>Receive comments/review (if any) from requesting party for revision of draft layout of IEC/Advocacy material. | | 1 day | *Project Development Officer II/ Project Development Officer III (COS)* |
| 4. Provide feedback on the requested IEC/Advocacy Material preferably using JJWC customer satisfaction survey forms | 4. Provide the requesting party with the JJWC customer satisfaction survey forms | | 10 minutes | *Project Development Officer II/ Project Development Officer III (COS)* |
| | 4.1. Receive feedback as inputs for further improvement. | | | *Division Chief, Project Development Officer II/ Project Development Officer III (COS)* |

**REQUEST TYPE AND TIMELINE**

| REQUEST TYPE | DESCRIPTION | LEVEL OF COMPLEXITY | TIMELINE |
|---|---|---|---|
| Assistance in relation to IEC/Advocacy Materials | Assistance related to request for design specifications, design template, copy of IEC/advocacy materials, posting of approved online content from other divisions, etc. | Simple | At least 1 working day upon acknowledgement of receipt of request |
| Social Media Cards, Website Banners, and/or Posters | Layout and design for the official social media sites and website of JJWC including but not limited to job vacancy, announcements, etc. | Simple | 2-3 days depending on the number/quantity of requests upon acknowledgement of receipt of request |
| Photo/Video Documentation | Photo documentation of activities for highlights, awarding, ceremonies, etc. | Simple | Depending on the number of days of the activity as requested.<br><br>However, output/s must be submitted the at least 2-3 working days after the activity. |
| Layout and Design of Plaques and other related materials | Layout and design of plaques and related materials for activity including initial draft and final draft. | Moderate | 2 to 3 days depending on the number/quantity of requests upon acknowledgement of receipt of request |
| Layout and Design of Collaterals | Collaterals for internal or external activities such as but not limited to t-shirt, tote bag, banner, etc. | Moderate | 3 to 10 working days before proofing and/or production depending on the number of collaterals requested. |
| Layout of IEC Materials | IEC materials with number of pages not exceeding 50 pages with minimal graphics or heavy use of graphics. | Moderate | 5 to 7 working days upon endorsement of DC |
| | IEC materials with number of pages not exceeding 100 pages with minimal or heavy use of graphics. | High | 10 to 12 working days |

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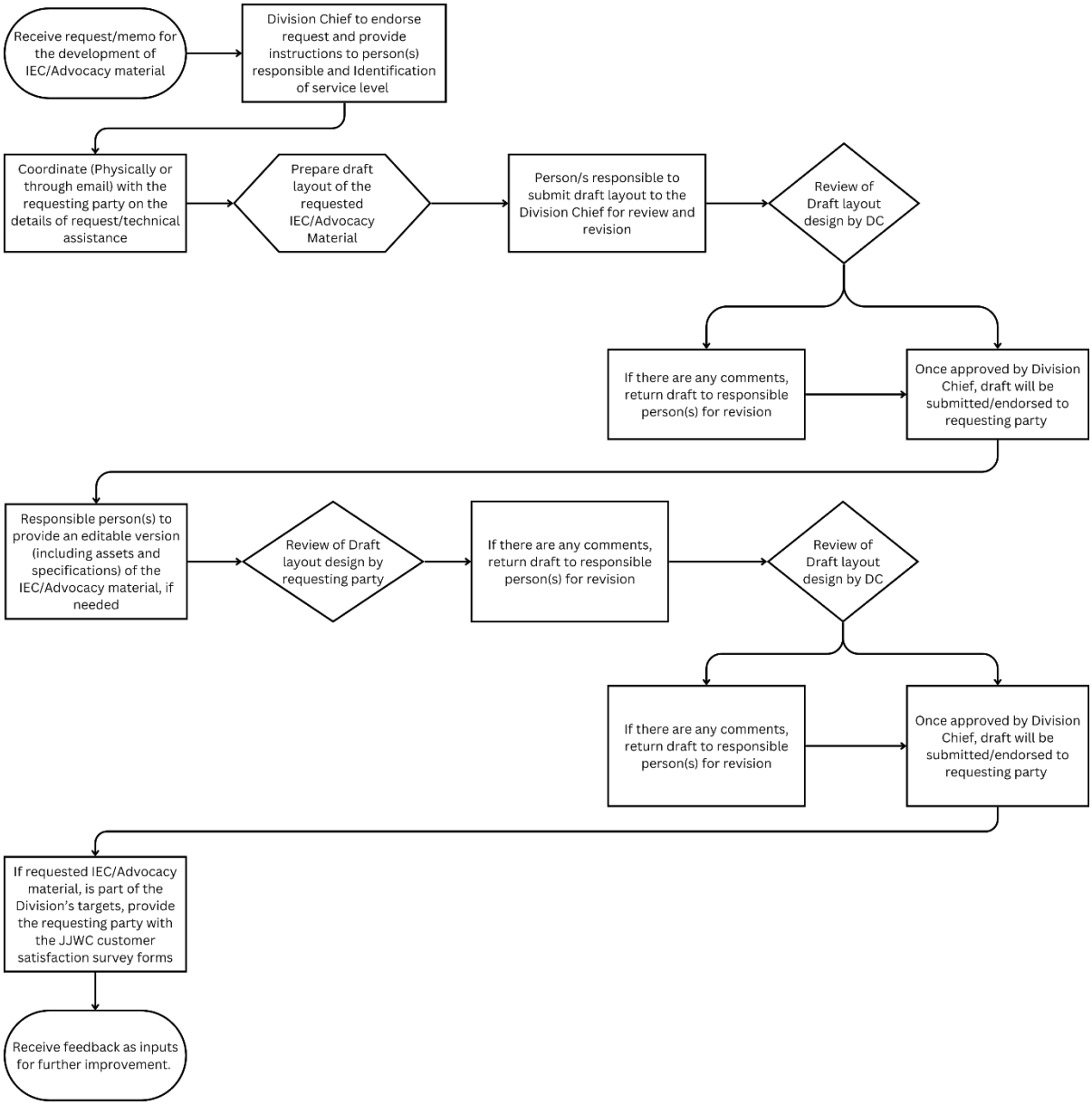
| | IEC materials with number of pages exceeding 100 pages with minimal or heavy use of graphics. | High | 15 to 20 working days upon endorsement of DC |
| Editing of AVP | Audio-visual presentation for activities including but not limited to activity introduction, highlights, etc. depending on the level of difficulty | High | 10 to 15 working days upon endorsement of DC |

*Note that timeline indicated in this part may change depending on the response of the requesting division/unit and the other deliverables of the responsible person for the request.*

## PROCESS FLOWCHART



# Regional Secretariat

## External Services

## 1. Technical Assistance to Stakeholders

RJJWC Secretariat members share their expertise to strengthen the capacity of stakeholders along compliance to RA 9344 (Juvenile Justice and Welfare Act of 2006) as amended including the Council's issued policies, manuals, and protocols.

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| **Office or Division:** | Regional JJWC Secretariat (Office of the Executive Director) |
| **Classification:** | Highly Technical |
| **Type of Transaction:** | G2G - Government to Government |
| **Who may avail:** | Local Government Units (LGUs) |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| Letter/memorandum of Request (1 original) | Not applicable |

| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
|---|---|---|---|---|
| I. Client sends letter addressed to the RJJWC Chairperson requesting for technical assistance and detailing the institutional arrangements as well as the logistic and technical requirements | I. Processing of Request/Confirmation with DSWD/LGU | None | 3 days | *Administrative Assistant I/III* RJJWC Secretariat |
| None | II. Conduct Team Meeting | None | 1 day | *Administrative Assistant I/III* *Social Welfare Officer III* RJJWC Secretariat |
| None | III. Prepare/s materials/counterpart of the RJJWC | None | 1 day | *Administrative Assistant I/III* RJJWC Secretariat |

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| Action required is hinged on the agreement with RJJWC | IV. a. Program Proper (based on Standard Program Design or per agreement with LGU) | None | 5 days | *Administrative Assistant I/III* *Social Welfare Officer III* RJJWC Secretariat |
| Provide feedback on the technical assistance provided, preferably using JJWC customer satisfaction survey forms. | IV. b. Administer Customer Satisfaction (CS) Evaluation | None | - | *Administrative Assistant I/III* RJJWC Secretariat |
| Client may share the post on their own social media accounts | IV. c. Activity is posted on the official Facebook Page | None | - | *Administrative Assistant I/III* *Social Welfare Officer III* RJJWC Secretariat |
| Execute action or re-entry plan as agreed with RJJWC | V. Monitoring LGU's compliance to agreements during the TA (based on the LGU's action or re-entry plan) | None | TBD | *Administrative Assistant I/III* *Social Welfare Officer III* RJJWC Secretariat |
| Maintain open official communication lines with RJJWC | VI. Mentoring (as needed) if there are issues, concerns, and action items raised during the Monitoring | None | ANA | *Social Welfare Officer III* RJJWC Secretariat |
| None | VII. Action Items (as needed) are forwarded to the Chairperson, for consideration in the next Committee meeting | None | ANA | *Social Welfare Officer III* RJJWC Secretariat |
| None | VIII. Evaluation | None | TBD | *Social Welfare Officer III* RJJWC Secretariat |
| | **TOTAL** | **NONE** | **12 Days** | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
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| How to send feedback | • The concerned division/unit/office administers the JJWC Customer Satisfaction Tools to participants of capability building activities, technical assistance, mentoring sessions and meetings of both JJWC and RJJWC.<br>• Walk-in and internal customers are also provided and requested to fill out the Customer Survey (CS) Form to be provided by the JJWC Unit Document Control Officers (UDCO).<br>• Other customers may also fill out CS Form and drop it at the designated drop box at the Security Personnel area.<br>• Feedback can also be sent thru email with the subject: "Client Feedback" to secretariat@jjwc.gov.ph |
| How feedbacks are processed | • UDCOs record, tabulate and consolidate the results of the tools using the JJWC prescribed forms. Consolidated feedback reports are submitted to Division Chief for National Secretariat and Social Worker Officer III for the RJJWC within five (5) days after the activity.<br>• Consolidated monthly feedback reports are submitted to JJWC Customer Satisfaction (CS) Team every 10th day of the succeeding month for monitoring and evaluation if further action is needed. Request for Action (RFA) may be issued by the CS Team to determine and monitor further improvements required.<br>• For feedback through the drop box, JJWC Document Control Officer (DCO) opens it every Friday, records and forwards to CS Team.<br>• For those sent through email, the JJWC Document Control Officer (DCO) opens the email on a daily basis, prints, records, and forwards those relating to client feedback to CS Team.<br>• Feedback requiring answers are forwarded to the concerned offices and are required to answer within three (3) days from receipt of the feedback.<br>• The answer of the office is then relayed to the client thru email by the JJWC CS Team.<br>• For inquiries and follow-up, clients may contact telephone number: 8921-0565 or email secretariat@jjwc.gov.ph |

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| How to file a complaint | • Answser the Client Complaint Form and drop it at the designated drop box at the Public Relations and Information area.<br>• Complaints can also be sent thru email with the subject: "Client Complaint" to secretariat@jjwc.gov.ph<br>• The following information must be provided:<br>- Name of person being complained<br>- Incident<br>- Evidence |
| How complaints are processed | • The JJWC DCO opens the email on a daily basis, prints, records, and forwards those relating to client complaint to JJWC CS Team.<br>• JJWC DCO opens the drop box on a daily basis and forwards the complaint to the concerned committee/team (i.e., JJWC CS Team for service-related concerns, Child Safeguarding Policy Secretariat in accordance with MC 3 Series of 2019).<br>• The concerned committee/team evaluates the complaint and prepares memo to be signed by the Executive Director requiring explanation from the concerned office/individual.<br>• If needed, the Executive Director may create investigating team to conduct further investigation. However, should a complaint be against a JJWC employee, the same shall be processed in accordance with the related guidelines of JJWC, or the Child Safeguarding Policy, as applicable.<br>• Feedback will be sent to the client thru email by the JJWC CS Team.<br>• For inquiries and follow-up, clients may contact telephone number: 8921-0565 or email secretariat@jjwc.gov.ph |
| Contact Information of CCB, PCC, ARTA | Complaints can be sent also to the following hotlines:<br>• 8888 – Presidential Complaints Center<br>• 0908-881-6565 – CSC Contact Center ng Bayan<br>• 478-5093 – Anti-Red Tape Authority |

| Office | Address | Contact Information |
|---|---|---|
| JJWC National Secretariat | #140 Maginhawa St., Sikatuna Village, Quezon City | 8921-0565 |
| Regional JJWC Secretariat | | |
| - DSWD Field Office I | Quezon Avenue, San Fernando, La Union | (072) 678-8000 local 229 |
| - DSWD Field Office II | #3 Dala na Pagaya, Regional Center Carig Sur, Tuguegarao City, Cagayan | (078) 304-0586 |
| - DSWD Field Office III | Government Center Maimpis, San Fernando, Pampanga | (045) 961-2143/ (02) 246-7021 |
| - DSWD Field Office IV-A | Alabang Zapote Road, Alabang, Muntinlupa | 807-7102 |
| - DSWD Field Office IV-B | #1680 F.T. Benites Cor Gen. Malvar St., Malate, Manila | |
| - DSWD Field Office V | Magnolia St., PBN Buraguis, Legaspi City | (052) 480-5347 |
| - DSWD Field Office VI | M.H, Del Pilar Street, Molo, Iloilo City | (033) 337-6221 |
| - DSWD Field Office VII | MJ Cuenco Avenue Corner Maxilon Avenue, Cebu City | (032) 232-1192 |
| - DSWD Field Office VIII | Magsaysay Boulevard, Tacloban City | (053) 321-1007 |
| - DSWD Field Office IX | General Vicente Alvarez St., Zamboanga City | (062) 991-6030/ 991-0858 |
| - DSWD Field Office X | Masterson Avenue, Upper Carmen, Cagayan De Oro City | (088) 858-8134 |
| - DSWD Field Office XI | R Magsaysay Ave Cor D. Suezo Street, Davao City | (082) 227-1964 |
| - DSWD Field Office XII | Purok Bumanaag, Barangay Zone 3, Koronadal City | (083) 228-2086 |
| - DSWD Field Office BARMM | Org Compound, Cotabato City | 734-8640/ 733-0010 local 205 |
| - DSWD Field Office CAR | #40 North Drive, Baguio City | (074) 446-9651 |
| - DSWD Field Office NCR | #389 San Rafael Street, Legarda, Manila | (085) 342-5619 |
| - DSWD Field Office CARAGA | R. Palma Street, Butuan City | (064) 552-2796 |