

FILLING – UP OF VACANT POSITIONS UNDER CONTRACT OF SERVICES STATUS OF EMPLOYMENT

It refers to the filling – up of vacant positions under Contract of Services based on merit and fitness.

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| Office or Division | Human Resource Planning and Performance Management Section | | | |
| Classification | Complex (Multi-process) | | | |
| Type of Transaction | G2C – Government to Citizen | | | |
| Who may avail | All interested applicants | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Acceptance of Resignation | | Office of the Regional Director | | |
| Approved creation and authority to hire for new positions | | DSWD Central Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESING TIME (RA 11032) | RESPONSIBLE PERSON |
| 1. Await for invitation to take Written examination | 1. Post vacant position in the DSWD FO2 Bulletin of Vacant Positions, in the Satellite Offices, DSWD website and official Facebook account | None | 3 working days | Recruitment Officer |
| | 1.1. Review Database of Applicants for qualified applicants | None | 1 working day | Recruitment Officer |
| | 1.2. Prepare Longlist of Qualified Applicants vis-à-vis Qualification Standards | None | 2 working days | Recruitment Officer |
| | 1.3. Review Longlist of Qualified Applicants vis-à-vis Qualification Standards | None | 1 working day | Head, Human Resource Planning and Performance Management Section (HRPPMS) |
| | 1.4. Endorse Longlist of Qualified Applicants to the Hiring Unit | None | 1 working day | Section Secretary |
| | 1.5. Review Longlist of Qualified Applicants and identify applicants meeting the Preferred Standards | None | 2 working days | OIC Division Chief of the Hiring Unit |

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| | 1.6. Endorse Selection Line-up to HRPPMS for the Administration of Written Examination | None | 1 working day | Division Secretary |
| | 1.7. Schedule Written Examination | None | 1 working day | Recruitment Officer |
| 2. Receive invitation to take the Written Examination Note: Applicant may request re-scheduling of Written Examination subject to the approval of the HRMPSB Chair | 2. Notify qualified applicants of the schedule of the Written Examination | None | 1 working day | Recruitment Officer |
| 3. Take the Written Examination | 3. Administer Written Examination to applicants | None | 3 calendar days after receipt of invitation | Recruitment Officer |
| 4. Await for the result of the Written Examination | 4. Endorse accomplished Written Examination and Rating Sheet to Hiring Unit | None | Within the date of examination | Recruitment Officer |
| | 4.1. Check/rate Examination papers | None | 2 working days | OIC Division Chief of the Hiring Unit |
| | 4.2. Endorse checked/rated examination papers and accomplished Rating Sheet to HRPPMS | None | 1 working day | OIC Division Chief of the Hiring Unit |
| | 4.3. Consolidate examination results | None | Within the receipt of the Written Examination | Recruitment Officer |
| 5. Receive invitation to undergo the HRMSPB Interview Note: Applicant may request re-scheduling of HRMPSB | 5. Notify qualified applicants of the schedule of the Human Resource Merit Promotion and Selection Board (HRMPSB) | None | 1 working day | Recruitment Officer |

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| Interview subject to the approval of the HRMPSB Chair | | | | |
| | 5.1. Inform HRMPSB members of the schedule of the interview | None | 1 working day | Recruitment Officer |
| 6. Attend the HRMPSB Interview | 6. Interview applicants | None | 3 calendar days after the receipt of the Invitation | HRMPSB |
| 7. Await for the result of the application result | 7. Consolidate results of the HRMPSB Interview | None | Within the day | HRMPSB Secretariat |
| | 7.1. Prepare HRMPSB Resolution for signature of the members | None | 1 working day | HRMPSB Secretariat |
| | 7.2. Endorse the HRMPSB Resolution to the Appointing Authority for his/her final approval and selection | None | 2 working days | HRMPSB Secretariat |
| | 7.3. Sign HRMPSB Resolution and select qualified (successful) applicant | None | 2 working days | Appointing Authority |
| 8. Receive Congratulatory Letter | 8. Prepare Congratulatory Letter enlisting the pre-employment requirements | None | Within the receipt of HRMPSB Resolution | Recruitment Officer |
| 9. Submit pre-employment requirements Note: Applicant may request extension of submission of pre-employment requirements | 9. Check submitted pre-employment requirements Note: Incomplete requirements shall not be accepted. | None | Upon receipt of the pre-employment requirements | Recruitment Officer |
| | 9.1. Prepare Memorandum of Agreement to be signed by the successful applicant and DSWD officials | None | Within the receipt of the complete pre-employment requirements | Recruitment Officer |
| 10. Assume to duty | 10. Issue Employee ID and enrol in the Biometric | None | First day of duty | Recruitment Officer |
| | 10.1. Endorse newly | None | First day of | Recruitment |

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| | hired to the Hiring Unit | | duty | Officer |
| | TOTAL | None | 37 working days | |

Feedback and Complaints

| FEEDBACK AND COMPLAINTS MECHANISMS | |
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| How to send feedback | <p>Kindly accomplish the Client Satisfaction Measurement Form available at the Human Resource Management and Development Division or at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p> |
| How feedbacks are processed | <p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>For status of query/clarification, please contact the following: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p> |
| How to file a complaint | <p>Kindly accomplish the Client Satisfaction Measurement Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> • Your Name and contact details • Transaction with the Human Resource Management and Development Division • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p> |
| How complaints are processed | <p>Every end of the month, complaints are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p> <p>Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> |

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| | Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph |
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