

FILLING – UP OF VACANT POSITIONS UNDER PERMANENT STATUS OF EMPLOYMENT

It refers to the filling – up of vacant positions under Contractual and Casual status of employment based on merit and fitness.

Office or Division	HR Management and Development Division			
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. Submit request for Publication of Vacant Positions to Civil Service Commission Cagayan and Batanes Field Office	None	1 working day	Recruitment Officer
	1.1. Post vacant position in the DSWD FO2 Bulletin of Vacant Positions, in the Satellite Offices, DSWD website and official Facebook account	None	10 calendar days	Recruitment Officer
	1.2. Review Database of Applicants for qualified applicants	None	1 working day	Recruitment Officer
	1.3. 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	None	2 working	OIC Division

	of Qualified Applicants and identify applicants meeting the Preferred Standards		days	Chief of the Hiring Unit
	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 accomplished and 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	5. Notify qualified applicants of the schedule of the Human Resource Merit Promotion and Selection Board	None	1 working day	Recruitment Officer

Note: Applicant may request re-scheduling of HRMPSB Interview subject to the approval of the HRMPSB Chair	(HRMPSB)			
	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. Post list of short-listed applicants in three (3) conspicuous areas	None	3 working days	HRMPSB Secretariat
	7.2. Prepare HRMPSB Resolution for signature of the members	None	1 working day	HRMPSB Secretariat
	7.3. Endorse the HRMPSB Resolution to the Appointing Authority for his/her final approval and selection	None	2 working days	HRMPSB Secretariat
	7.4. 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 shall be given at least 5 days to comply with the	9. Check submitted pre-employment requirements Note: Incomplete requirements shall not be accepted.	None	Upon receipt of the pre-employment requirements	Recruitment Officer

requirements Applicant may request extension of submission of pre-employment requirements				
	9.1. Prepare Appointment to be signed by the appointee and DSWD officials	None	Within the receipt of the complete pre-employment requirements	Recruitment Officer
10. Assume to duty Note: Appointee shall undergo six-month probationary period	10. Issue Employee ID and enrol in the Biometric	None	First day of duty	Recruitment Officer
	10.1. Endorse newly hired to the Hiring Unit	None	First day of duty	Recruitment Officer
	TOTAL	None	48 working days	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
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

	<p>Development Division</p> <ul style="list-style-type: none"> • 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: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>