

ONLINE SUBMISSION OF APPLICATION DOCUMENTS

It refers to the online submission of application documents by applicants who intends to employed at Field Office No. 02

Office or Division	Human Resource Planning and Performance Management Section			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All interested applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter addressed to the Office of the Regional Director specifying the desired position.		Applicant		
Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, revised 2017)		Downloaded via www.csc.gov.ph		
Performance Rating in the present position for one (1) year (if applicable)		Applicant		
Photocopy of certificate of CS eligibility/PRC board rating and license		For CS eligibility Civil Service Commission Regional Office For Board Rating and License Professional Regulation Commission Regional Office		
Photocopy of Transcript of Records		School graduated from		
Photocopy of Trainings Attended		Client		
Photocopy of Certificate of Employment		Previous employment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submit the application letter with complete attachments via jobs.fo2@dswd.gov.ph	1. Download the applicant's application documents together with the complete attachments Note: Incomplete application documents shall not be entertained and applicant shall be advised to submit complete documents.	None	1 minute	Receiving Officer

	The Receiving Officer shall also input the applicant's information to the Database of Applicants			
	1.2. Endorse the application documents and supporting documents via email to the Recruitment Officer concerned	None	Within the day of receipt	Division Secretary
	1.3. Review application documents	None	Within the day of receipt	Recruitment Officer
	1.4. Include the applicant to the position he is applying for Note: If the applicant is not qualified in the position applied for, s/he will be included in the position matching his/her qualification	None	Within the day	Recruitment Officer
	TOTAL	None	1 working day	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	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. Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph
How feedbacks are processed	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. For status of query/clarification, please contact the following: Telephone: (078) 304 – 1004

	Email: fo2@dswd.gov.ph
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 • 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> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>