

PROCESSING OF TERMINAL LEAVE BENEFITS CLAIM OF SEPARATED DSWD FIELD OFFICE NO. 02 OFFICIALS AND EMPLOYEES

It refers to the payment in cash value of DSWD Field Office No. 02 employees who retires, voluntary resigns or is separated from the service through no fault of his/her own.

Office or Division	HR Management and Development Division	
Classification	Complex (Multi-process)	
Type of Transaction	G2C – Government to Citizen	
Who may avail	All separated DSWD Field Office No. 02 officials and employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Approved Application for Terminal Leave	Applicant	
Summary of Leave Credits	Personnel Administration Section	
Certification of Leave Credits	Personnel Administration Section	
Service Record	Personnel Administration Section	
Latest salary adjustment (NOSA/NOSI)	Personnel Administration Section	
Duly accomplished Regional Clearance	Personnel Administration Section	
Statement of Asset, Liabilities and Net worth	Applicant	
Letter of Separation/intent to retire	Applicant	
Acceptance of separation/retirement	Applicant	
Authorization Letter where to send TLB check	Applicant	
Certificate of Non-pendency	Applicant	
Authorization to deduct disallowances from TLB claims (if any)	Applicant	
Tax Identification Number	Applicant	
Active Landbank Account number	Applicant	
Additional requirements in case of deceased:		
Death certificate of the member authenticated by PSA	Philippine Statistics Authority	
Marriage contract (marriage) and birth certificate (single) authenticated by PSA	Philippine Statistics Authority	
Affidavit of surviving legal heirs	Applicant	
Birth certificate of beneficiaries authenticated by PSA	Philippine Statistics Authority	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submit application for terminal leave complete requirements	1. Receive application for terminal leave with supporting documents	None	2 minutes	Secretary, Human Resource Management and Development Division
	1.1. Check and review completeness and correctness of documents Note: If incomplete, applicant shall be advised to complete requirements	None	15 minutes	Personnel Administration Section
	1.2. Prepares Transmittal Letter endorsing the Application and its supporting requirements to Central Office	None	5 minutes	Personnel Administration Section
	1.3. Sign the Transmittal Letter	None	2 minutes	OIC, Human Resource Management and Development Division
	1.4. Endorse the Transmittal Letter to the Office of the Regional Director	None	3 minutes	OIC Assistant Regional Director for Administration
	1.5. Sign the Transmittal Letter	None	5 minutes	Officer-in-Charge
	1.6. Transmit the Transmittal Letter and its supporting requirements to the Human Resource Management and Development Service – Central Office	None	Within the day of receipt	Records Section
2. Claim Terminal Leave Benefits	2. Inform the applicant of the release of the Terminal Leave benefits	None	Within the receipt of the information from Central Office	Personnel Administration Section
TOTAL			1 working day and 32	

		minutes	
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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 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:</p> <p>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. For the status of your complaint, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>