

## ISSUANCE OF REGIONAL CLEARANCE (FOR STAFF WHO WISH TO TRAVEL ABROAD ON PERSONAL EXPENSE OR FOR 30 – DAY LEAVE OR MORE) FOR REGULAR, CONTRACTUAL AND CASUAL EMPLOYEES

It refers to to the issuance of document certifying that an employee is cleared from work-related, money and property accountabilities and that he/she does not have pending administrative case before separating from the agency.

<b>Office or Division</b>	HR Management and Development Division			
<b>Classification</b>	Complex (Multi-process)			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	Employee who desire to transfer to other government agencies; who intends to resign, retire or to be separated from service; with scheduled personal travel abroad; with Application for Leave for 30 days or more			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Staff		
Copy of duly accomplished turn-over of accountabilities to immediate supervisor		Staff		
Duly accomplished Application for Leave		Downloaded via <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>		
Certification of Turn-over				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESING TIME (RA 11032)</b>	<b>RESPONSIBLE PERSON</b>
1. Submit request letter seeking approval of the 30-day vacation leave  Note: The letter must be stamped received by Records Section and duly approved/ accepted by the Regional Director  Employees should observe the 30-day notice before availment  Application for Leave and Certification of Turnover shall also be attached to the request letter	1. Receive and endorse the request letter	None	5 minutes	Clerk, Records Section
	1.1. Receive letter of request and certify	None	1 working day	Leaver Administrator

	available leave credits			
	1.2. Prepare Regional Clearance and forward the same to the employee concerned	None	Within the day of receipt	Leaver Administrator
2. Provide information/details in the Regional Clearance and endorse the same to the Human Resource Management and Development Division				
3. Endorse the Regional Clearance to his/her immediate supervisor  Note: Ensure turnover of work-related accountabilities	3. Signs Box II of the Regional Clearance  Note: The exiting employee shall be informed of the lacking documents prior signing.	None	Within the day of receipt	Immediate Supervisor
	3.1. Receive the Regional Clearance with Box I and Box II properly filled up	None	Within the day of receipt	Clerk, Human Resource Management and Development Division
	3.2. Check requirements such as but not limited to submission of latest DTR and accomplishment report  Note: The exiting employee shall be informed of the lacking requirements	None	1 working day	Personnel Administration Section
	3.3. Endorse the Regional Clearance to the Officer-in-Charge of the Human Resource Management and Development Division for his/her	None	1 working day	Personnel Administration Section

	signature			
	<p>3.4. Sign and forward the Regional Clearance to other offices indicated under Box III which are as follows:  Property and Supply Section</p> <p>General Services Section</p> <p>Social Welfare Employees Association of the Philippines</p> <p>Mutual Business Association</p> <p>Regional Learning Resource Center</p> <p>Accounting Section</p> <p>Cash Section</p> <p>Human Resource Management and Development Division</p> <p>Note:  The last Office to sign shall endorse the Regional Clearance to the Chair, Anti-Graft and Corruption Committee</p>	None	18 working day	Concerned heads of offices
	3.5 Sign Box IV and certify that the exiting employee has no pending administrative case	None	Within the day of receipt	Chair, Anti-Graft and Corruption Committee
	3.6. Endorse the Regional Clearance to the Regional Director	None	1 working day	Chair, Anti-Graft and Corruption Committee
	3.7. Sign Box V	None	2 working days	Regional Director
	3.8. Forward duly signed Regional	None	1 working day	Clerk, Office of the Regional

	Clearance to Personnel Administration Section			Director
5. Receive the a copy of the signed Regional Clearance	5. Issue signed Regional Clearance to the exiting employee	None	Within the day of receipt	Personnel Administration Section
<b>TOTAL</b>		None	27 working days and 5 minutes	

### Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the Feedback 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: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></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: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>
How to file a complaint	<p>Kindly accomplish the Feedback 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"> <li>• Your Name and contact details</li> <li>• Transaction with the Human Resource Management and Development Division</li> <li>• Name of Person complained of</li> <li>• Reason for complaint</li> <li>• Evidence/s, if any</li> </ul> <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>
How complaints 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>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: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>
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