

ISSUANCE OF REGIONAL CLEARANCE (FOR STAFF WITH INTENTION TO LEAVE THE AGENCY)

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.

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| Office or Division | HR Management and Development Division | | | |
| Classification | Complex (Multi-process) | | | |
| Type of Transaction | G2C – Government to Citizen | | | |
| Who may avail | 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 | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter of Intention to Resign/ Retire/ Transfer/ to be Separated from Service in case of staff with intension to leave. | | Staff | | |
| Copy of duly accomplished turn-over of accountabilities to immediate supervisor | | Staff | | |
| Declaration of No Pending Case | | Attorney of choice | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESING TIME (RA 11032) | RESPONSIBLE PERSON |
| 1. Submit copy of Letter of Intention resign/retire/or to be separated from service 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 effective date of resignation/ retirement/ separation | 1. Receive and endorse the Letter of Intention to the Office of the Regional Director | None | 5 minutes | Clerk, Records Section |
| | 1.1. Act on the received Letter of Intention and endorse the same to the Human Resource Management and | None | 5 minutes | Clerk, Office of the Regional Director |

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| | Development Division | | | |
| | 1.2. Prepare Letter of Acceptance of Resignation / Retirement/ Separation | None | Within the day of receipt | Personnel Officer |
| | 1.3. Endorse the Letter of Acceptance of Resignation / Retirement/ Separation to the Office of the Assistant Regional Director for Administration for endorsement | None | Within the day of receipt | Clerk, Human Resource Management and Development Division |
| | 1.4. Recommend the Letter of Acceptance of Resignation / Retirement/ Separation to the Office of the Regional Director | None | Within the day of receipt | OIC – Assistant Regional Director for Administration |
| | 1.5. Sign Letter of Acceptance of Resignation / Retirement/ Separation | None | 1 working day | Regional Director |
| 2. Receive the signed Letter of Acceptance of Resignation / Retirement/ Separation | 2. Endorse the signed Letter of Acceptance of Resignation / Retirement/ Separation to the employees Note: The Regional Clearance (3 copies) shall be attached to the signed Letter of Acceptance of Resignation / Retirement/ Separation | None | Within the day of receipt | Clerk, Human Resource Management and Development Division |
| 3. Provide information/details in the Regional Clearance and endorse the Immediate Supervisor | 3. Certify that the exiting employee is cleared of work-related accountabilities and properties | None | 2 working days | Immediate Supervisor Division Chief |

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| <p>Note: Ensure turnover of work-related accountabilities</p> | <p>Note: The Immediate Supervisor shall attach the duly accepted turnover of work-related accountabilities and properties</p> <p>Note: The exiting employee shall be informed of the lacking documents/properties prior signing.</p> | | | |
| <p>4. Await for the processing of the Regional Clearance</p> | <p>4. Receive the Regional Clearance with Box I and Box II properly filled up</p> | <p>None</p> | <p>Within the day of receipt</p> | <p>Clerk, Human Resource Management and Development Division</p> |
| | <p>4.1. Check requirements such as but not limited to submission of latest DTR and accomplishment report</p> <p>Note: The exiting employee shall be informed of the lacking requirements</p> | <p>None</p> | <p>1 working day</p> | <p>Personnel Administration Section</p> |
| | <p>4.2. Endorse the Regional Clearance to the Officer-in-Charge of the Human Resource Management and Development Division for his/her signature</p> | <p>None</p> | <p>1 working day</p> | <p>Personnel Administration Section</p> |
| | <p>4.3. Sign and forward the Regional Clearance to other offices indicated under Box III which are as follows: Property and Supply Section General Services Section</p> | <p>None</p> | <p>18 working days</p> <p>Note: The turnaround time depends on the availability of the signatories</p> | <p>Clearing Officials</p> |

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| | <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> | | | |
| | <p>4.4 Sign Box IV and certify that the exiting employee has no pending administrative case</p> <p>Note: The exiting employee shall submit Declaration of No Pending Case</p> | None | Within the day of receipt | Chair, Anti-Graft and Corruption Committee |
| | 4.5. Endorse the Regional Clearance to the Regional Director | None | 1 working day | Chair, Anti-Graft and Corruption Committee |
| | 4.6. Sign Box V | None | 2 working days | Regional Director |
| | 4.7. Forward duly signed Regional Clearance to Personnel Administration Section | None | 1 working day | Clerk, Office of the Regional Director |
| 5. Receive the a copy of the signed Regional | 5. Issue signed Regional Clearance to the exiting | None | Within the day of receipt | Personnel Administration Section |

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| Clearance | employee Note: One copy shall be attached to the exiting employee last salary and the other shall be part of his/her 201 file One Copy shall be forwarded to Financial Management Division for the release of pending/unclaimed receivables by the exiting staff | | | |
| TOTAL | | None | 31 working days and 10 minutes | |

Feedback and Complaints

| FEEDBACK AND COMPLAINTS MECHANISMS | |
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| How to send feedback | 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. 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 | Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby. You may also file your complaint through telephone or via email with the following details: <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 For the status of your complaint/s, you may contact us thru: |

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