

REQUEST FOR VEHICLE

It refers to the provision of government – issued vehicle to requesting DSWD Field Office 02 officials and employees regardless of status of employment.

Office or Division	General Services Section			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All DSWD Field Office 02 officials and employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Travel Order and/or Locator's Slip			Client/End User	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Accomplish request form for use of vehicle	1. Submit request for use of vehicle	None	1 minute	Client/End User
	1.1. Forward recommendation to the Office of the Assistant Officer-in-Charge for Administration	None	2 minutes	OIC Division Chief, Administrative Services Division
	1.3. Check availability of vehicle through the General Services Note: If there is no available vehicle, return the form or immediately inform the requesting party	None	2 minutes	Secretary, Assistant Officer-in-Charge for Administration
	1.4. Approve request for use with designated driver	None	2 minutes	Assistant Officer-in-Charge for Administration
	1.5. Forward approved request to the General Services Section	None	1 minute	Secretary, Office of the Assistant Officer-in-Charge for Administration
	1.6. Prepare trip ticket and gasoline slip	None	5 minutes	Clerk, General Services Section
	1.7. Approve trip ticket and gasoline slip	None	2 minutes	Assistant Officer-in-Charge for

				Administration
	1.8. Forward approved trip ticket and gasoline slip	None	1 minute	Secretary, Office of the Assistant Officer-in-Charge for Administration
	1.9. Endorse approved trip ticket and gasoline slip to designated driver/s	None	1 minute	Clerk, General Services Section
	1.10. Update Request for Vehicle Database	None	1 minute	Clerk, General Services Section
	1.11. Monitor scheduled trip	None	1 minute	Clerk, General Services Section
	TOTAL	None	19 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the Client Satisfaction Measurement Form available at the General Services Section 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 General Services Section • 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>

<p>How complaints are processed</p>	<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>
-------------------------------------	---