

## Donation Acceptance of Cash/Check/Goods and Services of Sanctuary Center

The process of receiving, reporting and recording of donations in the Center under MC 09 s. 2016.

<b>Office or Division:</b>	Sanctuary Center/ Protective Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	Private Donors			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Not Applicable			Not Applicable	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. In-kind Donation</b>				
1. Donor coordinates with the center regarding the priority needs of the center.	1. Provide copy of wish list.	None	5 minutes	<i>Social Welfare Officer III/AOD/EOD/ Admin Aide IV Sanctuary Center</i>
2. Donor drops the donation in the center.	2. Accept /Accounting of donations (Inspect/Check the items)	None	5 minutes	<i>Donation Committee Sanctuary Center</i>
3. Donor signs and receives the Acknowledgment Receipt for Donations Received (ARDR) and Deed of Donation and Acceptance (DDA)	3. Prepares Acknowledgment Receipt of Donations Received (ARDR) and Deed of Donation and Acceptance (DDA)	None	5 minutes	<i>Donation Committee Sanctuary Center</i>
	3.1 Issuance of ARDR to the donor	None	1 minute	<i>Donation Committee Sanctuary Center</i>
	3.2 Records to the Donation Logbook	None	3 minutes	<i>Donation Committee Sanctuary Center</i>

	3.3 Turnover/ Endorse donated items to a. Supply Officer for storage of non-food items ; b. Dietitian – for food items with long shelf life c. HP on Duty – To directly distribute to clients – for perishable food items	None	5 minutes	<i>Donation Committee/ Supply Officer / Dietitian/Cook/ HP on Duty Sanctuary Center</i>
	3.4 Supply Officer stores donated items in the stock room	None	5 minutes	<i>Supply Officer Sanctuary Center</i>
	3.5 Inventory of Donated Items and Records in Stock Card	None	5 minutes	<i>Supply Officer Sanctuary Center</i>
	3.6 Files Stock Cards in Filing Cabinet	None	3 minutes	<i>Supply Officer Sanctuary Center</i>
	3.7 Preparation and submission of monthly Donation/ Resource Generation Report	None	30 minutes	<i>Donation Committee and AA-IV Sanctuary Center</i>
	3.8 Safekeeping of Donation Documents	None	1 minute	<i>Chairperson Donation Committee Sanctuary Center</i>
<b>TOTAL</b>		<b>None</b>	<b>1 hour and 8 minutes</b>	
<b>B. Cash/ Check Donation</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Donor drops the donation in the center	1. Accept donations (Review details for check donation)	None	3 minutes	<i>Donation Committee Sanctuary Center</i>

2. Donor signs and receives the ARDR and DDA	2.Pre pares Acknowledgment Receipt of Donations Received (ARDR) and Deed of Donation and Acceptance (DDA)	None	5 minutes	<i>Donation Committee Sanctuary Center</i>
	2.1 Issuance of ARDR to the donor	None	1 minute	<i>Donation Committee Sanctuary Center</i>
	2.2 Records to the Donation Logbook	None	3 minutes	<i>Donation Committee Sanctuary Center</i>
	2.3 Prepare endorsement to the Field Office	None	10 minutes	<i>Liaison/AA-IV Sanctuary Center</i>
	2.4 Head Social Worker (HSW) signs the DDA and endorsement letter	None	1 minute	<i>Head Social Worker Sanctuary Center</i>
	2.5 Notarization of DDA	None	30 minutes	<i>Liaison/AA-IV Sanctuary Center</i>
	2.6 Turn-over of Donation to the Field Office and Acceptance of OR	None	Within 24 hours	<i>Liaison/AA-IV Sanctuary Center</i>
3. Donor receives OR Notarized DDA to the Donor	3. Provide OR and Notarized DDA to the Donor	None		<i>Donation Committee Sanctuary Center</i>
<b>TOTAL</b>		<b>None</b>	<b>1 day, 53 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at the designated suggestion box available in the guard house

How feedbacks are processed	The Officer of the Day checks the suggestion box daily and record all feedbacks received
How to file a complaint	Answer the client Complaint Form and drop it at the designated suggestion box available in the guard house or write a letter to Head Social Worker/ Regional Director
How complaints are processed	The Bayan Muna Committee checks the suggestion box daily and validate each complaint
Contact information of CCB, PCC, ARTA	<b>ARTA:</b> 8-478-5093 <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> <b>PCC:</b> pcc@malacanang.gov.ph 8888 <b>CCB:</b> email@contactcenterngbayan.gov.ph 0908-881-6565