

Donation Acceptance of Cash/Check/Goods and Services of Golden Reception and Action Center for Elderly and other Special Cases

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

All donations must be receipted, recorded and accounted by the Officer-in-Charge in the donation logbook or in his/her absence, the Officer of the Day/Executive on Duty can sign on his/her behalf. All records of donations shall be forwarded to the Regional Office for proper accounting and reference.

Office or Division:	Golden Reception and Action Center for Elderly and other Special Cases (GRACES)/ Protective Services Division (PSD)			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Private Donors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Not Applicable			Not Applicable	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. In-kind Donation				
The donations in-kinds must be provided with Acknowledgement Receipts for Donation Received (ARDR).				
1. Donor coordinates with the center regarding the priority needs of the center.	1. Provide copy of wish list.	None	5 minutes	<i>Social Worker/Officer of the Day</i> GRACES
2. Donor drops the donation in the center.	2. Accept donations (Inspect/Check the items) and Prepares Acknowledgment Receipt of Donations Received (ARDR)	None	10 minutes	<i>Donation Committee and Social Worker EOD/OD</i> GRACES
3. Donor signs and receives the Acknowledgement	3. Duly signed (ARDR) by the center head with	None	1 minutes	<i>Donation Committee</i>

Receipt for Donations Received (ARDR) and Deed of Donation and Acceptance (DDA)	initial from the Officer of the Day/EOD			GRACES
	3.1 Issuance of ARDR to the donor	None	1 minute	<i>Donation Committee</i> GRACES
	3.2 Records to the Donation Logbook	None	3 minutes	<i>Donation Committee</i> GRACES
	3.3 Turnover donated items to Supply Officer for storage with affix signature on the donation log book	None	5 minutes	<i>Donation Committee/ Supply Officer</i> GRACES
TOTAL		None	25 minutes	

B. Cash/ Check Donation

The cash donations must be provided with ARDR and Deed of Donation and Acceptance (DDA) issued by the DSWD. The DDA shall be notarized and fees shall be charged in the operating funds of the center. It must be forwarded to field office within 24 hours. The collecting officer shall issue an Official Receipt for cash donation.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Donor drops the cash/check donation	1. Accept donations	None	2 minutes	<i>Donation Committee/OD/EO D</i> GRACES
2. Donor signs and receives the ARDR and DDA	2.Prepare Acknowledgment Receipt of Donations Received (ARDR) and Deed of Donation and Acceptance (DDA)	None	5 minutes	<i>Donation Focal Person/OD</i> GRACES

	2.1 Duly signed ARDR and DDA by the Center with initial of the OD/EOD and Issuance of ARDR to the donor	None	1 minute	<i>Donation Focal Person /OD</i> GRACES
	2.2 Records to the Donation Logbook	None	3 minutes	<i>Donation Focal Person /OD</i> GRACES
	2.3 Center Head/OIC signs the DDA and ARDR	None	1 minute	<i>Center Head/OIC</i> GRACES
	2.4 Notarization of DDA	None	30 minutes	<i>City Hall Personnel Liason/AA-IV</i> GRACES
	2.5 Prepare endorsement to the Field Office with the following attachments: 1. Endorsement Letter 2. ARDR 3. DDA (Notarized) 4. Check/Cash	None	10 minutes	<i>AA IV/Donation Focal Person</i> GRACES
	2.6 Turn-over of Donation to the Field Office and Acceptance of OR	None	Within 1 Day	<i>Liason/AA-IV</i> GRACES
3. Donor receives OR Notarized DDA to the Donor	3. Provide OR and Notarized DDA to the Donor	None	Within 3 working days upon issuance of OR from FO	<i>Liason/AA-IV</i> GRACES
TOTAL		None	4 days, 52	

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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill-Up the donor/visitor feedback form and drop 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	Fill-Up the donor/visitor Complaint Form and drop at the designated suggestion box available in the guard house or write a letter to Center Head
How complaints are processed	The Grievance Committee will checks the suggestion box daily and validate each complaint
Contact Information of the Center	GRACES: graces.foncr@dswd.gov.ph Tel. No.: 8929-1187 Mobile No.: 0932-342-2654