

Issuance of Certificate of No Pending Administrative Case (CeNoPAC)

The process of securing Certificate of No Pending Cases as requirement for application for rewards and recognition, application for scholarship, and other employment related purposes.

Office or Division:		Human Resource and Welfare Section (HRWS)/ Human Resource Management and Development Division (HRMDD)		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who May Avail:		Rank and File Employees (SG 01-24)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		HR Welfare Section		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit a request slip to HRWS *Make sure to provide complete and accurate information prior to submission	1. Received the request slip from the client	None	1 minute	<i>Administrative Assistant/ HRWS</i>
	1.1. Track the request slip submitted by the clients		2 minutes	<i>Administrative Assistant/ HRWS</i>
	1.2. Forward the request to the concerned staff for preparation of the certification.		2 minutes	<i>Administrative Assistant/ HRWS</i>
	2. Check with the database if the client		3 minutes	<i>Administrative Assistant/ HRWS</i>

	<p>has pending administrative case.</p> <p>2.1. If none, request for issuance of CeNoPA C will be facilitated.</p> <p>2.2. If the client has pending administrative case, the request will not be granted</p>			
	<p>3. Prepare the document requested</p> <p>3.1. Forward the document for signature of the concerned officials</p> <p>3.2. Track the document</p>		30 minutes	<p><i>Administrative Assistant/ HRWS</i></p> <p><i>Administrative Assistant/ HRWS</i></p> <p><i>Administrative Assistant/ HRWS</i></p>

	<p>3.3. The recommending authority affixes initial after review of document</p> <p>3.4. The Regional Director signs the documents</p>			<p><i>Training Specialist II/HRMDD Chief,</i></p> <p><i>Regional Director</i></p>
2. Receive the Certificate of No Pending Administrative Case	4. Issue the certificate to staff		2 minutes	<i>Administrative Assistant/ HRWS</i>
	TOTAL	None	40 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ul style="list-style-type: none"> Each internal client who avails the abovementioned service shall accomplish the feedback survey form and shall submit the same to the Administrative Aide/Assistant-On-Duty immediately after the transaction. They may also submit feedback through the Public Assistance and Complaint Desk (PACD) Internal clients may also call 5310-0725 for complaints, suggestions and recommendations or via email at hrws.foncr@dswd.gov.ph
How feedbacks are processed	<ul style="list-style-type: none"> For HRWS Feedback Form: On a monthly basis, all feedback forms received by the office are consolidated and reviewed and the consolidated

	<p>report with attached accomplished feedback forms is submitted to the HRMDD-Chief, for information and monitoring of quality of service provided to internal client.</p> <ul style="list-style-type: none"> • For PACD Forms: Administrative Division consolidates the report and forwards the same to HRMDD for further action and validation should there be commendation and/or complaints and suggestions from clients.
How to file a complaint	<ul style="list-style-type: none"> • Each internal client who avails the abovementioned service shall accomplish the feedback survey form and shall submit the same to the Administrative Aide/Assistant-On-Duty immediately after the transaction. • They may also submit feedback through the Public Assistance and Complaint Desk (PACD) • Internal clients may also call 5310-0725 for complaints, suggestions and recommendations or via email at hrws.foncr@dswd.gov.ph
How complaints are processed	<ul style="list-style-type: none"> • All complaints are forwarded to the Office of the Regional Director as the Disciplining Authority. The DA shall decide for the resolution and necessary administrative measures which must be undertaken by the Field Office in order to validate and investigate the complaints. • Should the complaints fall under grievances or any form of dissatisfaction, the same will be referred to the lowest level possible for the resolution.
Contact Information of CCB, PCC, ARTA	<p>Contact Center ng Bayan: 0908-881-6565/ 1-6565 PCC may be reached thru the following telephone connections:</p> <p style="text-align: center;">+63(2)-8736-8645 +63(2)-8736-8603 +63(2)-8736-8629 +63(2)-8736-8621</p> <p>Via email – thru email address: pcc@malacanang.gov.ph Via postal service – thru PCC official address at Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila</p>

	<p>Via facsimile thru Telefax No. +63(2)-87368621</p> <p>ARTA Submit complaints thru their website : http://arta.gov.ph/pages/complaintform.php</p>
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List of Offices

Office	Address	Contact Information
Human Resource and Welfare Section (HRWS) 2 nd Floor, Room 209	DSWD-NCR #389 San Rafael St. cor. Legarda St., Sampaloc, Manila	Tel. No: (5)310-0735