

Donation Acceptance of Cash/Check/Goods and Services of Marillac Hills

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

Office or Division:	Marillac Hills			
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				
1. Donor coordinates with the center regarding the priority needs of the center.	1. Provide copy of wish list.	None	5 minutes	<i>Officer of the Day</i>
2. Donor drops the donation in the center.	2. Accept donations (Inspect/Check the items)	None	2 minutes	<i>Donation Committee</i>
3. Donor signs and receives the Acknowledgement Receipt for Donations Received (ARDR) and Deed of Donation and Acceptance (DDA)	3.0 Prepares Acknowledgment Receipt of Donations Received (ARDR) and Deed of Donation and Acceptance (DDA)	None	4 minutes	<i>Donation Committee</i>
	3.1 Issuance of ARDR to the donor	None	1 minute	<i>Donation Committee</i>
	3.2 Records to the Donation Logbook	None	3 minutes	<i>Donation Committee</i>

	3.3 Turnover donated items to Supply Officer for storage	None	5 minutes	<i>Donation Committee/ Supply Officer</i>
	3.4 Supply Officer stores donated items in the stock room	None	5 minutes	<i>Supply Officer</i>
	3.5 Inventory of Donated Items and Records in Stock Card	None	5 minutes	<i>Supply Officer</i>
	3.6 Files Stock Cards in Filing Cabinet	None	3 minutes	<i>Supply Officer</i>
	3.7 Preparation and submission of monthly Donation/Resource Generation Report	None	30 minutes	<i>Donation Committee and AA-IV</i>
	3.8 Safekeeping of Donation Documents	None	1 minute	<i>Chairperson Donation Committee</i>
TOTAL			1 hour and 4 minutes	

B. Cash/ Check Donation

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Donor drops the donation in the center	1. Accept donations (Inspect/Check the items)	None	2 minutes	<i>Donation Committee</i>
2. Donor signs and receives the ARDR and DDA	2. Prepares Acknowledgment Receipt of Donations Received (ARDR)	None	4 minutes	<i>Donation Committee</i>

	and Deed of Donation and Acceptance (DDA)			
	2.1 Issuance of ARDR to the donor	None	1 minute	<i>Donation Committee</i>
	2.2 Records to the Donation Logbook	None	3 minutes	<i>Donation Committee</i>
	2.3 Prepare endorsement to the Field Office	None	10 minutes	<i>Liason/AA-IV</i> Marillac Hills
	2.4 Head Social Worker (HSW) signs the DDA and endorsement letter	None	30 seconds	<i>Head Social Worker</i>
	2.5 Notarization of DDA	None	30 minutes	<i>Liason/AA-IV</i> Marillac Hills
	2.6 Turn-over of Donation to the Field Office and Acceptance of OR	None	Within 24 hours	<i>Liason/AA-IV</i> Marillac Hills
3. Donor receives OR Notarized DDA to the Donor	3. Provide OR and Notarized DDA to the Donor	None		<i>Donation Committee</i>
TOTAL			1 day, 50 minutes, 30 seconds	

FEEDBACK AND COMPLAINTS MECHANISM	
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
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