

Processing of Trainees Gratuity Allowance

The process for the provision of gratuity allowance to trainees of the National Vocational Rehabilitation Center (NVRC)

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| Office or Division | Administrative Service (NVRC) | | | |
| Classification | Complex – 7 working days | | | |
| Type of Transaction | Government to Client | | | |
| Who may Avail | Trainees of NVRC | | | |
| Checklist of Requirements | | | Where to Secure | |
| 1 original copy Daily Time Record | | | Guard on Duty/OJT Site (free) | |
| 1 original copy of Trainees ID (previously issued) | | | | |
| 1 original copy of Medical Certificate as needed | | | Medical Officer III (free) | |
| 1 original copy of Excuse Letter if any | | | Social Worker on Case (free) | |
| CLIENT STEPS | AGENCY ACTION | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Trainee is attending trainings at NVRC | 1.1. Submit request for provision of Gratuity Allowance to the Training Center Superintendent | None | 1 minute | <i>Social Welfare Officer II NVRC</i> |
| | 1.2. Training Center Superintendent approved the request | None | 1 minute | <i>Training Center Superintendent II NVRC</i> |
| | 1.3. Forward request for recording to the Administrative Assistant III | None | 1 minute | <i>Training Center Superintendent II NVRC</i> |
| | 1.4. Enter name of Trainee in the data bank | None | 1 minute | <i>Administrative Assistant III NVRC</i> |
| | 1.5. Prepare Request for | None | 5 minutes | <i>Administrative Assistant III</i> |

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| | Administrative Order (RAO) for the entitlement of Gratuity Allowance | | | NVRC |
| | 1.6. Forward RAO to RCC at FO for review | None | 30 minutes | <i>Administrative Assistant III</i> NVRC |
| | 1.7. Review of RAO | None | 5 minutes | <i>Regional Center Coordinator (SWO V)</i> FO-NCR |
| | 1.8. If there are no corrections, forward RAO to the Assistant Regional Director (ARDO) for initial | None | 1 minute | <i>Administrative Aide IV</i> RCC-FO-NCR |
| | 1.9. ARDO signed the RAO | None | 1 minute | <i>Assistant Regional Director for Operations (SWO V)</i> FO-NCR |
| | 1.10. Forward the RAO to Regional Director's Office | None | 1 minute | <i>Administrative Assistant I</i> ARDO's Office FO-NCR |
| | 1.11. Regional Director approved the RAO | None | 1 minute | <i>Regional Director</i> FO-NCR |
| | 1.12. Forward the RAO to Records Section | None | 1 minute | <i>Administrative Assistant II</i> RD's Office FO-NCR |
| | 1.13. Assigning of RAO number | None | 1 minute | <i>Administrative Aid IV</i> Records Section FO-NCR |
| | 1.14. Forward RAO to NVRC through email | None | 1 minute | <i>Administrative Aid IV</i> Records Section FO-NCR |
| 2. Submit DTR with attached | 2.1. Compute the number of days and | None | 8 hours | <i>Administrative Assistant III</i> |

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| excuse letter or medical certificate as needed to Admin Service | hours the trainee attended training as basis for the computation of Gratuity Allowance | | | NVRC |
| | 2.2. Prepare Report of Attendance | None | 5 minutes | <i>Administrative Assistant III</i> NVRC |
| | 2.3. Prepare Report of Attendance | None | 5 minutes | <i>Administrative Assistant III</i> NVRC |
| | 2.4. Forward Report of Attendance to the Training Supervisor for review and concurrence | None | 1 minute | <i>Administrative Assistant III</i> NVRC |
| | 2.5. If there are correction, Report of attendance will be forwarded back to Administrative Service | None | 5 minutes | <i>Manpower Development Officer III</i> NVRC |
| | 2.6. If there is no correction, Report of Attendance is concurred and returned back to the Admin Service | None | 5 minutes | <i>Manpower Development Officer III</i> NVRC |
| | 2.7. Prepare Payroll, Request for SDO, Disbursement Voucher and Obligation Request Status | None | 10 minutes | <i>Administrative Assistant III</i> NVRC |
| | 2.8. Forward complete documents to | None | 1 minutes | <i>Administrative Assistant III</i> |

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| | Training Center Superintendent II | | | NVRC |
| | 2.9. Review and signing of documents | None | 5 minutes | <i>Training Center Superintendent II</i> NVRC |

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| | 2.10. Forward folder containing Report of Attendance, Payroll, Request for SDO, Disbursement Voucher and Obligation Request Status to RCC at FO for review | None | 30 minutes | <i>Administrative Assistant III</i> NVRC |
| | 2.11. Review of the documents | None | 10 minutes | <i>Regional Center Coordinator (SWO V)</i> FO-NCR |
| | 2.12. If documents are complete, it will be endorsed to ARDO for initial | None | 5 minutes | <i>Administrative Aide IV</i> RCC-FO-NCR |
| | 2.13. Review of the documents | None | 5 minutes | <i>Assistant Regional Director for Operations (SWO V)</i> FO-NCR |
| | 2.14. Forward documents to RD's Office for approval | None | 1 minute | <i>Administrative Assistant I</i> ARDO's Office FO-NCR |

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| | 2.15. Approval of the documents | None | 1 minute | <i>Regional Director</i> FO-NCR |
| | 2.16. Forward documents to Records Section for assigning of number of RSO | None | 1 minute | <i>Administrative Assistant II</i> RD's Office FO-NCR |
| | 2.17. Assign RSO number | None | 1 minute | <i>Administrative Aid IV</i> Records Section FO-NCR |
| | 2.18. Return documents to ARDO's office | None | 1 minute | <i>Administrative Aid IV</i> Records Section FO-NCR |
| | 2.19. Forward documents to Finance Section Centralized | None | 1 minute | <i>Administrative Assistant I</i> ARDO's Office FO-NCR |
| | 2.20. Track documents in the data bank | None | 5 minutes | <i>Administrative Aide IV</i> Finance Section FO-NCR |
| | 2.21. Forward documents to the Budget Section | None | 1 minute | <i>Administrative Aide IV</i> Finance Section FO-NCR |
| | 2.22. Track document in the data bank | None | 5 minutes | <i>Administrative Assistant II</i> Budget Section Fo-NCR |
| | 2.23. Assign ORS number | None | 1 minute | <i>Administrative Assistant II</i> Budget Section Fo-NCR |
| | 2.24. Forward documents to Processor | None | 1 minute | <i>Administrative Assistant II</i> Budget Section Fo-NCR |

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| | 2.25. Checking of correctness of requested amounts and requirements | None | 5 minutes | <i>Administrative Assistant II</i> Budget Section FO-NCR |
| | 2.26. Forward documents to Budget Officer for ORS approval | None | 1 minute | <i>Administrative Assistant II</i> Budget Section FO-NCR |
| | 2.27. Approval of ORS | None | 1 minute | <i>Administrative Officer V</i> Budget Section FO-NCR |
| | 2.28. Forward documents to Accounting Section | None | 1 minute | <i>Administrative Assistant II</i> Budget Section FO-NCR |
| | 2.29. Assign Journal Entry Voucher | None | 5 minutes | <i>Administrative Assistant II</i> Accounting Section FO-NCR |
| | 2.30. Forward documents to Head of Accounting Section | None | 1 minute | <i>Administrative Assistant II</i> Accounting Section FO-NCR |
| | 2.31. Signing of Disbursement Voucher | None | 1 minute | <i>Administrative Officer IV</i> Accounting Section FO-NCR |
| | 2.32. Forward documents to Cash Section | None | 1 minute | <i>Administrative Assistant II</i> Accounting Section FO-NCR |
| | 2.33. Preparation of check and availability | None | 3 hours | <i>Administrative Assistant II</i> Cash Section |

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| | of fund at LBP | | | FP-NCR |
| | 2.34. Release of check to NVRC | None | 1 minute | <i>Administrative Assistant II</i> Cash Section FP-NCR |
| | 2.35. Encashment of Check | None | 1 hour | <i>Special Disbursing Officer</i> NVRC |
| | 2.36. Call for payout | None | 1 minute | <i>Special Disbursing Officer</i> NVRC |
| 3. Sign in the Payroll | 3.1. Assist Trainee in signing the payroll | None | 1 minute | <i>Special Disbursing Officer</i> NVRC |
| 4. Claim Gratuity Allowance | 4.1. Pay Gratuity Allowance to trainee | None | 1 minute | <i>Special Disbursing Officer</i> NVRC |
| Total Processing Time: 1 day, 6 hours & 57 minutes | | | | |

| FEEDBACK AND COMPLAINT MECHANISM | |
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| How to send feedback | <p><u>For Visitors/Customers</u></p> <p>A “Customer Feedback Form” is given by the Security Guard on duty to visitor/customer upon entry at NVRC and shall be filled up and dropped in the Suggestion Box at the Guard House upon departure from NVRC.</p> |
| | <p><u>For Trainees of NVRC</u></p> <p>A trainee suggestion box is available at the corridor beside Training Service room for trainees feedback on their trainings</p> |
| | <p>A quarterly “TALAKAYAN” is established where trainees are encouraged to articulate feedbacks regarding issues and concerns encountered that affect their training in the Center</p> |
| How | |

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| <p>feedbacks are processed</p> | <p><u>For Visitors/Customers</u></p> <p>Customer Feedback Forms shall be collected on a daily basis by the Committee of Integrity Management Program. Feedbacks will be consolidated and for presentation to the Monthly General Staff Meeting. For feedback that are sensitive shall be forwarded to the Training Center Superintendent for immediate and appropriate action.</p> <p><u>For Trainees of NVRC</u></p> <p>Trainees' feedback deposited in the suggestion box shall be collected on a daily basis by the Committee of Integrity Management Program. Feedbacks will be consolidated and for presentation to the Monthly General Staff Meeting. For feedbacks that are sensitive shall be forwarded to the Training Center Superintendent for immediate and appropriate action.</p> <p>All staff are required to attend the "TALAKAYAN" to immediately respond to issues and concerns.</p> |
| <p>How to file a complaint</p> | <p>.Complaints shall be filed in writing addressed to the IMP Committee Chairperson OF NVRC or to the Anti-Red Tape Authority (ARTA), Civil Service Commission (CSC), Contact Center ng Bayan (CCB), Presidential Complaint Center (PCC) or to 8888.</p> |
| <p>How complaints are processed</p> | <p>All complaints which are under the control of the Center is acted upon immediately by providing feedback of the actions undertaken on the subject complaint of within the day.</p> |
| | <p>All complaints beyond the control of the Center is elevated to the Management of higher authority within the day.</p> |
| <p>Contact information</p> | <p>NVRC IMP Committee Chairperson: 0998-9572375</p> <p>ARTA: 8478-5091/8478-5093/8478-5099</p> <p>CSC: 8740-8412/8749-0980/8781-5864</p> <p>CCB: contactcenterngbayan.gov.ph</p> <p>PCC: 8736-8645/8736-8603/8736-8629</p> |