



# **EARLY CHILDHOOD CARE AND DEVELOPMENT (ECCD) COUNCIL**

**CITIZEN'S CHARTER  
2025 (1st Edition)**



**EARLY CHILDHOOD CARE AND DEVELOPMENT  
(ECCD) COUNCIL**

**CITIZEN'S CHARTER**  
**2025 (1<sup>st</sup> Edition)**

## AGENCY PROFILE

### I. MANDATE

To implement the National Early Childhood Care and Development System of the Philippines by:

- Promulgating policies and implementing guidelines for ECCD programs.
- Establishing ECCD program standards that reflect developmentally appropriate practices for ECCD programs.
- Developing a national system for the recruitment, registration, accreditation, continuing education and equivalency, and credential system of ECCD service providers, supervisors, and administrators to improve and professionalize the ECCD sector.
- Upgrading quality standards of public and private ECCD programs
- Developing a national system of awards and recognition to deserving ECCD programs implementers and service providers.
- Promoting, encouraging, and coordinating the various ECCD programs of the Department of Education, the Department of Social Welfare and Development, the Department of Health, and the National Nutrition Council.
- Monitoring the delivery of services to the ECCD program beneficiaries nationwide.
- Evaluating and assessing the impact and outcome of various ECCD programs nationwide through an effective information system.
- Developing a national system for early identification, screening, and surveillance of young children from age zero (0) to four (4) years.
- Developing various support mechanisms that maximize public and private resources for implementing ECCD programs – giving high priority to the needy and high risk children from poor communities.
- Providing funds to poor and disadvantaged communities for the establishment and expansion of public ECCD programs and improvement of physical facilities.
- Promoting and encouraging private sector initiatives for the establishment of ECCD programs.
- Providing guidelines for the conduct of solicitations from local and international civic organizations, and request private foundations to supplement available resources.
- Performing other functions as the ECCD Council may deem necessary.



## **II. VISION**

By 2030, the ECCD Council shall have fully implemented a comprehensive, Integrative, and sustainable National System for Early Childhood Care and Development (ECCD) throughout the country.

## **III. Mission**

To contribute to nation-building by ensuring that all Filipino children aged 0 to 4 are provided with developmentally-appropriate experiences to address their holistic needs.

## **IV. SERVICE PLEDGE**

We, the officers and staff of the Early Childhood Care and Development Council, are committed to establish the national standards, develop policies and program, providing technical assistance and support and ensure compliance thereof to promote comprehensive, integrative, and sustainable National System for Early Childhood Care and Development (ECCD) throughout the country.

As public servants, we are also committed to the principles of accountability, integrity, gender equality, transparency and equity in ensuring the delivery of the highest standards of public service. We are duty bound to contribute to nation-building by performing our mandate to the satisfaction of the public.



## LIST OF SERVICES

<b>External Services</b> .....	<b>6</b>
<b>Program and Policy Unit</b>	
<i>Standard and Guidelines</i>	
• Request for Technical Assistance.....	7
○ <i>Request for Orientation/Resource Speaker</i> .....	7
○ <i>Request for ECCD-Related Data</i> .....	8
○ <i>Simple Inquiry through Help-Desk Channels</i> .....	9
○ <i>Complex Inquiry through Help Desk Channels</i> .....	10
○ <i>Highly Technical through Help Desk Channels</i> .....	11
• Request for Issuance of Certificate of Proficiency for External Evaluators on the New Tool for Recognition/Accreditation.....	13
• Request for Conferment/Granting of Recognition/Accreditation Public and Private Child Development Centers/ Learning Centers Evaluators on the New Tool for Recognition/Accreditation.....	15
• Subsidy for External Evaluators.....	18
<b>Administrative and Finance Unit</b>	
<i>Finance Section</i>	
• Payment for External Creditors.....	20
○ <i>Utilities expenses, Communication expenses, Rentals and other dues</i> .....	20
○ <i>Hotel Accommodations and Venue Rentals</i> .....	20
○ <i>Honoraria for Lecturers and Resource Persons</i> .....	20
○ <i>Consultancy Service: Individual and Business</i> .....	21
<i>Human Resource Management Section</i>	
• Application for Securing Service Record/Certificate of Employment and Other HR Records.....	23
<b>National Care Development Center-Project Unit</b>	
• Availment of ECCDC Flagship Project Construction of National Child Development Center (NCDC).....	24
• Funding Assistance/Support Conversion/Modelling of Existing Day Care Centers to Child Development Centers Project.....	26
<b>Information, Communication, and Technology Unit</b>	
• Processing of FOI Requests.....	28



<b>Internal Services</b> .....	<b>31</b>
<b>Finance and Administrative Unit</b>	
<i>Human Resource Management Section</i>	
• Application for Leave (Vacation Leave within the Philippines only Sick Leave, and Special Leave Privilege).....	32
• Application for Leave (International Travel).....	34
• Request for Employee Records.....	36
• Request for Travel Order.....	38
<i>Finance Section</i>	
• Payment for Internal Clients .....	40
<b>Information, Communication and Technology Unit</b>	
• Application for Technical Support Services.....	42
<b>Feedback and Complaints</b> .....	<b>43</b>
<b>List of Offices</b> .....	<b>45</b>



## External Service

## 1. REQUEST FOR TECHNICAL ASSISTANCE

### a. Request for Orientation/Request for Resource Person

NGAs, LGUs, NGOs, and etc., may request an orientation related to early childhood or resource speaker from the ECCD Council.

<b>Office or Division:</b>	Programs and Policy Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C) Government to Government (G2G)			
<b>Who may avail:</b>	National Government Agency Local Government Unit Private Learning Centers Non-Government Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request (Original or e-Copy)		National Government Unit; Local Government Unit; Private Learning Centers; Non-Government Organizations		
2. Training Needs Assessment (e.g. Self-Assessment of the Competency Standards for CDW)		National Government Unit; Local Government Unit; Private Learning Centers; Non-Government Organizations		
3. Program of Activities		ECCD Council - Programs and Policy Unit		
4. Resource Person's CV/Bionote		ECCD Council - Programs and Policy Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit a Letter of Request for Orientation or other essential information regarding ECCD  The letter/ must include the following: 1. Title/Theme of Activity 2. Purpose of Activity 3. Date of Activity 4. Mode of Delivery 5. Expected Participants 6. Training Needs Assessment 7. Counterpart if available	1.1 Acknowledgement of the inquiry upon Receipt	None	2 Hours	Helpdesk Officer
	1.2 Route Letter of Request to Unit Records Officer	None	1 Hour	Administrative Unit, Records Officer
	1.3 Review of Letter of Request by the Office of the Executive Director (OED)	None	1 Day	Office of the Executive Director, Executive Director



	1.4 Route Letter of Request to Assigned Officer	None	1 Hour	Administrative Unit, Records Officer
	1.5 Draft Response Letter or Proposed Program of Activities	None	1 Hour	Concerned Unit, Assigned Officer
	1.6 Approval of Response Letter by the Head of Agency	None	1 Day	Concerned Unit, Assigned Officer
	1.7 Request for e/signature and Outgoing Number of Letter of Request	None	30 mins	Concerned Unit, Assigned Officer
	1.8 Sending of Letter of Response	None	15 mins	Concerned Unit, Assigned Officer
	1.9 Record Actions Taken	None	15 mins	Concerned Unit, Assigned Officer
	<b>TOTAL</b>	None	<b>2 days and 6 hours</b>	

### **b. Request for ECCD Related Data**

*External organizations and individuals may be provided ECCD-related data if needed and applicable.*

<b>Office or Division:</b>	Programs and Policy Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizens (G2C) Government to Government (G2G)			
<b>Who may avail:</b>	National Government Agency Local Government Unit Private Learning Centers Non-Government Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Data Request		National Government Unit; Local Government Unit; Private Learning Centers; Non-Government Organizations		
2. Response Letter		ECCD Council - Programs and Policy Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Request for ECCD-related research such as resources, materials, studies, tests, assessment tools, and analyses  The letter must include the following: 1. Title/Theme of Research 2. Purpose of Research	1.1 Acknowledgment of the Letter of Request upon receipt	None	2 Hours	Records Section, Records Officer

3. Materials/Data Request 4. Deadline of Request if applicable				
	1.2 Route Letter of Request to Unit Records Officer	None	1 Hour	Records Section, Records Officer
	1.3 Review Letter of Request by the	None	1 Day	Office of the Executive Director, Executive Director
	1.4 Route Letter of Request to Assigned Officer	None	1 Hour	Office of the Executive Director, Executive Director Executive Assistant
	1.5 Collection/Request of data from the appropriate unit	None	1 day	Concerned Unit, Assigned Officer
	1.6 Draft Response Letter with Data	None	3 Hours	Concerned Unit, Assigned Officer
	1.7 Approval of Response Letter by the Head of Agency	None	1 Day	Concerned Unit, Assigned Officer
	1.8 Request for e-signature and Outgoing Number of Letter of Request	None	30 mins	Concerned Unit, Assigned Officer
	1.9 Sending of Letter of Response	None	15 mins	Concerned Unit, Assigned Officer
	2. Record Actions Taken	None	15 mins	Concerned Unit, Assigned Officer
	<b>TOTAL</b>	None	<b>4 days</b>	

**c. Simple Inquiry through Helpdesk Channels**

External organizations or individuals may send their inquiries and concerns through ECCD Helpdesk Channels through ECCDC Official Website, Gmail, and Facebook Page. Those concerns will be handled by the ECCDC assigned helpdesk officer. In this section, immediate response is feasible.

<b>Office or Division:</b>	Programs and Policy Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizens (G2C) Government to Government (G2G)
<b>Who may avail:</b>	National Government Agency Local Government Unit Private Learning Centers Non-Government Organizations

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Inquiries/Complaints		National Government Unit; Local Government Unit; Private Learning Centers; Non-Government Organizations; General Public		
2. Ticket with inquiry details		ECCD Council		
3. Response to inquiries/complaints		ECCD Council		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit inquiries/complaints through Helpdesk Channels referring to Standards and Guidelines, Policies, or other ECCD Programs	1.1 Acknowledgment of inquiry upon receipt	None	2 Hour	Helpdesk Officer
	1.2 Log ticket with inquiry details (inquiry, classification, status)	None	5 Minutes	
	1.3 Review and respond to Inquiry; Provision of Requested Information	None	3 Hours	
	1.4 Log/Close Ticket	None	5 Minutes	
<b>TOTAL</b>		None	<b>5 hours and 10 minutes</b>	

#### **d. Complex Inquiry through Helpdesk Channels**

External organizations or individuals may send their inquiries and concerns through ECCD Helpdesk Channels such as ECCDC Official Website, Gmail, and Facebook Page. Those concerns will be handled by the ECCDC assigned helpdesk officer. In this section, a complex inquiry may take a while to process a response.

<b>Office or Division:</b>	Programs and Policy Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizens (G2C) Government to Government (G2G)			
<b>Who may avail:</b>	National Government Agency Local Government Unit Private Learning Centers Non-Government Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Inquiries/Complaints		National Government Unit; Local Government Unit; Private Learning Centers; Non-Government Organizations; General Public		
2. Ticket with inquiry details		ECCD Council		
3. Response to inquiries/complaints		ECCD Council		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit inquiries/complaints	1.1 Acknowledgment of inquiry upon receipt	None	2 Hours	Helpdesk Officer

through Helpdesk Channels referring to Standards and Guidelines, Policies, or other ECCD Programs				
	1.2 Log ticket with inquiry details (inquiry, classification, status)	None	5 Minutes	
	1.3 Review the inquiry and identify the responsible unit	None	1 Hour	
	1.4 Endorse inquiry to the responsible unit	None	1 Hour	
	1.5 Inform the client of endorsement to the responsible unit	None	5 Minutes	
	1.6 Review and respond to Inquiry; Provision of Requested Information	None	4 Days	
	1.7 Log/Close Ticket	None	5 Minutes	
	<b>TOTAL</b>	None	<b>4 days, 3 hours and 15 minutes</b>	

**f. Highly Technical Inquiry through Helpdesk Channels**

External organizations or individuals may send their inquiries and concerns through ECCD Helpdesk Channels such as ECCDC Official Website, Gmail, and Facebook Page. Those concerns will be handled by the ECCDC assigned helpdesk officer. In this section, a highly technical inquiry may take a while to process a response.

<b>Office or Division:</b>	Programs and Policy Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizens (G2C) Government to Government (G2G)			
<b>Who may avail:</b>	National Government Agency Local Government Unit Private Learning Centers Non-Government Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Inquiries/Complaints		National Government Unit; Local Government Unit; Private Learning Centers; Non-Government Organizations; General Public		
2. Ticket with inquiry details		ECCD Council		
3. Response to inquiries/complaints		ECCD Council		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit inquiries/complaints through Helpdesk Channels referring to	1.1 Acknowledgment of inquiry upon receipt	None	2 Hours	Helpdesk Officer

Standards and Guidelines, Policies, or other ECCD Programs				
	1.2 Log ticket with inquiry details (inquiry, classification, status)	None	5 Minutes	
	1.3 Review the inquiry and identify the responsible unit	None	1 Hour	
	1.4 Endorse inquiry to the responsible unit	None	1 Hour	
	1.5 Inform the client of endorsement to the responsible unit	None	5 Minutes	
	1.6 Review and respond to Inquiry; Provision of Requested Information	None	12 days	
	1.7 Log/Close Ticket	None	5 Minutes	
	<b>TOTAL</b>	None	<b>12 days, 3 hours and 15 minutes</b>	

## 2. REQUEST FOR ISSUANCE OF CERTIFICATE OF PROFICIENCY FOR EXTERNAL EVALUATORS ON THE NEW TOOL FOR RECOGNITION/ACCREDITATION

(As requested by the DSWD Field Offices through the DSWD Central Office)

Upon successful completion of the training conducted by the PSWDO/PECCDO, participants will be awarded a Certificate of Proficiency, signifying their preparedness to evaluate and support the implementation of ECCD standards.

<b>Office or Division:</b>	Office of the Executive Director-Programs and Policy Unit (Standard and Guidelines)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	(Deputized Personnel who will facilitate recognition/accreditation of National Child Development Centers / Child Development Centers) Public: <ul style="list-style-type: none"> <li>- C/MSWDOs</li> <li>- PSWDOs</li> <li>- ECCD Focal Persons</li> <li>- DSWD Regional pool of Evaluators</li> </ul> Private: <ul style="list-style-type: none"> <li>- School Director/Administrator/Principal</li> </ul> (Note: Upon recommendation from the DSWD Field Offices)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Training Design on the Utilization of the tool for recognition with at least 24 hours implementation and mock assessment.		ECCD COUNCIL Office Provincial Government Office through the Provincial Social Welfare and Development office/Provincial ECCD Office		
2. List of trained external evaluators for issuance of Certificate of Proficiency.		PSWDO/PECCDO		
3. Training/Activity Report, Photos/Documentation and Attendance sheet of the Participants		PSWDO/PECCDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request through mail/ email.	1.1 Receiving and encoding of LOI from the records management system <ul style="list-style-type: none"> <li>• Review of submitted requirements</li> <li>• Routing of request to the OED</li> <li>• Routing of request to S &amp; G Office</li> </ul>	None	1 Day	<i>Program and Policy Unit (PPU) - S &amp; G Unit Officer-Office of the Executive Director (OED)</i>
	1.2 Validation of submitted documents	None	2 days	<i>Program and Policy Unit (PPU) - S &amp; G Officer</i>

	<p>1.3 Production of certificates</p> <ul style="list-style-type: none"> <li>• Generation of Certificate of Proficiency</li> <li>• Update Proficiency Datasheet System</li> <li>• Printing of Certificate of Proficiency</li> <li>• Sealing, scanning and Naming of Printed Certificates of Proficiency</li> </ul>	None	2 days	<i>Program and Policy Unit (PPU) - S &amp; G Unit- Administrative Staff</i>
	<p>1.4 Issuance of Proficiency</p> <ul style="list-style-type: none"> <li>• For signature of Printed Certificate of Recognition of the approved lists of recognized CDCs/LCs by the Evaluation Committee</li> <li>• Preparation and signature of Transmittal letter for sending of printed Certificate of Proficiency</li> <li>• Sending of printed Certificate of Proficiency via courier to the requesting Provincial Government through the PSWDO/ PECCDO</li> <li>• Update the status of the request of LGUs in the Recognition Datasheet System</li> </ul>	None	2 days	<p><i>Executive Director Office- Administrative Staff</i></p> <p><i>Program and Policy Unit (PPU) - S &amp; G Unit Administrative Staff</i></p>
<b>TOTAL:</b>		None	<b>7 Days</b>	

### 3. REQUEST FOR CONFERMENT/GRANTING OF RECOGNITION / ACCREDITATION TO PUBLIC AND PRIVATE CHILD DEVELOPMENT CENTERS/LEARNING CENTERS (CDCs/LCs)

(As recommended by the Provincial Government through the Provincial Social Welfare and Development Office (PSWDO)/Provincial Early Childhood Care Development Office (PECCDO)

In accordance with the ECCD Council Board Resolution No. 15-13 dated September 10, 2025, as amended by Resolution No. 24-01 dated February 16, 2024, Procedural Guidelines on the Registration, Granting of Permit and Recognition to Public and Private Child Development Centers/learning Centers (CDCs/LCs). The PSWDOs/PECCDOs are responsible for the coordination and deployment of External Evaluators

<b>Office or Division:</b>	Office of the Executive Director			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Public and Private CDCs/LCs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. General Information of the CDC/LC (Template on page 13 of the Assessment Tool)		DSWD Field Office		
2. Summary of Assessment Result on the seven (7) areas		External Evaluator/s		
3. Rating of CDC/LC (Satisfactory, Very Satisfactory, Outstanding)		External Evaluator/s		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request through mail/ email with attached requirements	1.1 Receiving and encoding of LOI from the records management system. <ul style="list-style-type: none"> <li>Review of submitted requirements</li> <li>Routing of request to the OED</li> <li>Routing of request to the evaluation team</li> </ul>	None	1 day	<i>Records Section, Records Officer</i>  <i>Program and Policy Unit (PPU) - S &amp; G Officer</i>  <i>Records Section, Records Officer</i>  <i>Office of the Executive Director (OED), Executive Director</i>
	1.2 Review and validation of submitted documents <ul style="list-style-type: none"> <li>Printing of recommendation letter</li> <li>Printing recommendation</li> </ul>			



	<p>lists of CDCs/LCs for Recognition (Conferred/Deferred)</p> <ul style="list-style-type: none"> <li>• Routing of printed recommendation list of CDCs/LCs for Recognition (Conferred/Deferred) to Evaluation Committee</li> </ul>	None	6 days	<i>ECCD Council – Evaluation Committee</i>
	<p>1.3 Review, validation, and approval of recommendation lists of CDCs/LCs for Recognition (Conferred/Deferred)</p> <ul style="list-style-type: none"> <li>• Routing of Signed Recommendation Lists of CDCs/LCs for Recognition (Conferred/Deferred) to OED</li> <li>• Encoding of recognized CDCs/LCs approved by the Evaluation Committee to the Recognition Datasheet System</li> </ul>	None	5 days	<p><i>ECCD Council – Evaluation Committee</i></p> <p><i>Office of the Executive Director, Administrative Staff</i></p>
	<p>1.4 Production of Certificates</p> <ul style="list-style-type: none"> <li>• Generation of Certificate of Recognition of the approved lists of recognized CDCs/LCs by the Evaluation Committee</li> <li>• Update Recognition Datasheet System of the approved lists of recognized CDCs/LCs by the Evaluation Committee</li> <li>• Printing of Certificate of Recognition of the approved lists of recognized CDCs/LCs by the Evaluation Committee</li> <li>• Routing of Certificate of Recognition to OED.</li> </ul>	None	3 days	<i>Program and Policy Unit (PPU) - S &amp; G Administrative Staff</i>

	<p>1.5 Issuance of Certificates</p> <ul style="list-style-type: none"> <li>• *For signature of Printed Certificate of Recognition of the approved lists of recognized CDCs/LCs by the Evaluation Committee</li> <li>• Sealing and Scanning of Printed Certificates of Recognition of the approved lists of recognized CDCs/LCs by the Evaluation Committee</li> <li>• Preparation and signature of Transmittal letter for sending of printed Certificate of Recognition</li> <li>• Sending of printed Certificate of Recognition via courier to the requesting Provincial Government thru PSWDO/PECCDO</li> <li>• Update the status of the request of LGUs in Recognition Datasheet System</li> </ul>	None	8 days	<p><i>*Office of the Executive Director, Executive Director</i></p> <p><i>Program and Policy Unit (PPU) - S &amp; G Administrative Staff</i></p> <p><i>(without (*) the remaining process is under PPU)</i></p>
<b>TOTAL:</b>		None	<b>20 Days</b>	

## 4. SUBSIDY FOR EXTERNAL EVALUATORS

Pursuant to ECCD Council Board Resolution No. 24-01, dated February 16, 2024, which amends Board Resolution No. 15-13 (September 10, 2015), PSWDOs/PECCDOs are responsible for the coordination and deployment of External Evaluators during the CDC/LC recognition/accreditation process.

And per standard -Memorandum of Agreement (MOA) with Provincial Government Units (PLGUs):

Section I of the standard MOA between the ECCD Council and PLGUs defines the scope of partnership collaboration.

This collaboration includes:

- Transfer of funds from the ECCD Council to the PLGU, specifically allocated for expenses related to the annual recognition/accreditation of CDCs and Child Development Workers (CDWs).
- Capacity building initiatives for External Evaluators.

<b>Office or Division:</b>	Programs and Policy Unit (Standards and Guidelines Team) Finance Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Citizen (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent addressed to Executive Director signed by the Provincial Social Welfare and Development Officer (1 Original Copy)		Requestor		
Annual Work and Financial Plan signed by the Provincial Governor (Province) or City Mayor (HUC) (2 Original Copies - Hardcopy or Scanned Copy)		Requestor		
Bank Certification or Certificate of Trust Account signed by the Bank Manager or Provincial Accountant/Treasurer (1 Original or Scanned Copy).		Requestor		
Memorandum of Agreement between the Provincial Local Government Unit (PLGU)/Highly Urbanized City (HUC) and the ECCD Council (5 Original Copies).		Requestor		
Liquidation report of the previous fund transfer signed by the Provincial Accountant/Treasurer and stamp received by COA. (1 Original or Scanned Copy) <i>*If the province or HUC already requested a subsidy for the last F.Y.*</i>		Requestor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request through mail/ email.	1.1 Upon checking the completed documents. A printed copy of the endorsement will be attached.	None	1 Day	Program and Policy Unit, S&G Officer
	1.2 Checking of documentary requirements and preparation of Obligation Request and Status (ORS).	None	1 Day	Finance Unit, Budget Officer

	1.3 Verification of Bank Account, Creation of Disbursement Voucher (DV) and approval of Unit Head <i>*If Land bank Account, a Letter of Introduction (LOI) will be submitted and it is processed in 2-3 days.</i>	None	3 Days	<i>Finance Unit, Acting Accountant</i>
	1.4 Preparation of Payment	None	1 Day	<i>Finance Unit, Acting Accountant</i>
	1.5 Preparation of Check with the signature of Cashier, Deputy Executive Director (DED) or Executive Director (ED).	None	1 Day	<i>Finance Unit, Cashier Officer</i>
	1.6 Deposit of check, receiving deposit slip and sending a photocopy of it to S&G Team.	None	1 Day	<i>Finance Unit, Cashier Officer</i>
	1.6 Prepare and send the fund transfer advice signed by the DED together with the photocopy of the deposit slip.	None	1 Day	<i>Program and Policy Unit, S&amp;G Officer</i>
<b>TOTAL:</b>		None	<b>9 days</b>	

## 5. PAYMENT FOR EXTERNAL CREDITORS

**Processing of the payments to settle financial obligations for the following recurring expenses:**

- *Utilities expenses, Communication expenses, Rentals and other dues*
- *Hotel Accommodations and Venue Rentals*
- *Honoraria for Lecturers and Resource Persons*
- *Consultancy Service: Individual and Business*

<b>Office or Division:</b>	Admin and Finance Division – Finance Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government-to-Citizen (G2C), Government-to-Business (G2B), Government-to-Government (G2G)	
<b>Who may avail:</b>	Civilian/National/Naturalized Citizen	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>General Requirements</b>		
Obligation Request and Status (ORS) form (3 Original Copies)		Budget Section
Disbursement Voucher (2 Original Copies)		Finance Section
<b>Utilities, Rentals, and Communication Expenses</b>		
- Statement of Account or Billing Statement (for utilities, communication expenses, etc.) – (1 Original Copy)		Records Section/Client
- Statement of Account and Contract of Lease/ any applicable contract (for rentals and other dues) – (1 Original Copy)		Records Section Procurement Section (for first payment)
- Bank details of new clients		Client
<b>Hotels Accommodation and Venue Rentals</b>		
- Statement of Account or Billing Statement, Hotel Guest Folio, Contract between ECCDC and hotel (1 Original copy per document) Hotel & Venue		Hotel & Venue
Approved Activity Proposal and Post -Activity Report (1 Original copy)		ECCDC Lead Coordinator/s
Attendance Sheet (1 Original Copy)		Admin Support Staff
- Approved Purchase Request (PR), Canvass/ Quotations from at least 3 suppliers, abstract of canvass, Approved Purchase Order (PO) duly confirmed by the supplier, Inspection and Acceptance Report (1 Original copy per document)		Procurement Section
-Bank details (account)		Supplier/Client
<b>Honoraria for Lecturer, Resource Person, Coordinator and Facilitator</b>		
Personal Data Sheet (1 Original Copy) and Copy of the presentation materials (if any)		Lecturer, Resource Person, Coordinator and Facilitator
Invitation letter/Confirmation letter, Certificate of Completion and Acceptance, Attendance Sheet, Copy of Activity/Program Proposal (if any) (1 original copy per document)		ECCDC Lead Coordinator/s

Bank details of the resource person/lecture		Lecturer, Resource Person, Coordinator and Facilitator		
<b>Consultancy Service (Individual)</b>				
Accomplishment Report (duly noted by the Agency Head)		Consultants		
Perfected contracts and Certificate of Completion of Service		ECCDC Lead Coordinator/s		
Bank details (account)		Consultants		
<b>Consultancy Service (Business Firm)</b>				
Statement of Account or Billing Statement		Consultant/Client		
Approved Purchase Request (PR), Canvass/ Quotations from at least 3 suppliers, Abstract of canvass, Approved Purchase Order (PO) duly confirmed by the supplier, or bidding documents (If bidding is required), Inspection and Acceptance Report, Perfected contracts, Certificate of Completion of Service (for final payment)		Finance and Admin Unit		
Bank details (account) for new clients		Consultant/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the documentary requirements needed.	1.1 Received by the Records officer all the documentary requirements needed.  Records, scan, and prepare the routing slip of incoming documents and to be forwarded to the Budget Section.	None	2 hours	<i>Records Section, Records Officer</i>
	1.2 Create Obligation Request and Status (ORS) in 3 copies with complete attachments	None	30 minutes	<i>Budget Section, Budget Officer</i>
	1.3 Review the supporting documents if it is valid, proper, legal and approve (Box A) by the Immediate supervisor.	None	1 day	<i>Immediate Supervisor (Requesting Units)</i>
	1.4 Approve box B of the ORS	None	10 minutes	<i>Budget Section, Budget Officer</i>

	<p>1.5 Based on the approved Obligation Request and Status (ORS), create Disbursement Voucher (DV) in 2 copies.</p> <ul style="list-style-type: none"> <li>- Certify (Box A) by the immediate supervisor.</li> <li>- Certify (Box C) by the Accounting Section.</li> <li>- Approve for payment (Box D) by the Head of the Agency and return to Finance Section.</li> </ul>	None	1 day	<p><i>Finance Section, Finance Officer</i></p> <p><i>Immediate Supervisor (Requesting Party)</i></p> <p><i>Accounting Section, Acting Accountant</i></p> <p><i>Office of the Executive Director, Executive Director</i></p>
	<p>1.6 Process the payment</p> <ul style="list-style-type: none"> <li>- Register online (eMDS) and forward to the approver. <i>(for LDDAP transaction)</i></li> <li>- Preparation of cheque by the Cashier Section and forward to Signing Officers. <i>(mode of payment: cheque)</i></li> </ul>	None	4 hours	<p><i>Finance Section, Finance Officer</i></p> <p><i>Cashier Section, Cashier Officer Signing Officers</i></p>
	<p>1.7 Advise or inform clients on the availability of the cheques via call or text.</p>	None	15 minutes	<i>Cashier Section, Cashier Officer</i>
2. Receive the payment and issue Collection Receipt.	<p>2.1 Issue the cheque/s to the client/s.</p>	None	15 minutes	<i>Cashier Section, Cashier Officer</i>
	<b>TOTAL</b>	None	<b>2 days, 6 hours and 50 minutes</b>	

NOTE: Payment of honoraria to lecturer, resource person, coordinator and facilitator are subject to the guidelines provided under DBM Budget Circular No. 2007-1 dated April 23, 2007.

## 6. APPLICATION FOR SECURING SERVICE RECORD/ CERTIFICATE OF EMPLOYMENT AND OTHER HR RECORDS

*Resigned employees may request copies of Service Record, Certificate of Employment and other Certificates usually required for personal transactions as a requirement by other companies/agencies.*

<b>Office or Division:</b>	Administrative and Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C) Government to Government (G2G)			
<b>Who may avail:</b>	Civilian/National/Naturalized Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Request Slip Form (1 Original Copy)		ECCD Council-HR Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Request Slip Form	1.1 Acknowledge the receipt of the email and print out the request form.	None	1 hour	<i>HR Section, HR Officer</i>
	1.2. Log the Request form to the logbook.	None	30 minutes	<i>HR Section, HR Officer</i>
	1.3. Prepare 2 copies for each requested document.	None	4 hours	<i>HR Section, HR Officer</i>
	1.4. Approve and sign the requested documents.	None	1 day	<i>HR Section, HR Officer</i>
	1.5 Put a CTC stamp on the 1 copy of the requested documents. <i>(if necessary)</i>	None	20 minutes	<i>HR Section, HR Officer</i>
	1.6 Scan the requested documents and send them to the resigned employee via email.	None	30 minutes	<i>HR Section, HR Officer</i>
2. Claim and acknowledge receipt of the documents.	2.1 Note to the receiving logbook.	None	1 day	<i>HR Section, HR Officer</i>
	<b>TOTAL:</b>	None	<b>2 days, 6 hours and 20 minutes</b>	



## 8. AVAILMENT OF ECCDC FLAGSHIP PROJECT Construction of National Child Development Center (NCDC Building)

The National Child Development Center is a 124 sq.m. infrastructure project of the ECCD Council that will serve as a laboratory and pivotal ground for implementing the ECCD programs.

<b>Office or Division:</b>	NCDC Project Unit ( NCDC PU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Local Government Unit with no existing NCDC Building			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Intent (1 Original/Scanned Copy)		Local Government Unit		
2. Sangguniang Panlungsod / Bayan Resolution (1 Original/Scanned Copy)		Local Government Unit		
3. Proof of Lot Ownership and Site Development Plan (1 Certified True Copy Original/Scanned)		Local Government Unit		
4. Memorandum of Agreement (8 sets signed by Local Chief Executive & 1 witness)		Local Government Unit		
5. Program of Work (POW) and Detailed Bill of Quantities (ECCD Pro-Forma) (1 Excel file Copy)		ECCD Council - NCDC Project Unit		
6. Signed Program of Work (POW) and Detailed Bill of Quantities (w/ Material and Labor Cost) (1 Hard and/or Excel Copy)		Local Government Unit		
7. Trust Account Details of the LGU (1 Original/Scanned Copy)		Local Government Unit		
*Number of recipients LGUs will depend on the approved budget per year				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the documentary requirements needed for the project	1.1 Review of Submitted documentary requirements (excluding MOA & POW)	None	1 day	<i>NCDC-PU, Technical Staff</i>
	1.2 Review contents of Memorandum of Agreement	None	5 days	<i>NCDC-PU, Technical Staff</i>
	1.3 Endorse for signature: <ul style="list-style-type: none"> <li>• NCDC Unit Head</li> <li>• Deputy Executive Director</li> <li>• Vice Chairperson &amp; Executive Director</li> </ul>			
	1.4 Notarization of Signed MOA			
2. Submit POW with	2.1 Evaluate Submitted			



material and labor cost	Program of Work (POW) and Detailed Bill of Quantities (w/ Material and Labor Cost)			
	2.2 Endorse for Approval and Signature: <ul style="list-style-type: none"> <li>• NCDC Unit Head</li> <li>• Deputy Executive Director</li> </ul>	None	14 days	<i>NCDC-PU, Technical Staff</i>
3. Submit Trust Account details	3.1 Forward to Finance Unit for processing of fund.			
	<b>TOTAL:</b>	None	<b>20 Working Days</b>	

## 9. FUNDING ASSISTANCE/ SUPPORT FOR THE CONVERSION/ MODELLING OF EXISTING DCCs TO CDCs

*Financial Assistance being provided to LGUs with existing NCDC for the repair, rehabilitation and conversion of their existing Daycare Centers to Child Development Centers.*

<b>Office or Division:</b>	NCDC Project Unit (NCDC PU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Local Government Unit with existing NCDC Building			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Terminal Report for the NCDC Building construction and LGU counterpart obligation. (1 Original/Scanned Copy)		Local Government Unit		
2. Full Liquidation Report of the NCDC Building construction (1 Original/Scanned Copy)		Local Government Unit		
3. Letter of Intent (1 Original/Scanned Copy)		Local Government Unit		
4. Sangguniang Panlungsod / Bayan Resolution (1 Original/Scanned Copy)		Local Government Unit\		
5. Proof of Lot Ownership for the proposed daycare center (1 Certified True Copy Original/Scanned per Daycare center)		Local Government Unit		
6. Memorandum of Agreement (8 sets signed by the Local Chief Executive and 1 witness)		Local Government Unit		
7. Signed Program of Work (POW) and Detailed Bill of Quantities of the 10 recipient Barangay (10 Original/Excel copy)		Local Government Unit		
8. Individual photos of the 10 daycare centers (attachment with the POW)		Local Government Unit		
9. Approved Program of Works (Original/Scanned Copy)		ECCD Council - NCDC Project Unit		
10. Trust Account Details of the LGU (1 Original/Scanned Copy)		ECCD Council - NCDC Project Unit		
*Number of recipient LGUs will depend on the approved budget per year				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit all the documentary requirements needed for the project.	1.2 Review of Submitted documentary requirements (excluding MOA & POW)	None	1 day	<i>NCDC-PU, Technical Staff</i>
	1.3 Review contents of Memorandum of Agreement			
	1.4 Endorsed for signature: <ul style="list-style-type: none"> <li>• NCDC Unit Head</li> <li>• Deputy Executive Director</li> </ul> Vice Chairperson & Executive Director	None	5 days	<i>NCDC-PU, Technical Staff</i>
	1.5 Notarization of Signed MOA			
2. Submit POW with material and labor cost	2.1 Evaluate Submitted Program of Work (POW) and Detailed Bill of Quantities (w/ Material and Labor Cost)			
	2.2 Endorse for Approval and Signature: <ul style="list-style-type: none"> <li>• NCDC Unit Head</li> <li>• Deputy Executive Director</li> </ul>	None	14 days	<i>NCDC-PU, Technical Staff</i>
3. Submit Trust Account details	3.1 Forward to Finance Unit for processing of fund.			
	<b>TOTAL:</b>	None	<b>20 Working Days</b>	

## 10. FREEDOM OF INFORMATION (FOI)

FOI allows Filipino citizens to seek any information concerning government transactions and operations, as long as it does not jeopardize privacy or national security.

<b>Office or Division:</b>	Administrative Unit Information and Communications Technology Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Citizen (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	Civilian/National/Naturalized Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOI Request Form		Online: <a href="http://foi.gov.ph">foi.gov.ph</a> ; <a href="https://www.foi.gov.ph/requests?agency=ECCD">https://www.foi.gov.ph/requests?agency= ECCD</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit FOI Request Form	1.1 Receive request form. <ul style="list-style-type: none"> <li>Conduct initial evaluation or transmit to Decision Maker (Appeals and Review Committee)</li> </ul>	None	1 - 2 Hrs	<i>Records Section, Records Officer;</i>  <i>Administrative Unit, Chief Administrative Officer;</i>
	1.2 Assess for further evaluation and endorsement. <ul style="list-style-type: none"> <li>If request for information is Non-technical and readily available)</li> </ul>	None	1 – 8 Hrs	<i>Appeals and Review Committee</i>
	<ul style="list-style-type: none"> <li>If information is intermediate and needs processing</li> </ul>	None	1-5 Working days	
	<ul style="list-style-type: none"> <li>If information is Highly Technical and needs processing)</li> </ul>	None	6-10 Working days	
	<ul style="list-style-type: none"> <li>If needs more information/clarification to the requestor: Sending Letter or informs via email</li> </ul>	None	11-15 Working days	
	<ul style="list-style-type: none"> <li>If needs more processing time (e.g. data requesting from another agency or needs to process or generate information)</li> </ul>	None	16-30 days	

	<p>1.3. Informing the Requesting Party of the Approval/ Denial of the Request.</p> <ul style="list-style-type: none"> <li>• <b>Approval of Request.</b> In case of approval, the ECCDC shall ensure that all records that have been retrieved and considered be checked for possible exemptions, prior to actual release. The Council shall prepare the letter or email informing the requesting party within the prescribed period that the request was granted and the Information requested</li> <li>• <b>Denial of Request.</b> In case of denial of the request wholly or partially, the requesting party shall be notified by the Council, within the prescribed period, of the denial in writing. The notice shall clearly set forth the ground or grounds for denial and the circumstances on which the denial is based.</li> </ul>	None	Depends on the technicality of the request, please refer to the processing time in item 1.2	<p><i>ICT Unit, Administrative Officers</i></p>
2. File an appeal in cases of denied of requests	2.1 If requested information does not fall within the exemptions provided by the DOJ, and authorized to be made public, the Chief Administrative Officer shall instruct the Officer to search for electronic copies of it in their database. Should there be none, the Chief Administrative Officer shall assess which Unit/Division in the ECCD Council has custody of the copy and forward the request to the appropriate Unit/Division	None	Immediate upon receipt or within the day	<p><i>Administrative Unit, Chief Administrative Officer</i></p>
	2.2 The Unit/Division shall furnish said copies and forward the same to the Appeals and Review Committee for evaluation and/or endorsement.			<p><i>Concerned Unit  Appeals and Review Committee</i></p>

	2.3 If the request is approved, the RO shall issue an order payment to the requesting party. He/she shall have the requested information certified as true copies by the RO or person/unit in the possession of the requested information. Moreover, the CAO shall sign the request form indicating his/her approval. A formal communication shall be made as cover letter.			<i>Administrative Unit, Records Officer and Chief Administrative Officer</i>
	2.4 Should the request be deemed within the exemptions issued by the DOJ, the CAO with the Appeals and Review Committee members shall deny the request and indicate the reasons for its denial.	None	Immediate upon receipt or within the day	<i>Administrative Unit, Chief Administrative Officer</i>
	2.5 Log response letter in MIS			<i>Appeals and Review Committee</i>
	2.6 Send response and feedback form			<i>Administrative Unit, Records Officer</i>
<b>TOTAL NON-TECHINCAL</b>		None	<b>Within 1 day</b>	
<b>TOTAL INTERMEDIATE</b>		None	<b>1 – 5 days</b>	
<b>TOTAL HIGHLY TECHNICAL</b>		None	<b>6 – 10 days</b>	
<b>TOTAL IF NEEDS COMMUNICATION WITH THE REQUESTOR</b>		None	<b>11 – 15 days</b>	
<b>TOTAL HIGHLY TECHNICAL EXTENDED DUE TO UNFORSEEN CIRCUMSTANCES</b>		None	<b>16 – 30 days</b>	
<b>TOTAL FOR APPEALS</b>		None	<b>Immediately upon receipt</b>	

Note: According to Executive Order No. 02, series of 2016, FOI Requests should be processed within 15 working days, which can be extended for an additional 20 working days based on the complexities involved in conducting an extensive search for government office records, examining voluminous records, and even the occurrence of fortuitous events or other analogous cases. In the event that a client's request is denied, he or she may file an appeal, which will be considered within 30 working days after the submission of the written appeal.



## Internal Services



## 1. APPLICATION FOR LEAVE (*Vacation Leave within the Philippines only; Sick Leave; and Special Privilege Leave*)

The Contractual Plantilla may apply for leave since they are entitled to 15 days of vacation leave and 15 days of sick leave annually with full pay, exclusive of Saturdays, Sundays, and Public Holidays, without limitations as to the number of days of vacation and sick leave that they may accumulate.

<b>Office or Division:</b>	Administrative and Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G) / Government to Citizens (G2C)			
<b>Who may avail:</b>	ECCD Council Officers and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Leave Form (CSC No. 6 Revised 2020) 2 Original Copies (Personal Copy and HR Copy)		End-User/Requesting Personnel		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Request Slip Form	1.1 Received the Application for Leave Form.	None	5 minutes	<i>HR Section, HR Officer</i>
	1.2 Compute the latest leave credits of the requesting personnel.	None	4 hours	<i>HR Section, HR Officer</i>
	1.3 HRMO sign the Section A ( <i>Certification of Leave Credits</i> )	None	5 minutes	<i>HR Section, HR Officer</i>
	1.4 Endorse the signed leave form to the requesting personnel for signature of the immediate supervisor for approval/disapproval. (Section B-Recommendation)	None	10 minutes	<i>HR Section, HR Officer</i>
	1.5 Recommend or not recommend the approval of the applied leave.	None	1 day	Immediate Supervisor/ Chief of Administrative Office
	1.6 The HR Section will forward the leave form to the Head of Agency.	None	15 minutes	<i>HR Section, HR Officer</i>
	1.7 The head of the Agency will approve or disapprove the leave application (Section C) and return to the HR Section.	None	1 day	Office of the Executive Director
	1.8 Records/logs the applied leave and releases the personal copy of the Leave form to the personnel.	None	20 minutes	<i>HR Section, HR Officer</i>

2. Personnel claim the (personal copy only) Approved/Disapproved Applied leave	2.1 Endorses a receiving logbook for employee signature.	None	10 minutes	<i>HR Section, HR Officer</i>
	<b>TOTAL</b>	None	<b>2 days, 2 hours and 5 minutes</b>	

## 2. APPLICATION FOR VACATION LEAVE (*Foreign Travel*)

The employees may apply for a vacation leave travelling abroad and HR will issue the required documents that will be needed in immigration or airport.

<b>Office or Division:</b>	Administrative and Finance Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government (G2G) / Government to Citizens (G2C)			
<b>Who may avail:</b>	ECCD Council Officers and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Leave Form (CSC No. 6 Revised 2020) 2 Original Copies (Personal Copy, HR Copy)		Requesting Staff		
2. Copy of Plane Ticket		Requesting Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Request Slip Form.	1. Received the Application for Leave Form	None	5 minutes	HR Section, HR Officer
	1.1. Compute the latest leave credits of the requesting personnel.	None	4 hours	HR Section, HR Officer
	1.3. HRMO sign the Section A ( <i>Certification of Leave Credits</i> )	None	5 minutes	HR Section, HR Officer
	1.4. Endorse the Leave Form to the requesting personnel for the signature of the immediate supervisor for approval/disapproval- Section B (recommendation).	None	10 minutes	HR Section, HR Officer
	1.5. Recommend or not recommend the approval of the applied leave.	None	1 day	Immediate Supervisor/ Chief of Administrative Office
	1.6 Forward the Leave form to the Head of the Agency.	None	15 minutes	HR Section, HR Officer
	1.7 Approve or disapprove the leave application (Section C) and return to the HR Section.	None	1 day	Office of the Executive Director
	1.8 If approved, the HR prepares 2 copies of COE and Clearance. 1.9 If disapproved, return the applied leave form to the requesting party.	None	4 hours	HR Section, HR Officer

	2. Sign the prepared certifications.	None	1 day	<i>Chief Administrative Officer</i>
3. Claim the certifications.	3.1 Endorses a receiving logbook to record that the documents are received by the requestor.	None	15 minutes	<i>HR Section, HR Officer</i>
4. To process the authority to travel, the requestor submits a copy of the plane ticket attached with the photocopy of the approved application for leave.	4.1 The HR Officer receives the copy of the plane ticket and prepares the travel authority.	None	1 hour	<i>HR Section, HR Officer</i>
	4.2 Endorse to the Chief Admin officer to sign the travel authority	None	1 day	<i>Chief Administrative Officer.</i>
5. Claim the Authority to Travel.	5.1 Endorse a logbook for the requestor's signature.	None	10 minutes	<i>HR Section, HR Officer</i>
	<b>TOTAL:</b>	None	<b>5 days and 1 hour</b>	

### 3. REQUEST FOR EMPLOYEE RECORDS

The ECCD Council's Employees may request personal records such as CTC of 201 Records, Contracts, Copy of Earned Leave Credits, Performance Rating, Certificate of Employment, and other certifications from the HR Section.

<b>Office or Division:</b>	Administrative and Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G) / Government to Citizens (G2C)			
<b>Who may avail:</b>	ECCD Council Officer or Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>General Requirements</b>				
1. Request Slip Form (1 Original Hard Copy)		HR Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>FOR CERTIFIED TRUE COPY DOCUMENTS</b>				
1. Accomplish the Request Slip Form and submit it to HR.	1.1. Received the request slip form.	None	5 minutes	HR Section, HR Officer
	1.2. Log the Request form to the logbook.	None	5 minutes	<i>HR Section, HR Officer</i>
	1.3. Retrieve the requested documents from the 201 file or archives file.	None	1 day	<i>HR Section, HR Officer</i>
	1.4. HRMO prints or photocopies the original record(s) of the documents and stamps it with CTC. <i>(if necessary)</i>	None	4 hours	<i>HR Section, HR Officer</i>
	1.5. Certifies the Authenticity by signing the document.	None	1 hour	<i>HR Section, HR Officer</i>
	1.6. Record the <i>for release</i> requested documents.	None	1 hour	<i>HR Section, HR Officer</i>
2. Employee submit the follow up slip of the request slip for and claim the CTC requested documents.	2.1 Receive the follow up slip and endorse a receiving logbook for requesting staff signature.	None	15 minutes	<i>HR Section, HR Officer</i>
	<b>TOTAL:</b>	None	<b>1 day, 6 hours and 25 minutes</b>	
<b>FOR ORIGINAL COPY OF DOCUMENTS</b>				
1. Accomplish the Request Slip Form and submit it to HR.	1.1 Received the request slip form.	None	5 minutes	<i>HR Section, HR Officer</i>
	1.2. Log the Request form to the logbook.	None	5 minutes	<i>HR Section, HR Officer</i>

	1.3 HRMO prints or photocopies the original record(s) of the documents and stamps it with CTC. <i>(if necessary)</i>	None	1 hour	<i>HR Section,HR Officer</i>
	1.4 Prepare 2 copies of documents (COE, Good Moral, Service Record, etc.,)	None	1 day	<i>HR Section, HR Officer</i>
	1.5 Certifies the Authenticity by signing the document.	None	1 hour	<i>HR Section,HR Officer</i>
	1.5 Record the <i>for release</i> requested documents.	None	1 hour	<i>HR Section,HR Officer</i>
2. Employee submit the follow up slip of the request slip for and claim the requested documents.	2.1 Receive the follow up slip and endorse a receiving logbook for requesting staff signature.	None	1 hour	<i>HR Section,HR Officer</i>
	<b>TOTAL</b>	None	<b>1 day, and 4 hours and 10 minutes</b>	

## 4. REQUEST FOR TRAVEL ORDER (Official Business)

The ECCD Council personnel must request a travel order from the HR Section to consider their travel be official. The Approved Travel Order is also necessary for booking a plane ticket and for reimbursing expenses (if any).

<b>Office or Division:</b>	Admin and Finance Division – Finance Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	ECCD Council Officers or Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for Issuance of Travel Order Form (1 original copy)		Requesting Personnel		
<b>FOR TRAVEL ORDERS WITHIN METRO MANILA</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a Request for Travel Order form with a complete signature by the Approver. ( <i>Signature of Requester, Immediate Supervisor, and Executive Director</i> ).	1.1 Received the request slip form.	None	5 minutes	<i>HR Section, HR Officer</i>
	1.2 Prepare 2 copies of the Memorandum that serves as a travel authority and to reimburse transportation fee (if any).	None	2 hours	<i>HR Section, HR Officer</i>
	1.3 Approve and sign by the Executive Director	None	4 hours	<i>HR Section, HR Officer</i>
	1.4 Scan the memorandum and send a copy to the requesting personnel	None	4 hours	<i>HR Section, HR Officer</i>
	<b>TOTAL</b>	None	<b>2 days, 2 hours and 25 minutes</b>	
<b>FOR OFFICIAL TRAVEL ORDER OUTSIDE METRO MANILA</b>				
1. Submit a Request for Travel Order form with a complete signature by the Approver. ( <i>Signature of Requester, Immediate Supervisor, and Executive</i>	1.1 Received the request slip form.	None	5 minutes	<i>HR Section, HR Officer</i>

<i>Director)</i>				
	1.2 Prepare the requested travel order.	None	4 hours	<i>HR Section, HR Officer</i>
	1.3 Endorse to the Chief Administrative Order for the signature .	None	1 day	Chief Administrative Order
	1.4 Write the travel orders on the whiteboard of the Chief Admin Officer to monitor the travel of the personnel.	None	10 minutes	HR Officer/ Chief Administrative Order
	1.5 Scan the Travel order and send a copy to the email of the personnel.	None	20 minutes	<i>HR Section, HR Officer</i>
	<b>TOTAL</b>		<b>1 day, 4 hours and 35 minutes</b>	



## 5. PAYMENT FOR INTERNAL CLIENTS

Processing of payments to settle cash advances for the following financial requests:

- *Local travel*
- *Foreign travel*

<b>Office or Division:</b>	Admin and Finance Division – Finance Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	ECCD Council Officers or Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<u>Local Travel:</u> 1. Office Order/Travel Order ( 1 Original Copy) 2. Duly approved itinerary of travel (1 Original Copy) 3. Certification from the Accountant that the previous cash advance has been liquidated and accounted for in the books ( 1 Original Copy)		1. Requesting Party 2. Requesting Party 3. Finance Unit		
<u>Foreign Travel</u> 1. Invitation letter (1 Original Copy – Hardcopy or Softcopy) 2. Travel Authority from Secretary of DepEd (1 Original Copy) 3. Travel Order (1 Original Copy) 4. Duly approved itinerary of travel (1 Original Copy) 5. Certification from the Accountant that the previous cash advance has been liquidated and accounted for in the books (1 Original Copy)		1. Initiating agency/organization 2. Office of the DepEd Secretary 3. Finance and Administrative Unit 4. Finance and Administrative Unit 5. Finance and Administrative Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the documentary requirements needed	1. Create Obligation Request and Status (ORS) with complete attachments and have it approved by the Unit Head	None	4 hours	<i>Finance Unit, Budget Officer  Unit Heads</i>
	2. Based on the approved Obligation Request and Status (ORS), create Disbursement Voucher (DV) and have it approved by the Unit Head	None	4 hours	<i>Finance Unit, Finance Officer  Unit Heads</i>
	3. Process DV, once approved by the Final Approver print the PDF file of DV	None	1 day	<i>Finance Unit, Finance Officer  Budget and Treasury Management System(BTMS) Approver</i>

	4. Approved hard copy of DV shall be forwarded to Cash Unit and at the same time will be processed for payment thru Budget and Treasury Management System (BTMS)	None	1 day	<i>Finance Unit, Acting Accountant/Cashier Officer</i>
	<b>TOTAL</b>	None	<b>3 days</b>	

NOTE: The cash advance for travel shall be liquidated by the official/employee concerned strictly within thirty (30) days for local travels after return to official station and sixty (60) days for foreign travel upon return to the Philippines.

## 6. APPLICATION FOR TECHNICAL SUPPORT SERVICES

All employees may submit requests for technical assistance for ECCD Council IT Equipment.

<b>Office or Division:</b>	Information and Communication Technology Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	ECCD Council Officers or Employees			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access Request Form: <a href="#">[Google Form Link]</a> and fill the request form.	1.1 Review Request Form, Assign Ticket Number	None	20 minutes	<i>Requesting Party</i>
2. Surrender IT Equipment to the ICT Unit.	2.1 Schedule Diagnostic and Notify Client (via email/message)	None	1 day	<i>ICT Unit, Technical Staff</i>
	2.2 Record Hardware/Software Diagnostic Findings and Estimate	None	5 Hours	<i>ICTU Technical Staff</i>
	2.3 Present Hardware/Software Diagnostic Results and Repair Options	None	1 Hour	<i>ICTU Technical Staff</i>
	2.4 Obtain Client Approval for Hardware/Software Repair/Pull-Out	None	1 Hour	<i>ICTU Technical Staff</i>
	2.5 Perform Hardware/Software Repair and/or Update Status	None	5 Days	<i>ICTU Technical Staff</i>
	2.6 Notify the Client of Hardware/Software Repair Completion and Schedule Return	None	15 Minutes	<i>ICTU Technical Staff</i>
	2.7 If Hardware/Software Repair is Delayed, Notify the Client and Provide a New Estimate	None	15 Minutes	<i>ICTU Technical Staff</i>
	2.8 Request Client Feedback	None	15 Minutes	<i>ICTU Technical Staff</i>
3. Client Feedback Form: <a href="#">[Google Form Link]</a>	3.1 Close Ticket and File Forms	None	20 Minutes	<i>ICTU Technical Staff</i>
	<b>TOTAL</b>	None	<b>9 days and 25 minutes</b>	

## 7. FEEDBACK AND COMPLAINTS

Clients can help improve ECCD Council's services by forwarding their complaints or suggestions thru any of the following:

- Accomplishing a FEEDBACK FORM available at ECCD Council's office
- Contacting ECCD Council's telephone number
- Personally approach ECCD Council's Officer

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> <li>1. Accomplish Client Satisfaction Form available at the Head office and put this in the drop box/suggestion box.</li> <li>2. Send feedback, queries, complaints, or suggestions at email address: <a href="mailto:helpdesk@eccdcouncil.gov.ph">helpdesk@eccdcouncil.gov.ph</a></li> <li>3. Access information on our policies, activities, and services at the website: <a href="http://www.eccdcouncil.gov.ph">http://www.eccdcouncil.gov.ph</a>.</li> </ol>
How feedbacks are processed	<p>Drop box are opened daily for issues/concerns that needs immediate action and endorsed to office concerned for appropriate action. Office concerned should give feedback for action taken.</p> <p>Client Satisfaction Survey are consolidated monthly and the result are disseminated to offices concerned.</p>
How to file a complaint	<p>Complaints may be filed through written or verbal and submitted to Officer of the Day (OD).</p> <p>You may also course them through:</p> <p><b>Presidential Complaint Center (PCC)</b>  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>            Hotline 8888 or 82498310 loc. 8175 or 8182            Tel. Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p><b>Contact Center ng Bayan (CCB)</b>  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            0908-881-6565</p> <p><b>Anti-Red Tape Authority (ARTA) Main Office</b>  <a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a>            Hotline 1- ARTA (1-2782)            PLDT (02) 8246-7940            SMART 0920-925-3078, 0998-856-8338</p>

How complaints are processed	The Officer of the Day may response to the complaints immediately if he can. If not, he/she may endorse/refer to the office concerned with a referral form with reply on the action taken by the office. The referral form with action on the complaint will be endorsed back for monitoring purposes.
Contact Information of ECCD Council	<ul style="list-style-type: none"> <li>- <a href="http://eccdcouncil.gov.ph">eccdcouncil.gov.ph</a></li> <li>- <a href="mailto:helpdesk@eccdcouncil.gov.ph">helpdesk@eccdcouncil.gov.ph</a></li> <li>- (632) 8571.6833</li> <li>- (632) 8571.4615</li> <li>- (632) 8571.6590</li> <li>- (632) 8571.8041</li> </ul>

## LIST OF OFFICES

Office	Address	Contact Information
Office of the Executive Director	ECCD Council, San Miguel Ave. Ortigas Center, Pasig City	8571.6833
Office of the Deputy Executive Director	ECCD Council, San Miguel Ave. Ortigas Center, Pasig City	8571.6833
Chief Administrative Officer	ECCD Council, San Miguel Ave. Ortigas Center, Pasig City	8571.6833

**END**



Early Childhood Care and Development Council  
4<sup>th</sup> Flr. Belvedere Tower, No. 15 San Miguel Ave.,  
Ortigas Center, Pasig City 1605  
(02) 8571-4615, (02) 8571-6590  
(02) 8571-6833, (02) 8571-8041  
[comms@eccdcouncil.gov.ph](mailto:comms@eccdcouncil.gov.ph)  
[helpdesk@eccdcouncil.gov.ph](mailto:helpdesk@eccdcouncil.gov.ph)  
<http://www.eccdcouncil.gov.ph>



