

ADMINISTRATIVE ORDER

No. 19

Series of 2019

**GUIDELINES ON ALLOCATIONS FOR DSWD PERSONNEL
FOR MOBILE COMMUNICATIONS AND DATA SERVICES**

I. RATIONALE

The Department of Social Welfare and Development (DSWD) has been providing monthly communication load allocation to all officials and employees for the past several years. The allocation intended for calls, short message services and/or mobile data is for easy communication accessibility at any given time especially during DSWD disaster and relief operations and implementation of the different programs, projects and social welfare services.

Due to the expansion of some programs and projects of the DSWD, the communication load allocation has to be increased for a more effective delivery of social services. The increase in the cost shall cover the additional mobile data requirements while the ceiling cost is based on the position and communication requirements.

However, it is understood that its utilization has to be governed by austerity measures to avoid unnecessary and excessive expenses.

II. COVERAGE

1. The following DSWD personnel (referred from hereon as “Users”) shall be entitled to Mobile Communication and Data Service allocations:
 - a. Executive Committee (EXECOM) Members – the Secretary, Undersecretaries and Assistant Secretaries, including Officers-in-Charge (OICs)
 - b. Management Committee (MANCOM) Members, including OICs
 - c. Regional Directors and Assistant Regional Directors, including OICs
 - d. Division Chiefs, Assistant Division Chiefs, and Section Heads, including OICs
 - e. Executive Assistants (EAs) of the Secretary, EAs of other EXECOM Members, EAs of Regional Directors (REAs)
 - f. Technical Staff of Offices, Bureaus, Services and Units (OBSUs) directly involved in disaster operations/crisis situations (“Disaster Operations Staff”),

- g. Technical Staff of OBSUs who need 24/7 communication accessibility (**“Technical Staff”**),
- h. Other Staff of OBSUs with special assignments (**“Staff with Special Assignments”**), including but not necessarily limited to:
 - i. Engineers/Architects/Construction Foreman
 - ii. Appointment Secretaries of EXECOM and MANCOM Members
 - iii. Chairperson and Members of the Inspection Committee and other Technical Committees
 - iv. Liaison Officers
 - v. Motor Pool Dispatcher and Motor Pool Foreman
 - vi. GSD Staff directly involved in coordination with Service Providers of air transport services, mobile telecommunications, electric and water utilities, etc.
 - vii. Drivers

For items (f), (g) and (h), these personnel shall be identified by their respective OBSU Heads, and approved by the Undersecretary concerned for the Central Office, and by the respective Regional Director for the Field Offices.

- 2. A User may have **ONLY ONE** Mobile Communications and Data Services allocation, regardless of fund source.

III. CEILINGS

- 1. The following ceilings apply to all Modes for Mobile Communications and Data Service allocations:

SCHEDULE 1

User	Monthly Ceiling (in Php)
Secretary	NO CEILING
Undersecretary	5,000
Assistant Secretary	4,000
MANCOM Members	3,000
Regional Directors	3,000
Assistant Regional Directors	
EAs of the Secretary	2,500

Division Chiefs EAs of other EXECOM Members REAs Technical Staff of the Office of the Secretary Disaster Operations Staff	1,500
Assistant Division Chiefs Section Heads Technical Staff	900
Other Staff with Special Assignments	600

2. A User may have at most one line per telecommunication carrier, provided that the total allocation for all lines of a User shall not exceed the indicated ceiling for that User.

IV. MODES

A User may avail of Mobile Communications and Data Service allocation by choosing one of the Modes provided below.

MODE A

Official Post-Paid Line with Subscriber Identification Module (SIM) Under a Corporate Plan of the DSWD

1. This mode is available only to EXECOM Members, MANCOM Members, Regional Directors, Assistant Regional Directors, EAs of the Secretary and Technical Staff of the office of the Secretary.
2. Under this Mode, the Accounts Management and Bills Payment Section of the General Services Division of the Administrative Service (GSD-AMBPS) shall secure an official Post-Paid Line for the User under the Corporate Plan of the DSWD. The GSD-AMBPS shall then assign to the User the SIM card for that official Post-Paid Line.
3. A User may choose his/her preferred Mobile Network from among the existing Network Service Providers of the DSWD.
4. If the official Post-Paid Line comes with a free mobile phone unit, the mobile phone unit, the mobile phone unit shall be assigned to the User.
5. If for any reason the User is separated from the DSWD, the User shall, using the Furniture and Equipment Transfer Slip, turn over the SIM card for the Post-Paid Line and the

assigned mobile phone unit to the GSD-AMBPS. The GSD-AMBPS shall then turn over the mobile phone unit to the Property and Asset Management Division of the Administrative Service (AS-PAMD). A template for the Furniture and Equipment Transfer Slip is attached as ANNEX A.

6. If the DSWD renews its Corporate Plan, and if required by such renewal, the User shall likewise turn over the SIM card for the Post-Paid Line and the assigned mobile phone unit to the GSD-AMBPS.
7. If the mobile phone unit needs repair while under warranty, the User shall deliver the assigned mobile phone unit to GSD-AMBPS, which shall coordinate with Service Provider for the needed repair.
8. If the amount in the monthly Billing Statement for the official Post-Paid Line assigned to a User exceeds the ceiling indicated in SCHEDULE 1, that User shall reimburse the DSWD for the excess **unless** that User submits a Sworn Certification that **each and every use** of the official Post-Paid Line was for official business. A template for the Sworn Certification is attached as ANNEX B.

MODE B

Monthly Reimbursement For Individual Post Plan

1. This mode is available to all Users.
2. Under this Mode, the User shall use his/her existing personal Post-Paid Line, and every month, the DSWD shall reimburse the User for the amount of the monthly Billing Statement of such personal Post-Paid Line.
3. The personal Post-Paid Line may belong to any of the existing Network Service Providers of the DSWD.
4. Every third quarter of the year or not later September 30, every Office, Bureau, Service or Unit (OBSU) shall submit to the GSD-AMBPS a Distribution List, approved by the Head of that OBSU, which shall indicate the names and designations of all Users in that OBSU availing of allocations for mobile communications and data services for the succeeding year, together with the corresponding account number and mobile phone number of the personal Post-Paid Line of each User. A template for the Distribution List is attached as ANNEX C.
5. An OBSU shall immediately report to the GSD-AMBPS any changes in its Distribution List, and such changes shall take effect on the next succeeding month.

6. Every month, a User may claim reimbursement by submitting to the GSD-AMBPS (i) the Billing Statement for the immediately preceding month, (ii) the official receipt showing payment of the same, and (iii) an Authority to Reimburse signed by the Head of the OBSU.
7. A User shall be reimbursed only for whichever is less of (i) the actual amount in the monthly Billing Statement, or (ii) the ceiling indicated in SCHEDULE 1. If the amount in the monthly Billing Statement exceeds the ceiling indicated in SCHEDULE 1, that User may claim reimbursement for the entire amount if that User submits a Sworn Certification that *each and every use* of the personal Post-Paid Line was for official business. A template for the Sworn Certification is attached as ANNEX B.
8. Reimbursement claims shall be subject to applicable accounting rules and regulations.

MODE C

Prepaid Load Allocation through Auto Loading System

1. This mode is available to all Users.
2. Under this Mode, the User shall use his/her existing personal Pre-Paid Line, which shall then be loaded with the corresponding amount every month.
3. The personal Pre-Paid Line may belong to any of the existing Network Service Providers of the DSWD.
4. Every third quarter of the year or not later than September 30, every OBSU shall submit to the GSD-AMBPS a Distribution List, approved by the Head of that OBSU, which shall indicate the names and designations of all Users in that OBSU availing of allocations for mobile communications and data services for the succeeding year, together with the corresponding mobile phone number of the personal Pre-Paid Line of each User. A template or the Distribution List is attached as ANNEX C.
5. An OBSU shall immediately report to the GSD-AMBPS any changes in its Distribution List, and such changes shall take effect on the next succeeding month.
6. At the start of every month, the GSD-AMBPS, using the DSWD Auto-loading System, shall load the personal Pre-Paid Lines of all Users availing of this Mode with the corresponding amount of credits indicated in Schedule 1.

7. The GSD-AMBPS shall continuously advise Users of all applicable Promotions of the Network Service Providers of the DSWD to maximize the Users' utilization of their personal Pre-Paid Lines. In case of errors in loading, User has to coordinate with GSD-AMBPS should he/she has not received any load due to system or human error.

MODE D

Communication Load Allocation through Payroll

1. This mode is available to all Users.
2. Under this Mode, the User shall receive the cash equivalent as provided in Section III. 1 of this amended AO or the amount stated in the bill, invoice, Official or Acknowledgement Receipt or printed picture/screenshot of Short Message Service (SMS) for autoload of the same mobile number, whichever is lower.
3. Every 3rd Quarter of the year or not later than September 30, every Office, Bureau, Service of Unit shall submit to the GSD-AMBPS/FO-Administrative Division a Distribution List, approved by the head of that OBSU, which shall indicate the names and designations of all users in that OBSU availing this MODE for mobile communication and data services allocation.
4. The OBSUs shall prepare the summary list of personnel to avail the load allocation and the amount based on the monthly ceiling cost indicated in Section III. 1 of this amended AO and shall ensure that the following documents are attached to support the claim as provided in COA Circular 2012-002 dated 14, 2012, as follows:
 - a. Statement of Account/Bill or
 - b. Invoice/Official/Acknowledgement Receipt or machine validated statement of Account, or pictures/screenshots of SMS; and
 - c. Certification by the Head of OBSU that all call/messages are for official use (Annex A)
5. The Summary list must be approved by the Head of OBSUs and shall be forwarded together with the supporting documents to GSD-AMBPS/FO-Administrative Division not later than the 10th of every month for review and validation of all submitted Lists and the supporting documents.

6. After review and validation, the GSD-AMBPS/FO-Administrative Division subsequently prepares the appropriate payroll, for approval of the Administrative Service Director/Field Office Director.

V. USE AND CARE OF MOBILE PHONES AND LINES

1. Mobile phone numbers of Users shall be made available to all concerned DSWD personnel and OBSUs.
2. EXECOM members and Disaster Operations Staff shall keep their mobile phones units turned on, and shall be readily reachable through such, 24/7 to guarantee continuous communication, especially during disaster/crisis situations. All other Users shall keep their mobile phone units turned on, and shall be readily reachable through such, at least during official business hours.
3. Users availing of Mode A shall:
 - (a) Use their official Post-Paid Lines for official purpose only,
 - (b) Be responsible for the diligent maintenance of any mobile phone units assigned to them, and
 - (c) When on official foreign travel, use the roaming services, when on official travel, of their official Post-Paid Line only for very important and emergency calls; and otherwise use other means of electronic communications such as email, instant messaging and voice internet protocol (VOIP) to minimize costs.

VI. INSTITUTIONAL ARRANGEMENTS

1. For Users in the Central Office, the GSD-AMBPS shall:
 - (a) Monitor the Corporate Plan of the DSWD for Mode A,
 - (b) Assist the OBSUs in facilitating the respective reimbursement claims of concerned officials/employees for personal Post-Paid Lines for Mode B, and
 - (c) Manage the DSWD Autoloading System for Mode C.
 - (d) Manage the Communication Load Allocation through Payroll for Mode D.

For Users in the Field Offices, the functions of the GSD-AMBPS shall be performed by the General Services Section of the Administrative Division.

2. Costs for Mobile Communications and Data Services allocations for Users in the Central Office shall be charged against the funds of the Information and Communication Technology Management Service.

Each Field Office shall determine the appropriate fund source against which to charge costs for Mobile Communications and Data Services allocations for Users in that Field Office.

In case of insufficiency of ICTMS funds, the cost for the allocation may be charged against the budget of the respective OBSUs, Programs or Projects of Users.

VII. MISCELLANEOUS PROVISIONS

1. These Guidelines shall supersede the Memorandum from the Secretary dated 22 June 2009 on *Issuance and Use of Mobile Phones*, as well as all other related issuances inconsistent herewith.
2. The Undersecretary for GASSG shall resolve all matters related to these Guidelines that may require clarification.
3. These Guidelines shall take effect on the first day of the month immediately after issuance.

29 November 2019, Quezon City, Philippines


Rolando Josecito D. Bautista
Department Secretary

Certified True Copy:

12/02/19

HORACIO S. SAMSON, JR.

CERTIFICATION

I, _____, in compliance with Administrative Order No. _____, series of 2018, entitled *Guidelines on Allocations for DSWD Personnel for Mobile Communications and Data Services* (the "Guidelines"), hereby certify:

1. For the period from _____ to _____, I held the position of _____ at the _____ {OBSU} of the DSWD.

2. Under the Guidelines, I was allocated a ceiling of PhP _____ for Mobile Communications and Data Services, specifically for mobile phone line(s) with no(s):

3. During the above period, I exceeded said ceiling.

4. All calls, texts, and data usage of said mobile phone line(s) during said period were for **official** DSWD use only.

_____ {DATE}, Quezon City, Philippines.

Affiant

SUBSCRIBED AND SWORN TO before me on the above date and place.

Administering Officer



ADMINISTRATIVE SERVICE - GSD-ACCOUNTS MANAGEMENT AND BILLS PAYMENT SECTION

No. _____
to be filled-up by: GSD-AMBPS

NAME OF RECIPIENTS	POSITION/ DESIGNATION	DETAILS			MONTHLY CEILING (Php)	ANNUAL COST (Php)	FUND SOURCE	
		MOBILE NO.	PROVIDER1	MODE2				
1								
2								
3								
4								
5								
6								
7								
Total Amount								

Use Additional Sheet if Necessary

PREPARED BY: _____ **NAME OF OBS:** _____ **VERIFIED CORRECT:** _____ **CERTIFIED CORRECT AS TO THE GUIDELINES:** _____

Signature Over Printed Name of Requesting Party _____
Head, Accounts Management & Bills Payment Section

CERTIFIED AS TO THE AVAILABILITY OF FUNDS: _____ **RECOMMENDING APPROVAL:** _____ **APPROVED/DISAPPROVED:** _____

Signature Over Printed Name of Chief of Budget Division _____
Director, Administrative Service

Signature Over Printed Name of Undersecretary for GASSG _____

G = Globe; S = Smart
A = Corporate Postpaid Account
B = Monthly Reimbursement for Individual Postpaid Plan; C = Prepaid Load Allocation through Auto Loading System
D = Communication Load Allocation Through Payroll