



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER
2021 (2nd Edition)

I. Mandate:

The Department of Social Welfare and Development (DSWD) is the primary government agency mandated to develop, implement and coordinate social protection and poverty-reduction solutions for and with the poor, vulnerable and disadvantaged.

II. Vision:

The Department of Social Welfare and Development envisions all Filipinos free from hunger and poverty, have equal access to opportunities, enabled by a fair, just, and peaceful society.

III. Mission:

To lead in the formulation, implementation, and coordination of social welfare and development policies and programs for and with the poor, vulnerable, and disadvantaged.

IV. Service Pledge:

We are committed to provide quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks and thereby ensure that all applicants or requesting parties who are within the DSWD premises prior to the end of the official working hours and during lunch break shall be attended to. In view of this, we shall ensure availability of Officers-in-Charge of our frontline services at all times for consultation and advice.

Furthermore, we shall endeavor to complete transactions within the day and in the event that we are unable to do so, we shall inform you promptly of our actions taken so far and clearly explain the reason/s for such delay.

We shall appreciate any positive or negative feedback regarding our services, facilities and personnel.

All these we pledge for the best interest of the clients/customers we serve.

V. LIST OF SERVICES

External Services

1. Assistance to Individuals-In-Crisis Situation (AICS)	Page 6
2. Recovery and Reintegration Program for Trafficked Persons (RRPTP)	Page 11
3. Foster Family Care Program	Page 16
4. Adoption	Page 27
5. Provision of Food Items	Page 47
6. DSWD Disaster Data Request Processing	Page 50
7. Volunteer Registration and Deployment	Page 51
8. Local In-Kind Donations Facilitation	Page 54
9. Pantawid Pamilya Data Sharing Services	Page 55
10. Issuance of Travel Clearance for Minors Travelling Abroad (MTA)	Page 61
11. Grievance Resolution Process: Type A Grievance Queries, Suggestions and Recommendations	Page 71
12. Grievance Resolution Process: Type B Grievance Non-Compliance to Agreement	Page 72
13. Grievance Resolution Process: Type C Grievance Violation to Procurement and Finance Laws	Page 74
14. Registration of Private Social Welfare and Development Agencies (SWADAs)	Page 77
15. Licensing of Private Social Welfare and Development Agencies (SWDAs) 1) Auxiliary SWDA; 2) Social Work Agency	Page 82
16. Licensing of Private Social Welfare and Development Agencies (SWDAs) 1) Auxiliary SWDA; 2) Social Work Agency	Page 90
17. Accreditation of Public Social Work Agency with Center Based Programs and Services	Page 100
18. Accreditation of Private Social Welfare and Development Programs and Services	Page 106
19. Issuance of Certificate of Authority to Conduct Regional Fund Raising Campaign to Individual, Corporation, Organization or Association	Page 117
20. Accreditation of Pre-Marriage Counselors	Page 123
21. Inclusion to Social Pension for Indigent Senior Citizens	Page 132
22. Provision of Social Pension Stipend to Indigent Senior Citizens	Page 134
23. Inclusion to Filipino Living Centenarian under Centenarian Program	Page 138
24. Provision of Benefits to Filipino Living Centenarian Under Centenarian Program	Page 141
25. Admission Process for Accepting Clients in the Home for the Aged	Page 144
26. Rehabilitation of Children in Conflict with the Law (CICL)	Page 148

27. Center and Residential Care Facility (CRCF) – Home for Girls and Women	Page 157
28. Releasing of Payment Through Check or LDDAP-ADA to Creditors/Suppliers	Page 164
29. Issuance of Official Receipt to Payor or Donor	Page 166
30. Request for PHIC Certification	Page 169
31. Request for LBP endorsement to Beneficiaries with damage or lost cash cards	Page 170
32. SLP Referral Management Process	Page 172

List of Offices	Page 175
------------------------	----------

Internal Services

1. Processing of Purchase Request	Page 177
2. Approval of Requisition and Issue Slip (RIS) and Issuance of Requested Properties	Page 178
3. Funding of Purchase Requests	Page 180
4. Funding and Processing of Obligation Requests and Status	Page 183
5. Technical Assistance Request	Page 188
6. Processing of ICT Service Request	Page 189
7. Data Sharing – Statistical Figure	Page 192
8. Application for Leave	Page 196
9. Request for Certificate of Employment	Page 197
10. Request for Certificate of Performance Rating	Page 199

List of Offices	Page 201
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Field Office XI

External Services

1. Assistance to Individuals-In-Crisis Situation (AICS)

The Assistance to Individuals in Crisis Situation (AICS) is part of the DSWD's protective services for the poor, marginalized and vulnerable/disadvantaged individuals.

The AICS has been implemented by the DSWD for decades, as part of its technical assistance and resource augmentation support to local government units (LGUs) and other partners.

Office or Division:	Protective Services Division – Crisis Intervention Section
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	Individuals in Crisis Situation
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Assistance for Hospital Bill: <ol style="list-style-type: none"> 1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician. (1 original and 1 photocopy) 2. Hospital bill (with name and signature of the billing clerk) (1 original and 1 photocopy) 3. Barangay Certification/Certificate of Indigency/Certificate/Referral from the Medical Social Worker (if confined) (1 original and 1 photocopy) 4. Any valid Government issued I.D (2 photocopies) 5. Social Case Study Report (for financial assistance amounting to PHP 5,001.00 above) (1 original and 1 photocopy) 6. Promissory Note (if the patient was already discharged with pending hospital obligation) (1 original and 1 photocopy) 	<ol style="list-style-type: none"> 1. Hospital Nurse Station/Records Section 2. Hospital Billing Section 3. Barangay Hall/Medical Social Worker 4. PhilHealth, UMID, SSS, Voter's, Voter's Certification, Pag-ibig, Barangay issued ID 5. Licensed Social Worker from CIS/CSWDO/MSWDO/Medical Social Worker 6. Hospital billing section
Medical Assistance for Medicine/ Assistive Device <ol style="list-style-type: none"> 1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician (1 original and 1 photocopy) 2. Prescription complete with name, license number, and signature of the Physician (2 photocopies) 3. Barangay Certification/Certificate of Indigency (1 original and 1 photocopy) 	<ol style="list-style-type: none"> 1. Hospital Nurse station/records section 2. Hospital Nurse station/records section / Physicians clinic 3. Barangay Hall

<ol style="list-style-type: none"> 4. Any valid Government Issued I.D (2 photocopies) 5. Social Case Study Report (for financial assistance amounting to PHP 5,001.00 above) <p>Medical Assistance for Laboratory Requests</p> <ol style="list-style-type: none"> 1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician. (1 original and 1 photocopy) 2. Laboratory Request/s with name, license number, and signature of the Physician (1 original and 1 photocopy) 3. Laboratory Quotation (1 original and 1 photocopy) 4. Barangay certificate / certificate of Indigency (1 original and 1 photocopy) 5. Any valid Government Issued I.D (2 photocopies) 6. Social Case Study Report (for financial assistance amounting to PHP 5,001.00 above) 	<ol style="list-style-type: none"> 4. Philhealth, UMID, SSS, Voter's, Voter's Certification, Pag-ibig, Barangay issued ID 5. Licensed Social Worker from Crisis Intervention Section (CIS)/City Social Welfare and Development Office (CSWDO)/Municipal Social Welfare and Development Office (MSWDO) <ol style="list-style-type: none"> 1. Hospital Nurse Station/Records Section 2. Hospital/Physician's Clinic 3. Hospital/Clinic Billing Section 4. Barangay hall 5. Philhealth, UMID, SSS, Voter's, Voter's Certification, Pag-ibig, Barangay issued ID 6. Licensed Social Worker from CIS/CSWDO/MSWDO
<p>Burial Assistance or Transfer of Cadaver</p> <ol style="list-style-type: none"> 1. Registered Death Certificate / Certification from the tribal chieftain (1 Certified true copy and 1 photocopy) 2. Funeral Contract (1 certified true copy and 1 photocopy) 3. Transfer of Cadaver Permit (1 certified true copy and 1 photocopy) 4. Barangay Certification/Certificate of Indigency (1 original and 1 photocopy) 5. Any valid Government Issued I.D (2 photocopies) 6. Social Case Study Report (for financial assistance amounting to PHP 5,001.00 above) 7. Promisory Note (if the deceased was 	<ol style="list-style-type: none"> 1. Local City Registrar/Tribal Chieftain Office 2. Funeral Home billing section 3. Local City Registrar 4. Barangay Hall 5. PhilHealth, UMID, SSS, Voter's, Voter's Certification, Pag-ibig, Barangay issued ID 6. Licensed Social Worker from CIS/CSWDO/MSWDO 7. Funeral billing section

already buried with pending funeral obligation)	
Educational Assistance <ol style="list-style-type: none"> 1. Enrolment Assessment Form or Certificate of Enrolment or Registration (1 original and 1 photocopy) 2. Validated School ID / Valid I.D of the Parent/Guardian (2 photocopies) 3. Statement of Account for college students (1 original and 1 photocopy) 4. Social Case Study Report (for financial assistance amounting to PHP 5,001.00 above) 	<ol style="list-style-type: none"> 1. School Registrar's Office 2. School issued ID / Philhealth, UMID, SSS, Voter's, Voter's Certification, Pag-ibig, Barangay issued ID 3. School – Student's Account Section 4. Licensed Social Worker from CIS/CSWDO/MSWDO
Transportation Assistance <ol style="list-style-type: none"> 1. Police Blotter; or Police Certification (for victims of pickpockets, illegal recruitment, etc.); or other supporting document/s such as, but not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena. 2. Any valid Government Issued I.D (2 photocopies) 	<ol style="list-style-type: none"> 1. Police Station/Hospital/ Local City Registrar/ Court 2. PhilHealth, UMID, SSS, Voter's, Voter's Certification, Pag-ibig, Barangay issued ID, NBI Clearance, Police Clearance
For Food Assistance <ol style="list-style-type: none"> 1. Any valid Government Issued I.D (2 photocopies) 2. Project Proposal (for individuals and families endorsed in groups) 3. Distribution List 4. Barangay Certification/Certificate of Residency (1 original and 1 photocopy) 	<ol style="list-style-type: none"> 1. PhilHealth, UMID, SSS, Voter's, Voter's Certification, Pag-ibig, Barangay issued ID 2. Concerned Group/any government agency of the requesting party 3. Crisis Intervention Section 4. Barangay Hall
For Cash Assistance for Other Support Services <ol style="list-style-type: none"> 1. Any valid Government Issued I.D (2 photocopies) 2. Depending on the circumstances: <ul style="list-style-type: none"> • Police Report/Fire incident report from the Bureau of Fire (1 Original and 1 photocopy) 	<ol style="list-style-type: none"> 1. Philhealth, UMID, SSS, Voter's, Voter's Certification, Pag-ibig, Barangay issued ID 2. Any of the following: <ul style="list-style-type: none"> • Police station, Bureau of Fire

Passport/Travel Document, certification from OWWA (1 original and 1 photocopy) <ul style="list-style-type: none"> • Certification from Social Worker of rescued clients (1 original and 1 photocopy) • Blotter and Social Worker's Certification for the victims of online sexual exploitation of children. (1 original and 1 photocopy) 		<ul style="list-style-type: none"> • OWWA / Referring Government Office • Police Station 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Step 1 area and submit documents.	1. Review/ pre-assess documents of the clients;	None	5 minutes	<i>Social Welfare Aide</i> Crisis Intervention Section
1.1 Wait to be called for interview	1.1 Verify client and patient name in the data base. 1.2 Call the client for interview			<i>Social Welfare Aide</i> Crisis Intervention Section
2. Proceed to Step 2 area for the interview	2.1 Encode basic information of the client 2.2 Advise the client to proceed to Step 3 for assessment of the Social Worker	None	5 minutes	<i>Social Welfare Aide</i> Crisis Intervention Section
3. Proceed to Step 3 area for social worker's assessment	3.1 Interview the client 3.2 Assess the needs of the client 3.3 Prepare recommendation for the client	None	10 minutes	<i>Social Worker</i> Crisis Intervention Section
4. Proceed to waiting area and wait for the approval of assistance	4. Review and Approval of Recommendation	None	5 minutes	<i>Approving Officer</i> <i>CIS Head</i> <i>PHP 100.00 –</i> <i>PHP 20,000.00</i> <i>Protective Services</i> <i>Division Chief</i> <i>PHP 20,001.00 –</i> <i>PHP 50, 000.00</i>

				<i>Assistant Regional Director (ARDA in the absence of ARDO)</i> <i>PHP 50, 001.00 – PHP 75, 000.00</i> <i>Regional Director</i> <i>PHP 75,001.00 – PHP 150,000.00</i>
5. Receive the assistance	5. Release of Assistance a. Outright Cash (PHP 10,000.00 below) b. Guarantee Letter addressed to the Service Provider.	None	5 minutes	CIS Head/Disbursing Officer Social Welfare Aide Crisis Intervention Section
TOTAL			30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients can send a feedback letter either thru e-mail or snail mail addressed to the DSWD Official email or through the Client's Satisfaction Measurement Survey Form
How feedbacks are processed	Consolidate, discuss the feedbacks and solve it.
How to file a complaint	Clients can file complaint either thru e-mail or snail mail addressed to the Regional Director
How complaints are processed	Conduct interview to the clients regarding the complaints and assess client's complaints
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

2. Recovery and Reintegration Program for Trafficked Persons (RRPTP)

The RRPTP is a comprehensive program that ensures adequate recovery and reintegration services provided to trafficked persons. It utilizes a multi-sectoral approach and delivers a complete package of services that will enhance the psychosocial, social and economic needs of the clients, the families and the communities where the trafficked persons will be eventually reintegrated. It also improves community-based systems and mechanisms that ensure the recovery of the victim-survivors and prevents other family and community members to become victims of trafficking.

Office or Division:	Community-based Services Section - RRPTP		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Client		
Who may avail:	Victim-survivor of trafficking and their families		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Case Management			
Travel documents		Client	
One (1) original Valid ID		SSS, GSIS, Pag-ibig, Philhealth, Voter’s ID, TIN, Brgy. ID	
Social Case Study Report		CBSS-DSWD Field Office XI	
Medical Assistance			
Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months)		Attending Physician, Hospital/ Medical Clinic	
Hospital Bill (for payment of hospital bill)		Billing Section, Hospital	
Prescription (for medicines)		Attending Physician, Hospital/Medical Clinic	
Laboratory requests (for procedures)		Attending Physician, Hospital/Medical Clinic	
One (1) original and One (1) photocopy Valid ID of the client		SSS, GSIS, Pag-ibig, Philhealth, Voter’s ID, TIN, Brgy. ID	
Original Barangay Certificate		Barangay Hall	
Educational Assistance			
School registration and/ or certificate of enrolment and		Office of Registrar, School/University/College	
Statement of Account for tertiary education		Billing Section, School/University/College	
One (1) photocopy Valid school ID		Client	
One (1) photocopy Valid ID of the parent/ guardian		Parent/Guardian	
Skills Training			
Official receipt from the training school (TESDA/ CHED accredited training school.		Training school (TESDA/ CHED accredited training school.	
Valid school ID		Client	
Financial Assistance for Employment (e.g. driver’s license, NBI and police clearance. Medical Certificate etc.)			

Contract of Employment or any similar document which indicates that they are hired	Employer			
One (1) photocopy Valid ID	SSS, GSIS, Pag-ibig, Philhealth, Voter's ID, TIN, Brgy. ID			
Barangay Certificate	Barangay Hall			
Financial Assistance for Livelihood				
Result of the Handa Ka Na Bang Magnegosyo? (Eligible clients will be endorsed/referred to Sustainable Livelihood Program Dept. for assessment.	Recommendation from SLP-DSWD Field Office XI			
Project Proposal. (They may write using their vernacular or local dialect. They may be assisted by the social worker in preparation of the said proposal)	Client			
One (1) photocopy Valid ID	SSS, GSIS, Pag-ibig, Philhealth, Voter's ID, TIN, Brgy. ID			
Barangay Certification	Barangay Hall			
Social Case Study Report	CBSS, DSWD Field Office XI/ CSWDO Davao City			
Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking				
None				
Provision of Temporary Shelter				
None				
Support for Victim-survivors/ Witness and Transportation Assistance				
One (1) photocopy Valid ID	SSS, GSIS, Pag-ibig, Philhealth, Voter's ID, TIN			
Social Case Study Report	CBSS, DSWD Field Office XI			
Official receipt for the client's board and lodging.	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Cash				
1. The victim survivors of trafficking may visit the DSWD Field/ Regional Office.	1.1 Assess the need of the client 1.2 Prepare General Intake Sheet, Cert. of Eligibility and Cash Voucher 1.3 Provision of the following	None	1 hour	Social Worker RRPTP

	assistance based on the assessments a. CASH b. Medical Assistance c. Educational Assistance d. Assistance for Employment e. Support for victim-survivor/ Witness and transportation Assistance f. Skills Training			
2. Submission of Documentary Requirement for the service/s avail	2.1 Screening of the submitted documents 2.2 Processing of the assistance being sought; None Preparation of Voucher (if financial related Preparation of referral letter (if needs other program assistance) 2.3 PSD-CBSS Section Head recommend and approved the provision of Cash assistance. 2.4 Releasing of the cash assistance to client	None	2 hours	<i>Social Worker</i> RRPTP
TOTAL			3 hours	

Non-Cash				
1. The victim survivors of trafficking may visit the DSWD Field/ Regional Office.	1.1 Assess eligible TIP clients for livelihood assistance 1.2 Prepare case study report 1.3 Prepare and submit referral letter to SLP	None	7 days	<i>Social Worker</i> RRPTP
2. Submission of Documentary Requirement for the service/s avail	2.1 Wait for SLP's assessment and recommendation 2.2 Processing of the assistance 2.3 Preparation of voucher and other documents such as (Brgy. Cert and photocopy ID of the client) 2.4 PSD-CBSS Section Head recommend and approved the provision of Cash livelihood assistance 2.5 Releasing of the cash assistance to client	None	15 days	<i>Social Worker</i> RRPTP
TOTAL			22 days	
Provision of temporary shelter				
1. The victim survivors of trafficking may visit the DSWD Field/ Regional Office.	1.1 Assess the need of the client	None	14 days	<i>Social Worker</i> RRPTP

	1.2 Prepare case study report 1.3 Prepare referral letter to partner agency/s			
2. Submission of Documentary Requirement for the service/s avail	2.1 Prepare other pertinent documents of the client 2.2 Endorsed client to partner agency	None	1 day	<i>Social Worker RRPTP</i>
	Total		15 days	
Psychosocial Counseling				
1. The victim survivors of trafficking may visit the DSWD Field/ Regional Office.	1. Advice giving to walk in TIP clients and providing short orientation on Human Trafficking	None	1 hour	<i>Social Worker RRPTP</i>
2. Submission of Documentary Requirement for the service/s availed	2. None or no needed documentary requirements for the service/s availed	None		
	TOTAL	None	1 hour	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Please indicate the needed action by the client on how to feedback or follow-up her/his request</p> <p>If client will follow-up through letter, specify to whom/where the letter should be addressed.</p> <p>If client will follow-up through email, indicate the email address.</p> <p>If client will follow-up through call or text, indicate contact number to call/text</p>
How feedbacks are processed	Please indicate how will DSWD (CBSS) processed all feedbacks or follow-ups received.

How to file a complaint	<p>Please indicate the needed action by the client on how to file complaint about her/his request If client will file through letter, specify to whom/where the letter should be addressed.</p> <p>If client will file through email, indicate the email address.</p> <p>If client will file through call or text, indicate contact number to call/text</p>
How complaints are processed	Please indicate how will DSWD (CBSS) processed all filed complaints received.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

3. Foster Family Care Program

Foster Family Care is the provision of planned substitute parental to a child by a licensed foster family when his/her biological parents are unable to care for his/her temporarily. In general, the foster family is not related to the child. Foster family care as an alternative family.

Office or Division	Protective Service Division	
Classification	Highly Technical	
Type of Transaction	Government to Government Citizen to Government Government to Citizen	
Who may Avail	Qualified Applicant Foster Family; All Provincial/ City or Municipal Social Welfare and Development Office (MSWDO); Child Caring Agency (CCA)/ Child Placing Agency (CPA); and DSWD Residential Care Facilities (RCF); walk-in clients.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Foster Family Care:		
1 PSA copy of Marriage Certificate		Philippine Statistics Authority (PSA)
1 PSA copy of Birth Certificate of the applicant/s.		PSA
1 Original Medical Certificate (husband and wife)		Private/Government Physician with valid license number and signature
Printed Recent Family Pictures		From the Applicant

Original Barangay Certification/ Certificate of Residence (husband and wife)	Office of the Barangay Captain
1 Original NBI or Police Clearance (husband and wife)	National Bureau of Investigation (NBI)/ Philippine National Police (PNP)
1 Photocopy of Latest Income Tax / Pay Slip	BIR/ Employer
1 Original Certificate of Employment (husband and wife)	Agency/Employer
3 Character references	Identified character references.
1 Completely filled out Application Form.	Adoption Resource and Referral Section and Foster Care, DSWD FO XI
Additional Requirements for Alien/Foreigner:	
Certificate of Residence in the Philippines.	Bureau of Immigration of the DFA
Two character references from non- relatives who know the applicants in the country of which he/she is a citizen or was a resident prior to residing in the Philippines, except for those who have resided in the Philippines for more than 15 years.	Applicant
<i>For Foster child/children from CCA/LGU</i>	
Signed Recent Child Study Report	Handling social worker of LGU
1 PSA copy of Birth Certificate	Philippine Statistics Authority
1 Signed Referral Letter from referring party.	Referring Local Government Unit or Child Caring Agency.
1 Signed Health & Medical Profile of the child.	Government / Private Physician with valid license
Printed Recent Pictures	Applicant
1 Signed Waiver of parents, if available.	LGU/ CCA / DSWD
1 Completely signed Deed of Voluntary Commitment, if surrendered by parents	Handling social worker
1 Original Blotter Report, if abandoned.	Police Precinct/Station where case was recorded.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Inquire through phone call/letter/email/social media or visit the office.	1.1 Staff will take note of applicant/s information;	None	5 minutes	<i>Administrative Assistant II</i> ARRS
	1.2 Advise the applicant (couple) to attend the scheduled Foster Care Forum through homevisit or virtual orientation		5 minutes	
	1.3 Conduct and request for Certificate of Attendance (couple).		3 hours	
2. Submit application form and requirements	2.1 Staff assigned will thoroughly check the application form if correctly filled out and signed, as well as review the submitted documents. Advise the applicant if there are lacking documents or otherwise. 2.1.1 If complete, inform the applicant the status of the submitted document. 2.1.2 If incomplete, advise the	None	15 minutes	<i>Assigned Social Worker</i> ARRS

	<p>applicant on the lacking documents to be submitted.</p> <p>2.2 Assigned social worker will schedule the home visitation.</p>			
3. Attend the home validation.	<p>3.1 Assigned social worker will conduct home validation.</p> <p>3.1.1 Assigned social worker will interview the family. The whole family shall be consulted and each family member's approval is sought when fostering a child.</p> <p>3.1.2 Assigned social worker will advise/explain to the family the process.</p> <p>3.1.3 Collect lacking documents (if applicable).</p> <p>3.1.4 Conduct collateral interview in the neighborhood or barangay office, if needed.</p> <p>3.2 Take pictures of the house and family.</p>	None	One (1) Working Day	<i>Assigned Social Worker</i> ARRS
4. Wait for the application if approved or otherwise.	<p>4.1 Assigned social worker will draft the Home Study Report (HSR)</p>	None	15 working days	<i>Assigned Social Worker</i> ARRS

	<p>4.2 Assigned social worker will conduct contact reference validation.</p> <p>4.3 Submit the HSR to Supervisor for review.</p> <p>4.4 Finalize the HSR for Regional Director's approval or disapproval.</p> <p>4.5 If approved, inform the foster family applicant.</p> <p>4.6 If disapproved, depending on the recommendation, assigned social worker will comply or address the recommendation and revise HSR for submission.</p> <p>4.7 Inform the applicant of the result of the application.</p> <p>4.8 Assigned social worker/ staff will prepare the Foster License Certificate for the approved applicant.</p> <p>4.9 Assigned social worker will facilitate signing of the foster family of the Foster Care License (FCL).</p> <p>4.10 Assigned social worker will facilitate signing of the Regional Director of the</p>			
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	Foster Care License.			
5. Approved Foster Family should be ready for possible placement of a foster child in their home.	5.1 Assigned social worker will inform the applicant that his/her case will be presented at the Regional Matching Conference as available foster family. 5.2 The assigned Social Worker will inform the family if matched or not. 5.3 If matched, assigned social worker will prepare the Foster Placement Authority (FPA) in preparation for the placement of the foster child. 5.4 Schedule a date for placement / physical transfer of the child.	None	7 working days	<i>Assigned Social Worker</i> ARRS
6. Review the case background of the child matched to them.	6.1 Assigned social worker will advise the foster family what to prepare for the child's arrival and adjustment period. 6.2 Advise the family/couple to be present during the placement/ physical transfer/ turnover of the	None	2 working days	<i>Assigned Social Worker</i> ARRS

	foster child/children in the DSWD Field Office XI.			
7. Receive/take custody of the foster child.	7.1 Assigned staff will conduct a case conference together with the assigned staff/social worker handling the child's case and the foster family. 7.2 Inform on the health status, physical status and medical status of the child, if necessary. Physically check/ undress the child. 7.3 Advise foster family that constant monitoring will be conducted by the assigned social worker through text, social media apps, emails and home visitation. 7.4 Update the foster family regarding the child's case in preparation for reunification/reintegration or adoption.	None	4 hours	<i>Assigned Social Worker</i> ARRS
8. Provide a safe and loving environment to the child. (This	8.1 Assigned social worker will process the request of	None	12 months	<i>Assigned Social Worker</i> ARRS

is to prepare the child for permanent/reintegration to his/her family).	8.2 Parenting Capability Assessment Report (PCAR) from the Local Government Unit (LGU) of the child's birth parents/relatives for possible reunification of the foster child. If there are no existing family/relatives for reunification, assigned social worker will process the requirements for the issuance of Certificate Declaring a Child Legally Available for Adoption (CDCLAA).			
TOTAL		None	1 year, 28 days	
<i>"Service is covered under RA 10165"</i>				
<i>FOR FOSTER CHILD/CHILDREN FROM CCA/LGU</i>				
1. Inquire at DSWD Regional Office.	1.1 ARRS staff will provide the necessary information and list of requirements to prepare for the child/children case referral.	None	10 minutes	<i>ARRS Staff</i>
2. Submit the necessary	2.1 ARRS staff will receive the documents;	None	5 working days	<i>Assigned Social Worker and</i>

documents for referral	<p>2.2 ARRS Head will assign the case to a Foster Care social worker.</p> <p>2.3 Assigned social worker will review the submitted documents;</p> <p>2.4 Assigned social worker will advise the referring social worker of the scheduled matching conference.</p>			<i>referring Social Worker.</i>
3. Present the Child's case during the Regional Matching Conference	<p>3.1 Assigned social worker will advise the referring social worker to prepare the Powerpoint Presentation of the case.</p> <p>3.2 Assigned Social Worker will provide the guidelines in presenting the case.</p> <p>3.3 Assigned social worker will assist the referring CCA/LGU on report preparation during the Regional Matching Conference to be conducted through virtual presentation.</p> <p>3.4 If approved and matched, assigned social worker will prepare the Foster Placement Authority (FPA)</p> <p>3.5 If not matched, assigned social</p>	None	1 working day	<i>Assigned Social Worker and referring Social Worker.</i>

	worker and referring social worker will address the recommendation of the Regional Child Welfare Specialist Group (RCWSG) for the next presentation of the child's case.			
4. Bring the child in the DSWD Field Office XI for case conference and for foster placement/ physical transfer of the child.	<p>4.1 Assigned social worker and referring social worker will conduct a conference with the licensed and matched foster family.</p> <p>4.2 Referring social worker will turn over the child's pertinent documents/ Child's file.</p> <p>4.3 Assigned social worker will facilitate signing of Foster Placement Authority (FPA) by foster family.</p> <p>4.4 Referring social worker will sign the discharge slip.</p> <p>4.5 Assigned social worker will re-orient the foster family on the monitoring activities to be conducted.</p>	None	4 hours	<i>Assigned Social Worker</i> ARRS
5. Foster Family to prepare the child emotionally and physically for reunification or	5.1 Assigned social worker will process the request on Parenting	None	12 months	<i>Assigned Social Worker</i> ARRS

issuance of CDCLAA.	Capability Assessment Report (PCAR) with the Local Government Unit (LGU) of the child's birth parents/ relatives for possible reunification of the foster child. 5.2 If there are no existing family/relatives for reunification, assigned social worker will process the requirements for the issuance of Certificate Declaring a Child Legally Available for Adoption (CDCLAA).			
TOTAL		None	1 year, 7 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Foster Family, referring CCA/LGU may send an email, text message to the assigned social worker or message through official social media account of DSWD Field Office XI – ARRS.
How feedback are processed	DSWD FO XI – ARRS will print the sent message and forward it to the assigned social worker for appropriate action.
How to file a complaint	Complaints can be filed thru sending a letter or email to DSWD Field Office XI. The name of the person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	The concerned office/ staff will conduct a case conference/ meeting with the complainant and discuss the concern in detail.

Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)
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4. Adoption

Adoption gives the adoptive child the same rights, status and privileges as those of a birth child. It is a socio-legal process which establishes a parent-child relationship between persons who are not related by birth.

Office or Division	Adoption Resource and Referral Section – DSWD Field Office XI	
Classification	Highly Technical	
Type of Transaction	Government to Government Government to Citizens Citizen to Government	
Who may avail	a. A Filipino citizen who is at least 21 years of age and is at least 16 years older than the child to be adopted, in possession of full civil capacity and legal rights, and in position to support and care for his children (legitimate or illegitimate); b. Any alien possessing the same qualifications as above and who has been living in the Philippines for at least three (3) continuous years prior to filing of the Application for Adoption and maintains such residence until the adoption decree is finalized.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Prospective Adoptive Parent/s (PAPs) Dossier		
1 Duly accomplished and signed Application Form		Adoption Resource and Referral Section and Foster Care, DSWD FO XI
1 PSA copy of Birth Certificate of the couple applicant/s and their children.		Philippine Statistics Authority (PSA)
1 PSA copy of Marriage Certificate, or Divorce, Annulment, Declaration of Nullity or Legal Separation documents		PSA
1 Original notarized Consent for Adoption. (for children above 10 years old)		Lawyer
1 Original Certificate of Attendance to Adoption Forum		Adoption Resource and Referral Section and Foster Care, DSWD Field Office XI
1 Original Physical and Medical Evaluation (husband and wife) stating fit to adopt a child.		Private/Government Physician with valid license number and signature

1 Original Psychological Evaluation (husband and wife)	Psychological Testing Center
1 Original National Bureau of Investigation (NBI) Clearance (husband and wife)	National Bureau of Investigation Office
1 Original Police Clearance (husband and wife)	Police Station
1 Original Barangay Certification/Certificate of Residence (husband and wife)	Office of the Barangay Captain
1 Photocopy of Latest Income Tax Return or any other documents showing financial capability, e.g. Employment Certificate, Bank Certificate of Statement of Assets and Liabilities	Agency/Employer
3X5 Inch-sized photos of the applicant, their family, and their home (taken within the last 3 months)	Applicant
1 Original Court Clearance (husband and wife)	Municipal/Regional Trial Court
1 Original Fiscal Clearance (husband and wife)	Prosecutor's Office
1 Original Affidavit of Custody	Lawyer/Notary Public
Three (3) letters of character references who have known the applicant for at least 3 years	Applicant
In addition, foreign nationals shall submit the following:	
1 Original Certification that PAPs have legal capacity to adopt in their country and will allow the child adopted in the Philippines to enter their country and permanently reside there	Foreigner's Embassy
1 Original Certificate of Residence in the Philippines issued by the Bureau of Immigration or Department of Foreign Affairs;	Bureau of Immigration or Department of Foreign Affairs
2 Character references from non-relatives who knew the PAPs in the country where they resided (for over 15 years) prior to residing in the Philippines	Applicant
Police Clearance from all places of residence in the past two years immediately prior to residing in the Philippines	Police office from former country/ies of residence
For relative adoption	
Same as above stated requirements for surrendered, abandoned and neglected children with the following:	

1 Notarized Oath and Undertaking by the guardian/ relative	Lawyer/ Notary Public
1 Original signed Family Genogram with 1 photocopy of Birth Certificate (each member)	Applicant
Certificate of Attendance in Adoption Forum	Adoption Resource and Referral Section and Foster Care, DSWD FO XI
For cases of Children with Finalized Domestic Adoption	
Same requirements stated in the previous documents submitted with the following:	
1 Certified true copy of Adoption Decree	Regional Trial Court
1 Certified true copy of the Finality/ Entry of Judgment	Regional Trial Court
1 PSA copy of new Birth Certificate	PSA
Photographs of the child with adoptive parents	Applicant
For an applicant who is residing abroad but is otherwise qualified to adopt in the Philippines under the provisions of RA 8552, additional requirements are:	
1 Originally signed HSR prepared by an accredited Foreign Adoption Agency (FAA)	Foreign Adoption Agency (FAA)
1 Certification that said FAA is accredited	Foreign Adoption Agency (FAA)
For Child's Dossier	
1 Original signed Endorsement Letter	LGU/CCAs
Child Study Report	LGU/CCAs,
Birth Certificate/ Foundling Certificate (2 original SECPA copies)	PSA
Deed of Voluntary Commitment (DVC), if any	Referring CCA, LGU
1 Original Certificate of Authority of Notarial Act (CANA)	Municipal/ Regional Trial Court
Two (2) original copies of the CDCLAA (numbered)	From Referring CCA, LGU
Health and Medical Profile	Referring CCA, LGU
Psychological Evaluation Report	Referring CCA, LGU
Recent Photograph	Referring CCA, LGU
Child's Profile	Referring CCA, LGU
Regional Clearance for Inter-Country Adoption	DSWD
Consent for Adoption (if 10 years old and above)	DSWD, CCAs, CPAs

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at DSWD Office	1.1 Staff will take note of applicant/s information; 1.2 Advise the applicant (couple) to attend the scheduled Adoption Forum; 1.3 Attend and request for Certificate of Attendance (couple).	None	15 minutes	<i>Administrative Assistant II (ARRS Staff)</i>
2. Submit application form and requirements	2.1 Staff assigned will thoroughly check the application form if correctly filled out and review the documents submitted then advise applicant if there are lacking documents. 2.2 Assigned social worker will schedule the home visitation in the	None	15 minutes	<i>Assigned Social Worker ARRS</i>

	applicant's residence.			
3. Attend and participate in the home validation.	<p>3.1 Assigned social worker will conduct home validation.</p> <p>3.1.1 Assigned social worker will interview the family. Each family member's approval is sought.</p> <p>3.1.2 The Social Worker will advise/explain to the family the process.</p> <p>3.1.3 Collect lacking documents if there are.</p> <p>3.1.4 Conduct collateral interview in the neighborhood and barangay office, if needed.</p> <p>3.2 Take pictures of the house and family.</p>	None	1 working day	<i>Assigned Social Worker</i> ARRS
4. Wait for the approval of the application.	4.1 Assigned social worker will draft the Home Study Report (HSR)	None	15 working days	<i>Assigned Social Worker</i> ARRS

	<p>4.2 Assigned social worker will conduct contact reference validation.</p> <p>4.3 Submit the HSR to Supervisor for review.</p> <p>4.4 Finalize the HSR for Regional Director's approval or disapproval.</p> <p>4.5 If approved, inform the Prospective Adoptive Parent/s.</p> <p>4.6 If disapproved, depending on the recommendation, assigned social worker will comply or address the recommendation and revise HSR for submission.</p> <p>4.7 Inform applicant/s of the result of the application.</p>			
5. Approved PAPs should be ready for the result of Regional Matching Conference.	5.1 Assigned social worker will inform the applicant that they will be presented at the Regional Matching Conference virtual presentation	None	1 working day	<i>Assigned Social Worker</i> ARRS

	<p>as available regular Prospective Adoptive Parent/s, if there are children that meet their child preference.</p> <p>5.2 Assigned social worker will inform the family if matched or not.</p> <p>5.3 If matched, assigned social worker will inform the PAP/s of the child matched to them.</p>			
<p>6. PAPs will check the child's background and view the photographs of the child. The PAPs may visit the child in the CCA.</p>	<p>6.1 Show PAPs the photograph of the child or let them visit the child if child is in CCA.</p> <p>6.2 If PAPs will accept the child matched to them, they will prepare and submit an acceptance letter.</p> <p>6.3 If otherwise, the PAPs will write a non-acceptance</p>	None	15 working days	Assigned Social Worker ARRS

	<p>letter stating their reason.</p> <p>6.4 If PAPs will accept the child matched to them, assigned social worker will prepare the Pre-Adoption Placement Authority.</p> <p>6.5 The assigned Social Worker Will Schedule a date for placement / physical transfer of the child.</p>			
7. PAPs will prepare for the placement of the child.	<p>7.1 Assigned social worker will advise the PAPs what to prepare for the child's arrival and adjustment period.</p> <p>7.2 Advise the PAPs to be present during the placement/ physical transfer/turn over of the child/children in the DSWD Field Office XI or CCA.</p>	None	1 hour	<i>Assigned Social Worker ARRS</i>

8. PAPs will receive the child matched to them and be readily available for every monitoring visit by the assigned social worker. If possible, the PAPs must already consider a legal counsel/ lawyer to represent them.

8.1 Assigned staff will conduct a case conference together with the assigned staff/social worker handling the child's case and the PAPs.

8.2 Inform on the child's health status, physical status and medical status if needed.

8.3 Advice PAPs that supervised monitoring visitation will be conducted by the assigned social worker through text, social media apps, emails or home visitation for three (3) consecutive months, with Supervisory Reports indicating development of PAPs and child relationship.

8.4 After three (3) months of placement and assessment,

None

4 hours

3 months

Assigned Social Worker ARRS

	<p>assigned social worker will recommend issuance of Certification of Authority to Adopt (CAA).</p> <p>8.5 Once the CAA is approved and signed by the DSWD Regional Director, the assigned social worker will present the CAA to the PAPs.</p> <p>8.6 Assigned social worker will advise the PAPs to file the Petition for Adoption in court.</p>			
<p>9. PAPs will visit their legal counsel/ lawyer for review of documents needed for court filing.</p>	<p>9.1 Assigned social worker will advise PAPs to provide feedback and information on the legal counsel/ lawyer.</p> <p>9.2 Assigned social worker will coordinate with the legal counsel/ lawyer as to the completeness of the documents submitted in court.</p>	None	1 working day	<i>Assigned Social Worker ARRS</i>

<p>10. PAPs will attend every scheduled hearing for the petition of adoption.</p>	<p>10.1 Assigned social worker will ask for updates of the hearing.</p> <p>10.2 Assigned social worker will wait for the court order for submission of the updated Home Study Report (HSR) and Child Study Report (CSR).</p> <p>10.3 There were cases filed in court where the Judge ordered the PAPs to present the original copies of adoption documents they submitted to the Department. To preserve the original documents submitted to the Department, free from any suspicion of alteration or destruction, a Certificate of</p>	<p>None</p>	<p>6 months</p>	<p><i>Assigned Social Worker</i> ARRS</p>
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	Authenticity for such documents shall be issued by the Department to the PAPs, to certify that the original documents were indeed submitted and are in the possession of the Department.			
11. PAPs should be available during the conduct of Home Visitation or any family representative.	<p>11.1 Assigned social worker will conduct Home Visitation to the PAPs</p> <p>11.2 Assigned social worker will update the Home Study Report and Child Study Report.</p> <p>11.3 After approval of the HSR and CSR, the assigned social worker will submit a copy of the HSR and CSR to the court and Solicitor General.</p>	None	Within 30 days upon receipt of court order	<i>Assigned Social Worker</i> ARRS
12. PAPs will inform the assigned social worker or DSWD of	12.1 Assigned social worker will	None	30 days working upon	<i>Assigned Social Worker</i>

the court order that a DSWD social worker must testify in court. PAPs will provide DSWD a copy of such order.	review the case before going to court. 12.2 Assigned social worker will testify in court when ordered.		receipt of the court order.	ARRS
13. PAPs will provide a copy of finality of the filed petition to DSWD.	13.1 Assigned social worker will receive the file and encode it in the case file of the PAPs. 13.2 If approved, assigned social worker will advise the PAPs to provide a copy of a new Birth Certificate of the child. 13.3 If disapproved, assigned social worker will conduct a consultation meeting with the PAPs and legal counsel.	None	1 working day	<i>Assigned Social Worker</i> ARRS
14. PAPs will request a copy of the new amended Birth Certificate from	14. Assigned social worker will receive the	None	60 working days	<i>Assigned Social Worker</i> ARRS

LCR and provide a copy to DSWD.	new/amended Birth Certificate of the child.			
TOTAL		None	1 year, 3 months	
“Service is covered under RA 8523”				
<i>Child’s Dossier</i>				
1. Referring LGU & CCAs endorse the Child’s Dossier and supporting documents to DSWD for Regional Matching and wait for the approval of the child’s dossier.	1.1 The ARRS staff will receive the Child’s Dossier for Regional Matching Presentation. 1.2 ARRS head will check the Child’s Dossier and inform the concerned CCA/ LGU on the comments through an official letter or memorandum in case of discrepancies/ inconsistencies of information in the Child/ Home Study Report or in any of the requirements	None	2 working days	<i>Assigned Social Worker ARRS</i>
2. Submit the additional requirements if necessary.	2.1 Assigned social worker will receive the lacking documents. 2.2 Assigned staff will	None	5 working days	<i>Assigned Social Worker ARRS</i>

	advise the referring LGU/ CCA on the scheduled Regional Matching Conference.			
3. Present the child's case during the Regional Matching Conference	<p>3.1 Assigned social worker will advise the referring social worker to prepare the PowerPoint Presentation of the case.</p> <p>3.2 Assigned social worker will provide the guidelines in presenting the case.</p> <p>3.3 Assigned social worker will assist the referring CCA/LGU during the Regional Matching Conference.</p> <p>3.4 If approved and matched, assigned social worker will prepare the child's profile to be shared to the PAPs.</p> <p>3.5 If not matched, assigned social worker and referring social worker will address the recommendation/s of the</p>	None	1 working day	<i>Assigned Social Worker ARRS</i>

	Regional Child Welfare Specialist Group (RCWSG) for the next presentation of the child's case.			
4. Bring the child to DSWD Field Office XI for case conference and for child placement/permanent placement.	<p>4.1 Assigned social worker and referring social worker will conduct a conference with the PAPs</p> <p>4.2 Referring social worker will turnover the child's pertinent documents/ child's file to DSWD and to the PAPs.</p> <p>4.3 Assigned social worker will ask the PAPs to sign the Pre-Adoption Placement Authority (PAPA)</p> <p>4.4 Referring social worker will sign the discharge slip.</p> <p>4.5 Assigned social worker will re-orient the PAPS regarding the monitoring activities to be done.</p>	None	1 working day	<i>Assigned Social Worker</i> ARRS

5. Take note of the cases of unmatched children.	5.1 For cases of unmatched children, a Regional Clearance for interregional matching together with the child's dossier shall be transmitted to the Central Office immediately upon approval of the Regional Clearance by the Regional Director.	None	1 working day	<i>Assigned Social Worker</i> ARRS
6. Terminate child's case and turnover the documents to DSWD.	6.1 If results of the supervised visits to the child are favorable, assigned social worker will facilitate the issuance of Certificate of Consent to Adoption approved/signed by the Regional Director. The final Post-Placement Supervisory Report shall be attached to said document which will be	None	3 months	<i>Assigned Social Worker</i> ARRS

	submitted to the court for finalization of the adoption.			
7. For Inter-regional Matching of Child to PAP (Central Office Level)	7.1 Assigned social worker will facilitate submission of Child's Dossier to Central Office.	None	30 working days upon receipt of the court order.	<i>Assigned Social Worker</i> ARRS
8. Present the child's case in the Inter-regional Matching Conference.	<p>8.1 If the child is matched and accepted, assigned social worker will assist the LGU/CCA in preparing the child's documents for placement.</p> <p>8.2 if not accepted, the child's case will be forwarded to ICAB.</p> <p>8.3 Unmatched children during the first presentation for Inter-regional matching shall immediately be issued with ICA Clearance</p>	None	30 working days upon receipt of court order.	<i>Assigned Social Worker</i> ARRS

	except for children below three (3) years old. 8.4 The issuance of Inter-Country Adoption Clearance for children shall be based on the inter-regional clearance issued by the Central Office.			
9. Forward updated child's dossier to ICAB.	9.1 Endorse immediately the dossiers of children, cited in this guideline under General Policy No.11, to ICAB if not matched during the first presentation	None	30 working days upon receipt of court order.	<i>Assigned Social Worker</i> ARRS
10. Present the child's case to ICAB.	10.1 Endorse immediately the dossiers of children, cited in this guideline under General Policy No.11, to ICAB if not matched during the	None	1 day	<i>Assigned Social Worker</i> ARRS

	first presentation. 10.2 Facilitate issuance of Intercountry Adoption Clearance. 10.3 Coordinate with ICAB on the status of cases endorsed/ cleared for intercountry adoption on a quarterly basis.			
TOTAL			6 months, 7 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Adoption Resource and Referral Section, Referring CCA/LGU may send an email, text message to the assigned social worker or message through official social media account of DSWD Field Office XI – ARRS.
How feedback are processed	DSWD FO XI – ARRS will print the sent message and forward to the assigned social worker.
How to file a complaint	Complaints can be filed thru sending a letter or email to DSWD Field Office XI. The name of the person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	The concerned office/ staff will conduct a case conference/ meeting with the complainant and discuss the concern in detail.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

5. Provision of Supplementary Food Items to Children Enrolled in Child Development Centers and Supervised Neighborhood Play

The program aims to provide supplementary food items as part of DSWD's contribution to Early Childhood Care and Development program of the government. In pursuant to the Memorandum Circular No. 03 for Supplementary Feeding Program series of 2019, the Department of Social Welfare and Development Field Office will act as the procuring entity in the implementation of the program. Further, due to the national crisis brought about by COVID-19 Pandemic, Memorandum Circular No. 12 series of 2020 is being used as the approved guideline in the implementation of Supplementary Feeding Program during community quarantine or other similar emergencies.

Office or Division:	Protective Services Division – Supplementary Feeding Program Unit			
Classification:	Complex			
Type of Transaction:	Government to Client			
Who may avail:	Child Daycare Teachers and BNS/BHWs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Master list of Beneficiaries		Local Government Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete master list of beneficiaries per Day Care Centers/ Supervised Neighborhood Play	1.1 Review and check the submitted master list of beneficiaries	None	3 days	<i>SFP Focal Persons, Child Daycare Teachers, BNS/BHWs, AA II, NDs, PDOs</i>
2. Acknowledge communication letter sent by Field Office on the start of the delivery of food items	2.1 Notify LGU on the start of delivery of food items through communication letter	None	1 day	<i>ND's, AA II, SFP Focal Persons</i>
3. Inform Child Daycare Teachers/ Barangay Health Workers on the start of the delivery	3.1 Continuous coordination with SFP Focal Person regarding updates on	None	2 days	<i>PDOs, SFP Focal Persons</i>

	the delivery of food items and documents to be prepared.			
4. Validate/ Inspect actual food items delivered	4.1 The inspectorate team will counter check the goods received. Quality and quantity of food items will be inspected.	None	3 hours	<i>Inspectorate Team, SFP Focal Person, Child Daycare Teachers</i>
5. Accept the food items delivered	5.1 Accountable forms e.g. (RIS, IAR) will be given to the LGU to be signed by the designated person.	None	1 hour	<i>Inspectorate Team, C/MSWDO, SFP Focal Person</i>
6. Sign the accountable forms	6.1 The inspectorate team assigned in the LGU will collect the forms once signed by the designated person in the LGU.	None	30 minutes	<i>C/MSWDO, inspectorate team</i>
TOTAL			6 days, 4 hours, 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Answer the Client Satisfaction Measurement Survey Form and drop it at the designated drop box located in the SFP Unit.</p> <p>You may also reach us through telephone and email.</p> <p>Contact info: 227-1964-1128</p> <p>sfp.fo11@dswd.gov.ph</p>
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How feedbacks are processed	<p>Feedback received through email and telephone will be catered within the day.</p> <p>Feedback requiring answers from a specific officer and thorough discussion will be addressed within two (2) days upon receipt.</p> <p>Grievance will be addressed by the grievance officer.</p> <p>For inquiries and follow-ups, clients may contact the following: Contact info: 227-1964-1128 sfp.fo11@dswd.gov.ph</p>
How to file a complaint	<p>Grievance can be sent via email sfp.fo11@dswd.gov.ph.</p> <p>Make sure to provide the following information: -Name of person being complained -Incident -Evidence e.g. (pictures,screenshots)</p> <p>For inquiries and follow-ups, clients may contact the following: Contact info: 227-1964-1128 sfp.fo11@dswd.gov.ph</p>
How complaints are processed	<p>Complaint letter received will be forwarded to the grievance officer to address the concern.</p> <p>The grievance officer shall submit a report regarding the complaint.</p> <p>Response letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following: Contact info: 227-1964-1128 sfp.fo11@dswd.gov.ph</p>
Contact Information	<p>Ms. Laraine T. Villaver, RND RSFPU Head/Nutritionist-Dietitian III</p> <p>Contact info: 227-1964-1128 sfp.fo11@dswd.gov.ph</p>

6. DSWD Disaster Data Request Processing

DRMD provides disaster statistical data on affected and displaced population through DROMIC which may be used for academic and research purposes and other purposes as may be deemed necessary by the division's assessment. The use of these data may only be made available to a party who requests the same through email, snail mail or personally handed documents.

Office or Division:		Disaster Response and Management Division		
Classification:		Simple		
Type of Transaction:		Government to Citizens Government to Government		
Who may avail:		Students, Researchers, Non-Government Organizations, Local Government Units, Other Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed request letter containing the following information: a. Description of the information requested; b. Purpose of the information requested and c. Complete contact details of the person/entity requesting for the information.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with complete supporting documents * in person * via email	1. Review and assess request for information	None	15 minutes	<i>Technical staff DROMIC</i>
	2. Send the requested data and corresponding response to the client/agency	None	1 day	<i>DROMIC Technical staff</i>

	2.1 If the data is unavailable send a reply letter informing the client of the unavailability of the data	None	1 day	<i>DROMIC Technical staff</i>
TOTAL			1 day, 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send feedback through the following mediums: <ul style="list-style-type: none"> • drmd.fo11@dswd.gov.ph; • Facebook page; • Letters addressed to the Regional Director; • Suggestion box
How feedbacks are processed	The feedbacks are consolidated and analyzed to form part of the division's evaluation
How to file a complaint	Send complaints through the following mediums: <ul style="list-style-type: none"> • drmd.fo11@dswd.gov.ph; • Facebook page; • Letters addressed to the Regional Director; • Suggestion box
How complaints are processed	Response to complaints are addressed within three (3) days after the receipt of the complaint.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

7. Volunteer Registration and Deployment

Volunteers provide ease in repacking activities. However, those who wish to volunteer cannot easily present themselves to the warehouse and volunteer. Volunteers must register first either through phone or online.

Office or Division:	Disaster Response and Management Division
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
Written consent of guardian in the case of minors	Legal guardian of the volunteer
Internet connection for online volunteer registration	Volunteer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Phone Registration				
1. Call DSWD-DRMD Office for any volunteer activity schedules	1. Answer phone call	None	1 minute	DRMD Office
2. Ask for available schedule	2. Provide schedule for any volunteer activity schedules	None	2 minutes	DRMD Staff
3. Provide details for volunteer work, such as: a. Name b. No. of participating volunteers c. Date and time of volunteering	3. Receive and record the details provided	None	5 minutes	DRMD Staff
4. End call and wait for activity schedule	4. Update volunteer schedule monitoring	None	5 minutes	DRMD Staff
TOTAL		None	13 minutes	
Deployment				
1. Proceed to RROC Warehouse at Bago Oshiro, Tugbok, Davao City	1. Receive and accommodate volunteers	None	30 minutes	RROC Staff
2. Present valid IDs and fill up daily log	2. Check valid IDs presented and ensure that all data are properly filled in the form	None	2 minutes	RROC Entrance Gate Security Guard

3. Submit to RROC's security protocol (bag inspection and body frisking)	3. Inspect incoming volunteers individually	None	2 minutes	<i>RROC Security Guard</i>
4. Enter the RROC premises	4. Guide the volunteers	None	3 minutes	<i>RROC Staff</i>
5. Attend Orientation and receive volunteer ID	5. Orient volunteers	None	20 minutes	<i>RROC Staff</i>
6. Proceed to the area for the volunteer activity	6. Lead and assist volunteers to the assigned area	None	3 minutes	<i>RROC Staff</i>
7. After volunteer work, return ID, log out and submit again to security protocol	7. Receive the returned volunteer ID and return the volunteer's valid ID	None	2 minutes	<i>RROC Security Guard</i>
TOTAL			1 hour, 13 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send feedback through the following mediums: <ul style="list-style-type: none"> • drmd.fo11@dswd.gov.ph; • Facebook page; • Letters addressed to the Regional Director; • Suggestion box
How feedbacks are processed	The feedbacks are consolidated and analyzed to form part of the division's evaluation
How to file a complaint	Send complaints through the following mediums: <ul style="list-style-type: none"> • drmd.fo11@dswd.gov.ph; • Facebook page; • Letters addressed to the Regional Director; • Suggestion box
How complaints are processed	Response to complaints are addressed within three (3) days after the receipt of the complaint.

Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)
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8. Local In-Kind Donations Facilitation

The Department accepts in-kind donations to be distributed to families or individuals affected by any type of disaster. Receipt of these donations are recorded and liquidated. The Department however, does not accept the following items to safeguard the health of the recipients and to maintain the dignity and quality of the materials for the affected families and individuals.

Office or Division:	Disaster Response and Management Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None Required		None Required		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to DSWD-DRMD Office for facilitation of donation.	1. Assist the donors to the designated office	None	1 minute	DRMD Staff
2. Provide details of the donation/s: a. Name of Donor/ Organization b. Contact details of the donor c. Items donated d. Estimated amount of items donated	2. Record the details provided by the donor	None	5 minutes	DRMD Staff and Supply Unit Staff
3. Present the items for donation and witness the inspection of items for donation	3. Conduct visual inspection and determine whether to accept or reject donation	None	30 minutes to one (1) hour (depending on the number of items donated)	DRMD Staff and Supply Unit Staff

4. Wait for the Acknowledgment Receipt as proof of donation signed by RD or any representative from DSWD	4. Issue Acknowledgment Receipt containing the donated items and its quantity	None	15 minutes	DRMD Staff and Supply Unit Staff
TOTAL			1 hour, 21 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send feedback through the following mediums: <ul style="list-style-type: none"> • drmd.fo11@dswd.gov.ph; • Facebook page; • Letters addressed to the Regional Director; • Suggestion box
How feedbacks are processed	The feedbacks are consolidated and analyzed to form part of the division's evaluation
How to file a complaint	Send complaints through the following mediums: <ul style="list-style-type: none"> • drmd.fo11@dswd.gov.ph; • Facebook page; • Letters addressed to the Regional Director; • Suggestion box
How complaints are processed	Response to complaints are addressed within three (3) days after the receipt of the complaint.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

9. Data Sharing Services

Sharing of Public and Classified data to requesting party both from the public and private sectors

Office or Division:	Promotive Services Division Pantawid Pamilyang Pilipino Program
Classification:	Complex
Type of Transaction:	Government to Government Government to Business
Who may avail:	Public and Private Sectors
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Written and duly signed request letter, including electronic form, addressed to the Regional Director stating the following:	Requesting Party

(1) Purpose for which the data is required, (2) the description of data required and (3) users of data required. Request will only be processed only if said requirements are indicated in the letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
For Classified Data Request				
1. Submit the written request letter, including electronic form to DSWD Regional Office walk in or thru official email account fo11@dswd.gov.ph (Classified data)	1.1 Receive, log and forward request to the Office of the Regional Director	None	5 minutes	<i>Administrative Assistant</i> Records Section
	1.2 Receive, log and forward request to the Office of the Assistant Regional Director for Operation	None	5 minutes	<i>Administrative Assistant</i> Office of the Regional Director
	1.3 Receive, log and forward request to the Office of the Division Chief, Promotive Services Division	None	5 minutes	<i>Administrative Assistant</i> Office of the Regional Director for Operation
	1.4 Receive, log and forward request to the Regional Program Coordinator, Pantawid Pamilyang Pilipino Program	None	5 minutes	<i>Administrative Assistant</i> Promotive Services Division
	1.5 Forward request to Monitoring & Evaluation Officers	None	5 minutes	<i>Regional Program Coordinator</i> 4Ps
2. Wait for the approval and processing of the request	2.1 Assess if the requested data are available in the existing	None	1 working day	<i>Regional M&E Officers</i> 4Ps

	<p>database or any data source and the level of difficulty/complexity of data generation</p> <p>2.1.1 Contact the requesting party for further clarification and details of the request</p> <p>2.2 If available, Send a copy of the Memorandum of Agreement to the requesting party</p> <p>2.3 If not available, inform the requesting party</p> <p>2.3.1 Prepare a letter to inform the requesting party of the non-processing of requested data and forward to the Office of the Regional Director for signature</p>			
3. Receive, review, signed and send back the Memorandum of Agreement to 4Ps Regional Program Management Office via email or printed copy	<p>3.1 Receive signed MOA</p> <p>3.2 Forward signed MOA to the Division Chief, Promotive Services Division and to the Office of the Regional Director for signature</p>	None	1 working day	<i>Regional M&E Officers</i> 4Ps

4. Wait for the release of the requested data	4. Process the requested data		3 working days	Regional M&E Officers 4Ps
5. Receive the requested data	5. Release requested data in any of the following format or a combination: 5.1 Electronic copy which will sent via email 5.2 CD / Mobile Storage)	None	1 working day	Regional M&E Officers 4Ps
TOTAL		None	6 days, 25 minutes	
Request for Public Data				
1. Submit the written request letter, including electronic form to DSWD Regional Office walk in or thru official email account fo11@dswd.gov.ph (Public data)	1.1 Receive, log and forward request to the Office of the Regional Director	None	5 minutes	Administrative Assistant Records Section
	1.2 Receive, log and forward request to the Office of the Assistant Regional Director for Operation	None	5 minutes	Administrative Assistant Office of the Regional Director
	1.3 Receive, log and forward request to the Office of the Division Chief, Promotive Services Division	None	5 minutes	Administrative Assistant Office of the Regional Director for Operation
	1.4 Receive, log and forward request to the Regional Program Coordinator, Pantawid	None	5 minutes	Administrative Assistant Promotive Services Division

	Pamilyang Pilipino Program			
	1.4 Forward request to Monitoring & Evaluation Officers	None	5 minutes	<i>Regional Program Coordinator</i> 4Ps
2. Wait for the approval of the request	<p>2.1 Assess if the requested data are available in the existing database or any data source and the level of difficulty/complexity of data generation</p> <p>2.1.1 Contact the requesting party for further clarification and details of the request</p> <p>2.2 If available, process the requested data</p> <p>2.2.1 Prepare data release form and forward to the Office the Regional Director for Signature</p> <p>2.3 If not available, inform the requesting party</p> <p>2.3.1 Prepare a letter to inform the requesting party of the non-processing of requested data and forward to the Office of the Regional</p>	None	1 working day	<i>Regional M&E Officers</i> 4Ps

	Director for signature			
3. Receive the requested data	3. Release requested data in any of the following format or a combination: 3.1 Electronic copy which will sent via email 3.2 Printed copy which can be picked up by the requestor at the 4Ps Regional Program Management Office or to its Provincial Satellite Offices	None	1 working day	
TOTAL		None	2 days, 25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email us @ promotive.fo11@dswd.gov.ph State the type of Concern in the Subject Area Address to 4Ps RPMO (Feedback or Follow up)
How feedbacks are processed	Through Emails
How to file a complaint	Complaints may be emailed for promotive.fo11@dswd.gov.ph
How complaints are processed	All emails are forwarded to 4Ps RPMO to be addressed by Technical Staff per concern.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

10. Issuance of Travel Clearance for Minors Travelling Abroad

Travel Clearance is a permit issued by the Department of Social Welfare and Development for a minor who is below 18 years old, who wants to travel abroad alone, without either of his/her parent or guardian.

Office or Division:	Community Based Services Section	
Classification:	Simple	
Type of Transaction:	Government to Citizens	
Who may avail:	Filipino Minors Travelling Abroad	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<i>A. For Minors Traveling Alone to a Foreign Country for the First Time</i>		
1. Duly accomplished Application Form	DSWD Field Offices or download form at www.dswd.gov.ph	
2. Photocopy of PSA authenticated Birth Certificate of Minor (1 copy)	Philippine Statistics Authority (PSA)	
3. 3.a. Photocopy of PSA authenticated Marriage Contract of parents (1 copy) or; 3.b. Copy of court issued Legal Guardianship/Talaaq or Fasakh Certification from the Shariah Court or any Muslim Barangay or religious leader; or 3.c. PSA authenticated Certificate of No Marriage (CENOMAR), if born illegitimate	PSA Court who handled the Legal Guardianship petition/Shariah Court/Religious Leader PSA	
4. LSWDO/SWAD Social Worker's Assessment, when necessary	Local Social Welfare and Development Office where the minor resides	
5. Duly notarized Affidavit of Consent and Support, with copy of valid ID with 3 specimen signatures, of the following: <ul style="list-style-type: none"> Both parents of the minor, if married; Legal guardian; Mother, if minor is illegitimate 	Law office and notarized at the place where the parents reside Nearest Philippine Consulate for parent/s residing abroad	
6. Duly notarized Affidavit of Support and certified copy of evidence to show financial capability of the	Law office and notarized at the place where the sponsor resides	

sponsor e.g. Certificate of Employment, Latest Income Tax Return, Bank Statement	Nearest Philippine Consulate where the sponsor is residing abroad Company/Agency where the proof of financial capability was obtained
7. Two (2) color passport-sized ID photos of the minor taken within six (6) months	Photo studio
8. Unaccompanied Minor Certificate	Airline Company where the ticket was obtained
9. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
10. Certified true copy of Death Certificate, for deceased parents	PSA or Local Civil Registrar
<i>B. For Succeeding Travel of Unaccompanied Minor or Traveling ALONE</i>	
1. Duly accomplished Application Form	DSWD Field Offices or download form at www.dswd.gov.ph
2. Duly notarized Affidavit of Consent and Support, with copy of valid ID with three (3) specimen signatures, of the following: <ul style="list-style-type: none"> • Both parents of the minor, if married; • Legal guardian; • Mother, if minor is illegitimate 	Law office and notarized at the place where the parents reside Nearest Philippine Consulate for parent/s residing abroad
3. Duly notarized Affidavit of Support and certified copy of evidence to show financial capability of the sponsor e.g. Certificate of Employment, Latest Income Tax Return, Bank Statement	Law office and notarized at the place where the sponsor resides Nearest Philippine Consulate where the sponsor is residing abroad Company/Agency where the proof of financial capability was obtained

4. Two (2) color passport-sized ID photos of the minor taken within six (6) months	Photo studio
5. Unaccompanied Minor Certificate	Airline Company where the ticket was obtained
6. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
7. Certified true copy of Death Certificate, for deceased parents	PSA or Local Civil Registrar
8. Original copy of the previous Travel Clearance issued	Applicant
<i>C. Minor Traveling for the First Time with Persons Other than the Parents or Legal Guardians</i>	
1. Duly accomplished Application Form	DSWD Field Offices or download form at www.dswd.gov.ph
2. Photocopy of PSA authenticated Birth Certificate of Minor (1 copy)	PSA
3. 3.a. Photocopy of PSA authenticated Marriage Contract of parents (1 copy) or; 3.b. Copy of Court issued Legal Guardianship/Talaaq or Fasakh Certification from the Shariah Court or any Muslim Barangay or religious leader; or 3.c. PSA authenticated Certificate of No Marriage (CENOMAR), if born illegitimate	PSA Court who handled the Legal Guardianship petition/Shariah Court/Religious Leader PSA
4. LSWDO/SWAD Social Worker's Assessment, when necessary	Local Social Welfare and Development Office where the minor resides
5. Duly notarized Affidavit of Consent and Support, with copy of valid ID with three (3) specimen signatures, of the following: <ul style="list-style-type: none"> Both parents of the minor, if married; Legal guardian; Mother, if minor is illegitimate 	Law office and notarized at the place where the parents reside Nearest Philippine Consulate for parent/s residing abroad

6. Duly notarized Affidavit of Support and certified copy of evidence to show financial capability of the sponsor e.g. Certificate of Employment, Latest Income Tax Return, Bank Statement	<p>Law office and notarized at the place where the sponsor resides</p> <p>Nearest Philippine Consulate where the sponsor is residing abroad</p> <p>Company/Agency where the proof of financial capability was obtained</p>
7. Two (2) color passport-sized ID photos of the minor taken within six (6) months	Photo studio
8. Photocopy of passport of travel companion (1 copy)	Department of Foreign Affairs (DFA)
9. Certified true copy of Death Certificate, for deceased parents	PSA or Local Civil Registrar
<i>D. Succeeding Travel of Minor with Persons other than the Parents or Legal Guardian</i>	
1. Duly accomplished Application Form	DSWD Field Offices or download form at www.dswd.gov.ph
2. Duly notarized Affidavit of Consent and Support, with copy of valid ID with three (3) specimen signatures, of the following: <ul style="list-style-type: none"> • Both parents of the minor, if married; • Legal guardian; • Mother, if minor is illegitimate 	<p>Law office and notarized at the place where the parents reside</p> <p>Nearest Philippine Consulate for parent/s residing abroad</p>
3. Duly notarized Affidavit of Support and certified copy of evidence to show financial capability of the sponsor e.g. Certificate of Employment, Latest Income Tax Return, Bank Statement	<p>Law office and notarized at the place where the sponsor resides</p> <p>Nearest Philippine Consulate where the sponsor is residing abroad</p> <p>Company/Agency where the proof of financial capability was obtained</p>
4. LSWDO/SWAD Social Worker's Assessment, when necessary	Local Social Welfare and Development Office where the minor resides

5. Two (2) color passport-sized ID photos of the minor taken within six (6) months	Photo studio
6. Photocopy of passport of travel companion (1 copy)	DFA
7. Certified true copy of Death Certificate, for deceased parents	PSA or Local Civil Registrar
Additional Requirements for Minors Under Special Circumstances	
<i>For Filipino Minors Migrating to Another Country</i>	
1. Visa Petition Approval	Embassy where the visa was obtained
<i>For Minors Studying Abroad</i>	
1. Certificate of Acceptance or Certificate of Enrollment or Registration	School where the minor is to be enrolled
<i>For Minors who will Attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day, and other Related Activities</i>	
1. Certification from Sponsoring Organization	Sponsor Organization
2. Affidavit of Undertaking indicating safety measures undertaken by the Sports Agency	Sports Agency
3. Signed Invitation from Sponsoring Agency/Organization/School with itinerary of travel and list of participants and duration of the activity/travel	Sponsoring Organization/School
<i>Minors Going Abroad for Medical Purposes</i>	
1. Medical Abstract of the Minor	Attending Physician
2. Recommendation from Attending Physician that such medical procedure is not available in the country	Attending Physician
3. Letter from the Sponsor	Sponsor
<i>Minors going Abroad for Inter-Country Adoption</i>	
1. Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)

2. Authority to Escort issued by ICAB	ICAB
<i>Minors under Foster Care</i>	
1. Notarized Affidavit of Undertaking by the foster parents	Law office and notarized at the place where the foster parents reside
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative	DSWD
3. Photocopy of Foster Placement Authority (1 copy)	DSWD
4. Photocopy of Foster Care License of the family (1 copy)	DSWD
5. CDCLAA except those under Kinship Care	DSWD
6. Return ticket	Airline company where the ticket was obtained
<i>Minors Under Legal Guardianship</i>	
1. Certified true copy of the Court Order on Legal Guardianship	Court who issued the Court Order
<i>Minors whose Parents are Seafarers</i>	
1. Certification from the Manning Agency attesting to the parent's employment	Manning Agency
2. Photocopy of Seaman's Book of Parent/s	Maritime Industry Authority (MARINA)
<i>Minors with Alleged Missing Parent/s</i>	
1. Social Case Study Report	Local Social Welfare and Development Office where the minor resides
2. Blotter Report from either local police or Barangay Certification from the locality of the last known address of the alleged missing parent/s	Local police station Barangay
3. One (1) returned registered mail to the last known address of the alleged missing parent/s.	Postal office
REQUIREMENTS FOR CERTIFICATE OF EXEMPTION	

Minors Traveling with Mother Only				
1. Application Form		DSWD Field Offices or download form at www.dswd.gov.ph		
2. Birth Certificate of the Child		PSA		
Minors Traveling with Father Only (for Legitimate Children)				
1. Application Form		DSWD Field Office or download form at www.dswd.gov.ph		
2. Marriage Certificate		PSA		
3. Birth Certificate of the Child		PSA		
4. Written Consent of the Parent/s		Parent/s		
5. Photocopy of valid ID of parent/s with three (3) specimen signatures		Parent/s		
Minors Traveling under Residence/Student/Dependent/Immigrant Visa/Identification Card				
1. Application Form		DSWD Field Office or download form at www.dswd.gov.ph		
2. Photocopy of approved visa		Embassy where the visa was obtained		
3. Written consent of parent/s or legal guardian/s (Appointed by Court)		Parents/Legal Guardians (Appointed by Court)		
4. Court order of approved Legal Guardianship (for minors with legal guardians)		Court who handled petition for Legal Guardianship		
5. Photocopy of valid ID of parent/s/ or legal guardian/s with three (3) specimen signatures		Parents/Legal Guardians (Appointed by Court)		
6. Birth Certificate of the Child		PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Public Assistance & Complaints Desk	1.1 Issue Service Sequence Number 1.2 Encode client information in	None	5 minutes	Officer of the Day Public Assistance & Complaints Desk (PACD)

	the online spreadsheet.			
2. Client presents documents/requirements for to support his/her application for DSWD Travel Clearance or Certificate of Exemption	2.1 Social Worker will check the presented requirements. If the documents are not complete, the client will be asked to submit lacking documents.	None	5 minutes	<i>MTA Social Worker Minors Traveling Abroad Community Based Services Section</i>
3. Client submits to an interview/assessment by the social worker	3.1 Social Worker will interview and conduct assessment of the application. 3.2 Social Worker will recommend for the approval or disapproval of the application to the Signing Authority.	None	10 minutes	<i>MTA Social Worker Minors Traveling Abroad Community Based Services Section</i>
4. Client will wait while presented documents are being reviewed.	4.1 Upon review of documents and Assessment Report conducted by the Social Worker, the Supervisor/OIC approves/disapproves the application. 4.1.1. If approved, client will be asked to pay for the Clearance.	None	5 minutes 5 minutes	<i>Supervisor/OIC Community Based Services Section</i> <i>MTA Social Worker Minors Traveling Abroad Community Based Services Section</i>

	<p>4.1.2. If disapproved,</p> <ul style="list-style-type: none"> • Social worker will conduct counseling to the client and provide explanation for disapproval of application. • Notify the nearby DSWD Field Offices <p>4.1.3 If exempted, social worker will prepare the Certificate of Exemption for approval of the Regional Director and/or authorized representative.</p>		<p>10 minutes</p> <p>10 minutes</p>	<p><i>MTA Social Worker Minors Traveling Abroad Community Based Services Section</i></p>
<p>5. Client will pay the corresponding fees for DSWD Travel Clearance at Cash Section, Ground Floor Diamond Building.</p>	<p>5. The Cashier will receive and issue Official Receipt to the applicant on the payment received.</p> <p>For Certificate of Exemption, no fees will be paid.</p>	<p>PHP 300.00 for 1 year validity;</p> <p>PHP 600.00 for 2 years validity</p>	<p>3 minutes</p>	<p><i>Cashier Cash Section</i></p>
<p>6. Client will wait for the release of DSWD Travel Clearance/Certificate of Exemption</p>	<p>6.1 Social worker will prepare DSWD Travel Clearance/ Certificate of Exemption.</p> <p>6.1.1 Social worker will encode/type the details of the</p>	<p>None</p>	<p>30 minutes</p>	<p><i>MTA Social Worker</i></p>

	applicant on the Travel Clearance Certificate 6.1.2 The Regional Director/authorized representative will sign the Travel Clearance Certificate or the Certificate of Exemption		5 minutes	<i>Regional Director</i>
7. Receive the approved DSWD Travel Clearance/Certificate of Exemption.	8. Social Worker will release the Travel Clearance Certificate/Certificate of Exemption to the applicant	None	5 minutes	<i>MTA Social Worker</i>
TOTAL		PHP 300.00 for 1 year validity PHP 600 for 2 years validity	1 hour, 33 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients may send feedback or conduct follow-up on their requests by contacting the MTA Social Worker assigned through the following: Landline – 227-8746 loc. 455 Email – mtadswd11@gmail.com
How feedbacks are processed	Issues/requests sent thru email are responded via email while queries/concerns through phone calls and personal appearance are immediately addressed. However, complaints lodged through a letter are responded by providing a feedback report citing

	reasons for the issues raised and actions taken by the worker.
How to file a complaint	Complaints can be filed thru sending a letter or email to the official email address of DSWD FO XI: fo11@dswd.gov.ph . Clients may also lodge their complaints at the Public Assistance & Complaints Desk (PACD) by calling 227-8746 loc. 1153. The details of the complaint should be included in the information.
How complaints are processed	The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, set a meeting with the complainant and discuss the concern. Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD Field Office.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCCC: 8888 CCB: 0908-8816565

11. Grievance Resolution Process: Type A Grievance - Queries, Suggestions and Recommendations

This grievance resolution process resolves feedback from any stakeholders on to the implementation and effect of KC-NCDDP implementation

Office or Division:	PROMOTIVE DIVISION - KALAHI-CIDSS NCDDP			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Any Project Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Query, Suggestions, Recommendations		Client		
Evidences (if any)		Client & Program documents		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client files complaint or query	1. Acknowledgement of complaints	None	5 minutes	CEF KC NCDDP (Name of Barangay)

2. Wait for response	2. Direct response to the client	None	5 minutes	CEF KC NCDDP (Name of Barangay)
3. Feedback satisfaction of the query	3. Encourage satisfaction feedback & forge agreement with client	None	30 minutes	CEF KC NCDDP (Name of Barangay)
	4. Registration of the query to the program database	None	10 minutes	CEF KC NCDDP (Name of Barangay)
TOTAL		None	50 minutes	

12. Grievance Resolution Process: Type B Grievance – Non-Compliance to Agreement

This grievance resolution process resolves feedback from any stakeholders on to the implementation and effect of KC-NCDDP implementation

Office or Division:	PROMOTIVE DIVISION - KALAHI-CIDSS NCDDP			
Classification:	Complex			
Type of Transaction:	Government to Client			
Who may avail:	Any Project Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint		Client		
Evidences (if any)		Client & Program		
Grievance Intake Form		Program		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client files complaint	1. Receipt & acknowledgement of complaint	None	5 minutes	GRS Officer KC-NCDDP, RPMO
2. Client waiting	2. Registration of the complaint to the Program Database	None	5 minutes	GRS Officer KC-NCDDP, RPMO
3. Client waiting	3. Send Memorandum to AC/CEF (ACT) concern for the activation of Barangay GRS (for Barangay level complaint) and Municipal	None	1 day	GRS Officer KC-NCDDP, RPMO

	GRS for Municipal level GRS) for validation & resolution process			
4. Client received official letter of acknowledgement & initial actions taken	4. Send official letter to complainant for acknowledgement and initial update	None		<i>GRS Officer</i> KC-NCDDP, RPMO
5. Client waiting	5. GRS Volunteers and ACT conducts validation, interview, review of the concern of the complaint	None	2 days	<i>ACT, KC</i> <i>NCDDP</i> (Name of Barangay, Municipality)
6. Client waiting	6. Follow through complaint validation and resolution process	None	1 day	<i>GRS Officer</i> KC-NCDDP, RPMO
7. Client received official letter of updates on actions taken	7. Send Official letter to complainant for updates on actions taken and resolutions and encourage feedback from client	None	1 day	<i>GRS Officer</i> KC-NCDDP, RPMO
8. Client waiting	8. Follow through update program database on the resolution status	None	5 minutes	<i>GRS Officer</i> KC-NCDDP, RPMO
9. Client feedback satisfaction of the complaint	9. Received satisfaction feedback from clients	None	1 day	<i>GRS Officer</i> KC-NCDDP, RPMO
TOTAL		None	6 days, 2 hours, 15 minutes	

13. Grievance Resolution Process: Type C Grievance – Violation to Procurement and Finance Laws

This grievance resolution process resolves feedback from any stakeholders on to the implementation and effect of KC-NCDDP implementation

Office or Division:		PROMOTIVE DIVISION - KALAHI-CIDSS NCDDP		
Classification:		Complex		
Type of Transaction:		Government to Client		
Who may avail:		Any Project Stakeholders		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Complaint			Client	
Evidences (if any)			Client & Program	
Grievance Intake Form			Program	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client files complaint	1. Receipt & acknowledgement of complaint	None	5 minutes	GRS Officer KC-NCDDP, RPMO
2. Client waiting	2. Registration of the complaint to the Program Database	None	5 minutes	GRS Officer KC-NCDDP, RPMO
3. Client waiting	3. Activation of GRS Regional TWG & review of the complaint	None	4 hours	GRS TWG (RPM) Assistant Regional Director for Operations
4. Client waiting	4. Send Memorandum to AC/CEF (ACT) concern for the activation of Barangay GRS (for Brgy level complaint) and Municipal GRS for Municipal level GRS) for validation & resolution process	None	1 day	GRS Officer KC-NCDDP, RPMO
5. Client received official letter of acknowledgment & initial actions taken	5. Send official letter to complainant for acknowledgement and initial update	None		GRS Officer KC-NCDDP, RPMO
6. Client waiting	6. GRS Volunteers, ACT & GRS	None	3 days	ACT KC NCDDP

	Regional TWG conducts validation, interview, review of the concern of the complaint			(Name of Barangay, Municipality)
7. Client waiting	7. First follow through on the result of complaint validation and resolution process	None	1 day	GRS Officer KC-NCDDP, RPMO
8. Client received 1 st official letter of updates on actions taken	8. Send official letter to complainant for updates on actions taken and resolutions	None	1 day	GRS Officer KC-NCDDP, RPMO
9. Client waiting	9.1 Update program database on the resolution status	None	5 minutes	GRS Officer KC-NCDDP, RPMO
	9.2. GRS Volunteers and ACT & GRS Regional TWG conducts second phase of resolution process	None	1 day	ACT, KC NCDDP (Name of Barangay, Municipality)
	9.3 Second follow through on the update of the second phase resolution process	None	1 day	GRS Officer KC-NCDDP, RPMO
10. Client received 2nd official letter of updates on actions taken	10. Send official letter to complainant for the updates on actions taken and resolutions	None	1 day	GRS Officer KC-NCDDP, RPMO
11. Client waiting	11. Update program database on the resolution status	None	5 minutes	GRS Officer KC-NCDDP, RPMO
NOTE: Steps 10,11,12,13 are repeated until complaint is fully resolved within 30-60 days				
12. Client feedback satisfaction of the complaint	12. Receive satisfaction feedback from complainant-client	None	1 day	GRS Officer KC-NCDDP, RPMO

	Update program database on the resolution status	None	5 minutes	GRS Officer KC-NCDDP, RPMO
TOTAL		None	10 days, 4 hours, 25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>You may send feedback in any forms to:</p> <p>Assistant Regional Director for Operations KC-NCDDP, DSWD Field Office XI with hotline Number 0916-317-9110 or email to: kcmeregionxi@yahoo.com</p>
How feedbacks are processed	<p>(1) Feedbacks processing durations are:</p> <ul style="list-style-type: none"> • For queries: within the day to 5 days • For complaint related to non-compliance to agreement: 1 to 7 calendar days • For complaint on the violation to procurement and government fund management laws: 30 to 60 calendar days <p>(2) Complainant will be regularly updated with resolution results.</p> <p>(3) Complainant satisfaction feedback is encouraged</p> <p>(4) Anonymous complainant may get feedback in the Barangay Assemblies or from bulletin announcements</p>
How to file a complaint	<p>Complainant may file to:</p> <p>Visit to KC-NCDDP Office at DSWD Field Office XI, Magsaysay cor. Suazo St., Davao City</p> <p>Or Call & Text to Hotline No. 0916-317-9110 or email to: kcmeregionxi@yahoo.com</p> <p>Or drop notes in the KC-NCDDP Grievance boxes in your barangays.</p>
How complaints are processed	<ul style="list-style-type: none"> ▪ Receipt & Acknowledgment of complaint ▪ Preparation for Validation of the complaint ▪ Field Validation of the complaint ▪ Complaint resolution/s processing ▪ Feed backing to complainant
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

14. Registration of Private Social Welfare and Development Agencies (SWDAs)

Registration – refers to the process of assessing the applicant organization to determine whether its intended purpose is within the purview of SWD where the determination of the same shall result to the inclusion of the agency in the Department's registry of SWDAs. A Certificate of Registration shall be issued after having complied with all the prescribed requirements.

Office or Division:	DSWD Field Office XI – Standards Section
Classification:	Complex
Type of Transaction:	Government to Business
Who may avail of:	All Private Organization that intends to engage in Social Welfare and Development Activities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> DSWD Field Office XI – Standards Section https://www.dswd.gov.ph/downloads-2/ Annex 1. DSWD-RLA-F001 Application Form for Registration
2. One (1) Updated Copy of Certificate of Registration and latest Articles of Incorporation and By-Laws indicating that the organization's primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non –profit organization to operate in the Philippines	<ul style="list-style-type: none"> The Securities and Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Ma-a Road, Davao City
1. One (1) Copy of any of the following: <ul style="list-style-type: none"> Handbook or Manual of Operations of its programs policies and procedures to attain its purposes. Brochure Duly signed Work and Financial Plan for at least two (2) years 	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation https://www.dswd.gov.ph/downloads-2/ Annex 5. DSWD-RLA-F005 Brochure https://www.dswd.gov.ph/downloads-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and requirements thru the DSWD Website or Field Office XI thru Standards Section.	1. Provide and explain to client application form and checklist of requirements.	None	10 minutes	<i>Support/ Technical Staff</i> (Standards Section – Field Office XI)
2. Submit/file application form and documentary requirements. 2.1. For Walk-In applicant organization, proceed to Standards Section located at Topaz Building, DSWD Field Office XI, Davao City. 2.2. For applications through Mail/Courier, send to: Standards Section DSWD Field Office XI, R. Magsaysay Avenue corner D. Suazo Street, Davao City.	2. Receive application form and documentary requirements and determine whether the documents are complete and compliant. 2.1. Review and assess the documents as to completeness and compliance. The documents must satisfy the following Criteria: <ul style="list-style-type: none"> ▪ The applicant's primary purpose/s as indicated in the Articles of Incorporation is/are within the purview of SWD; ▪ Majority of the applicant's purposes as indicated in the Articles of Incorporation are along the 	None	20 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)

	purview of SWD; <ul style="list-style-type: none"> ▪ Its predominant activities are on SWD; and; ▪ Its SWD activities are planned and/or conducted on a regular basis/ normal circumstances. 			
	2.2. If complete and compliant, provide the applicant SWDA with acknowledgement receipt and reference number for easy tracking and reference.	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.2.1. Log the receipt of application documents into the Document Tracking System (DTS).	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.2.2. Prepare Billing Statement for the Processing Fee and instruct applicant to proceed to the Cash Section.	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.2.3. Instruct the applicant to return to Standards Section and to provide photocopy of Official Receipt.	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.3. For applications with incomplete documents, return all documents submitted accompanied by a checklist of	None	10 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)

	requirements and provide technical assistance for Applicant Organization's compliance.			
3. Pay the required processing fee at the Cash Unit located at the Ground Floor, Diamond Building, DSWD Field Office XI.	3. Process payment and issue Official Receipt to applicant.	PHP 1,000.00	5 minutes	Support Staff Cash Section
4. Return to the Standards Section and provide photocopy of the Official Receipt (OR).	4. Acknowledge the copy of the Official Receipt from the applicant Organization.	None	5 minutes	Support/ Technical Staff (Standards Section – Field Office XI)
	4.1. Instruct the applicant to wait for the notification on the confirmation and release of Certificate.			Technical Staff (Standards Section – Field Office XI)
5. Wait for the notification on the release of Confirmation Report and Certificate of Registration.	5. The Technical Staff shall draft the Confirmation Report and Certificate of Registration.	None	2 working days	Technical Staff (Standards Section – Field Office XI)
	5.1. Section Head and Division Chief shall review the draft Confirmation Report and Certificate of Registration.	None	1 working day	Section Head, Policy and Plans Division Chief, Regional Director DSWD Field Office XI
	5.2. Regional Director shall approve the Confirmation Report and Certificate of Registration.			
	5.3. Notify the applicant on the availability of the Confirmation Report and Certificate of	None	10 minutes	Support/ Technical Staff (Standards Section – Field Office XI)

	Registration for release through direct pick-up or courier.			
6. Receive/ acknowledge the Confirmation Report and Certificate of Registration.	6. Release the Confirmation Report and Certificate of Registration.	None	10 minutes	<i>Support/ Technical Staff</i> (Standards Section – Field Office XI)
TOTAL		PHP 1,000.00	5 days, 1 hour, 5 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. For feedback, the applicant may call the Telephone # 227-1964 local 437 or email at 00
How feedbacks are processed	1. The applicant's feedback shall be tracked and will be acknowledged by the Standards Section Staff. 2. The feedback will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
How to file a complaint	1. For complaints, the applicant may call Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How complaints are processed	1. The applicant's complaints shall be tracked and will be acknowledged by the Standards Section Staff. 2. The complaints will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

15. Licensing of Private Social Welfare and Development Agencies (SWDAs): 1) Auxiliary SWDA; 2) Social Work Agency

Licensing – refers to the process of assessing the qualifications and authorizing a registered SWDA to operate as a Social Work Agency or as an Auxiliary SWDA. A License to Operate shall be issued after having complied with the set criteria and all prescribed requirements.

Office or Division:	DSWD Field Office XI – Standards Section
Classification:	Highly Technical
Type of Transaction:	Government to Business
Who may avail of:	All Private SWDAs Intending To Operate
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> DSWD Field Office – Standards Section (Region XI) https://www.dswd.gov.ph/downloads-2/Annex 2. DSWD-RLA-F002 Application Form for Licensing
2. A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of Employees and volunteers whichever is applicable.	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees
3. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others.	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation
4. Profile of Board of Trustees	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/Annex 21. DSWD-RLA-F021 Profile of Governing Board
5. Certified True Copy of General Information Sheet issued by SEC (One (1) copy)	<ul style="list-style-type: none"> The Securities and Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Ma-a Road, Davao City
6. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years	<ul style="list-style-type: none"> Board resolution by the Organization
7. Work and Financial Plan for the two (2) succeeding years	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan
ADDITIONAL REQUIREMENTS:	

1. For Applicant SWAs implementing Child Placement Services Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.		<ul style="list-style-type: none"> DSWD and other training institutions 		
2. For Applicant SWAs implementing Center Based (Residential and Non-Residential Based) Copy of the valid safety certificates namely: <ul style="list-style-type: none"> a. Occupancy permit (only for new buildings) or Annual Building Inspection/ Structural Safety Certificate (for old buildings) b. Fire Safety Inspection Certificate 		<ul style="list-style-type: none"> City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation 		
c. Water Potability Certificate or Sanitary Permit		<ul style="list-style-type: none"> City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider 		
3. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.		<ul style="list-style-type: none"> National Commission of Indigenous People (NCIP) Regional Office. 		
4. For applicant with past and current partnership with the DSWD that involved transfer of funds Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation.		<ul style="list-style-type: none"> DSWD Field Office XI – Financial and Management Division, R. Magsaysay Avenue corner D. Suazo Street, Davao City Government Agency where the Organization implemented or implements projects and programs. 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and requirements thru the DSWD	1. Provide and explain to client application form	None	30 minutes	Support/ Technical Staff (Standards Section – Field Office XI)

Website or Field Office XI thru Standards Section.	and checklist of requirements			
2. Submit/file application and supporting documents.	2. Receive application form and documentary requirements and determine whether the documents are complete and compliant.	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
2.1. For Walk-In applicant organization, proceed to Standards Section located at Topaz Building, DSWD Field Office XI, Davao City.	2.1. If complete, provide the applicant SWDA with acknowledgement receipt and reference number for easy tracking and reference.	None	10 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.1.1. Log the receipt of application documents into the Document Tracking System (DTS).	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.1.2. Prepare Billing Statement for the Processing Fee and instruct applicant to proceed to the Cash Section.	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.1.3. Instruct the applicant to return to Standards Section and to provide photocopy of Official Receipt.	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.2. For applications with incomplete documents, return all documents submitted accompanied by a checklist of requirements and provide technical	None	30 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)

	assistance for Applicant Organization's compliance.			
3. Pay the required processing fee at the Cash Unit located at the Ground Floor, Diamond Building, DSWD Field Office XI.	3. Process payment and issues Official Receipt to applicant.	PHP 1,000.00	5 minutes	Support Staff Cash Section
4. Return to the Standards Section and provide photocopy of the Official Receipt (OR).	4. Acknowledge the copy of the Official Receipt from the applicant Organization.	None	5 minutes	Support/ Technical Staff (Standards Section – Field Office XI)
	4.1. Instruct the applicant to wait for the notification of the validation visit after review of documents as to completeness and compliance.	None	5 minutes	Support/ Technical Staff (Standards Section – Field Office XI)
5. Wait for the notification of validation visit and confirm the proposed schedule of visit.	5. Review and assess the submitted documents in form and in substance and compliance. The complete documents must satisfy the following Criteria:	None	2 working days	Technical Staff (Standards Section – Field Office XI)
	▪ Applicant must be engaged mainly or generally in Social Welfare and Development Activities.			
	▪ Applicant has employed a			

	<p>sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</p>			
	<ul style="list-style-type: none"> ▪ Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services. 			
	<ul style="list-style-type: none"> ▪ The SWDA must have a financial capacity to operate for at least two (2) years. 			
	<ul style="list-style-type: none"> ▪ Applicant keeps record of all social development and/or welfare 			

	activities it implements.			
	5.1. Prepare findings and observations during review of documents using Assessment Tool.			
	5.2. A notification letter on the proposed schedule of Validation Visit shall be prepared by Technical Staff for review and approval by the Section Head, Division Chief and the Regional Director. All routed through the Support Staff for tracking purposes.			
	5.3. Transmit notification letter to applicant.			<i>Technical Staff , Section Head, Policy and Plans Division Chief, Regional Director DSWD– Field Office XI</i>
6. Assist the Assessor during the conduct of Validation Visit and must sign the Assessment Tool and the Action Plan (as applicable)	6. Conduct Validation and Assessment Visit using the Assessment Tool.	None	1 working day	<i>Support/ Technical Staff (Standards Section – Field Office XI)</i>
	6.1. The assessment must satisfy the licensing criteria:			
	6.1.1. Readiness of the SWDA administratively, technically and financially;			
	6.1.2. Validate further the results of the			

	documents review.			
	6.2. Conduct Exit Conference			
	6.2.1. Instruct the applicant to sign the Assessment Tool and Action Plan (as applicable if there's a need to comply with other requirements.			
	6.3. Inform the applicant to wait for the confirmation report and release of Certificate of License to Operate.			
7. Wait for the notification on the release of Confirmation Report and Certificate of License to Operate	7. The Technical Staff shall draft the Confirmation Report and Certificate of License.	None	3 working days	<i>Technical Staff</i> (Standards Section – Field Office XI)
	7.1. Section Head and Division Chief shall review the draft Confirmation Report and Certificate of License.	None	1 working day	<i>Section Head, Policy and Plans Division Chief, Regional Director</i> DSWD– Field Office XI
	7.2. Regional Director shall approve the Confirmation Report and Certificate of License.			
	7.3. Notify the applicant on the availability of the Confirmation Report and Certificate of Registration for release through direct pick-up or courier.	None	1 working day	<i>Support/ Technical Staff</i> (Standards Section – Field Office XI)

8. Receive/ acknowledge the Confirmation Report and Certificate of License to Operate.	8. Release the Confirmation Report and Certificate of License to Operate.	None	1 working day	Support/ Technical Staff (Standards Section – Field Office XI)
	TOTAL	PHP 1, 000.00	9 working days, 1 hour, 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. For feedback, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How feedbacks are processed	1. The applicant's feedback shall be tracked and will be acknowledged by the Standards Section Staff. 2. The feedback will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
How to file a complaint	1. For complaints, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How complaints are processed	1. The applicant's complaints shall be tracked and will be acknowledged by the Standards Section Staff. 2. The complaints will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

16. Licensing of Private Social Welfare and Development Agencies (SWDAs): 1) Auxiliary SWDA; 2) Social Work Agency

Licensing – refers to the process of assessing the qualifications and authorizing a registered SWDA to operate as a Social Work Agency or as an Auxiliary SWDA. A License to Operate shall be issued after having complied with the set criteria and all prescribed requirements.

Office or Division:	DSWD Field Office XI – Standards Section
Classification:	Highly Technical
Type of Transaction:	Government to Business
Who may avail of:	All Private SWDAs Already in Operational
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> DSWD Field Office – Standards Section (Region XI) https://www.dswd.gov.ph/downloads-2/Annex 2. DSWD-RLA-F002 Application Form for Licensing
2. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others.	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation
3. Profile of Board of Trustees	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/Annex 21. DSWD-RLA-F021 Profile of Governing Board
4. Profile of Employees and Volunteers	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/Annex 21. DSWD-RLA-F022 Profile of Employees
4.1. For Social Work Agency , to consider the staff requirement:	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/Annex 13. DSWD-RLA-F013 Certification of Hired Social Worker
4.1.1. For Center Based (Residential Based and Non-Residential Based such as but not limited to processing center, rehabilitation and vocational center and drop in centers).	
- To hire a Full Time Registered Social Worker/s to supervise and take charge of its social work functions. - To follow caseload requirements of client ratio of the Social Worker and the Houseparent.	

<p>4.1.2. For Community Based Agencies that cater to beneficiaries that require case management; to hire Full Time Registered Social Worker.</p>	
<p>4.1.3. For Community Based Agencies implementing community development or community organizing, any of the following shall be hired in full/part time basis.</p> <ul style="list-style-type: none"> - Graduate of Bachelor Degree on Social Work or Community Development; or - Other professionals who have at least three (3)-year work experience in the field of social welfare and development. 	
<p>4.2. For Auxiliary SWDA, at least one (1) full time staff who will manage its operations.</p>	
<p>5. Certified True Copy of General Information Sheet issued by SEC (One (1) copy)</p>	<ul style="list-style-type: none"> ▪ The Securities and Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Ma-a Road, Davao City
<p>6. Certificate of No Derogatory Information issued by SEC</p>	<ul style="list-style-type: none"> ▪ The Securities and Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Ma-a Road, Davao City
<p>7. ABSNET Membership Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ ▪ <i>Annex 23. DSWD-RLA-F023 ABSNET Active Membership and Undertaking</i>
<p>8. Declaration of Commitment from the applicant SWDA of No Support to Tobacco in compliance with provisions of Executive Order No. 26 of 2017(Providing for the Establishment of Smoke-Free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ <i>AO 11. DSWD-RLA-F011 Declaration of Commitment</i>

9. Work and Financial Plan for the two (2) succeeding years	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 9. <i>DSWD-RLA-F009 Work and Financial Plan</i>
10. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two (2) years	<ul style="list-style-type: none"> ▪ Board resolution by the Organization
11. Annual Accomplishment Report of the Previous Year	https://www.dswd.gov.ph/downloads-2/ Annex 6. <i>DSWD-RLA-F006 Accomplishment Report</i>
12. Audited Financial Report of the previous year. Submitted to SEC and/or BIR shall be accepted. However, financial report based on the DSWD template shall be also submitted. For those SWDAs with the total revenue of less than PHP 500,000, an unaudited financial statement prepared by the Financial Officer and concurred by the Head of Agency may suffice.	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 8. <i>DSWD-RLA-F008 Audited Financial Statement</i>
13. Profile of clients/community being served for the preceding and of the current year	https://www.dswd.gov.ph/downloads-2/ Annex 20. <i>DSWD-RLA-F020 Profile of clients/beneficiaries served</i>
ADDITIONAL REQUIREMENTS:	
1. For Applicant SWAs implementing Child Placement Services <ul style="list-style-type: none"> ▪ Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service. 	
2. For Applicant SWAs implementing Center Based (Residential and Non-Residential Based) Copy of the valid safety certificates namely: <ul style="list-style-type: none"> a. Occupancy permit (only for new buildings) or Annual Building Inspection/ Structural Safety Certificate (for old buildings) 	<ul style="list-style-type: none"> ▪ City/Municipal Engineering Office of Local Government Unit covering the SWDA's area of operation or Private Engineer

b. Fire Safety Inspection Certificate	<ul style="list-style-type: none"> Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDA's area of operation 			
c. Water Potability Certificate or Sanitary Permit	<ul style="list-style-type: none"> City/Municipal Health Office of Local Government Unit covering the SWDA's area of operation or Private Service Provider 			
3. For applicant serving within the Ancestral Domain of Indigenous Peoples (IP), a Photocopy of NGO Accreditation from NCIP.	<ul style="list-style-type: none"> National Commission of Indigenous People (NCIP) Regional Office. 			
4. For applicant with past and current partnership with the DSWD that involves transfer of funds, Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation.	<ul style="list-style-type: none"> DSWD Field Office XI – Financial Management Division, R. Magsaysay Avenue corner D. Suazo Street, Davao City Government Agency where the Organization implemented or implements projects and programs. 			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and requirements thru the DSWD Website or Field Office XI thru Standards Section.	1.1 Provide and explain to client application form and checklist of requirements	None	30 minutes	<i>Support/ Technical Staff</i> (Standards Section – Field Office XI)
2. Submit/ file application and supporting documents. 2.1. For Walk-In applicant organization, proceed to Standards Section located at Topaz Building, DSWD Field	2. Receive the application form and documentary requirements and determine whether the documents are complete.	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.1. If complete, provide the applicant SWDA with acknowledgment receipt and reference number for	None	10 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)

Office XI, Davao City. 2.2. For applications through Mail/Courier, send to: Standards Section DSWD Field Office XI, R. Magsaysay Avenue corner D. Suazo Street, Davao City.	easy tracking and reference.			
	2.1.1. Log the receipt of application documents into the Document Tracking System (DTS).	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.1.2. Prepare Billing Statement for the Processing Fee and instruct applicant to proceed to the Cash Section.	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.1.3. Instruct the applicant to return to Standards Section and to provide photocopy of Official Receipt.	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.2. For applications with incomplete documents, return all documents submitted accompanied by a checklist of requirements and provide technical assistance for Applicant Organization's compliance.	None	30 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
3. Pay the required processing fee at the Cash Unit located at the Ground Floor, Diamond Building, DSWD Field Office XI.	3. Process payment and issues Official Receipt to applicant.	PHP 1,000.00	5 minutes	<i>Support Staff</i> Cash Section

4. Return to the Standards Section and provide photocopy of the Official Receipt (OR).	4. Acknowledge the copy of the Official Receipt from the applicant Organization.	None	5 minutes	<i>Support/ Technical Staff</i> (Standards Section – Field Office XI)
	4.1. Instruct the applicant to wait for the notification of the validation visit after review of documents as to completeness and compliance.	None	5 minutes	<i>Support/ Technical Staff</i> (Standards Section – Field Office XI)
5. Wait for the notification of validation visit and confirm the proposed schedule of visit.	5. Review and assess the submitted documents in form and in substance and compliance. The complete documents must satisfy the following Criteria: <ul style="list-style-type: none"> ▪ Applicant must be engaged mainly or generally in Social Welfare and Development Activities. ▪ Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and 	None	2 working days	<i>Technical Staff</i> (Standards Section – Field Office XI)

	<p>development activities and/or social work interventions in accordance with the set standards.</p> <ul style="list-style-type: none"> ▪ Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services. ▪ The SWDA must have a financial capacity to operate for at least two (2) years. ▪ Applicant keeps record of all social development and/or welfare activities it implements. 			
	5.1. Prepare findings and observations during review of documents using			<i>Technical Staff</i> (Standards Section – Field Office XI)

	the Assessment Tool.			
	5.2. A notification letter on the proposed schedule of Validation Visit shall be prepared by Technical Staff for review and approval by the Section Head, Division Chief and the Regional Director. All routed through the Support Staff for tracking purposes.			<i>Technical Staff , Section Head, Policy and Plans Division Chief, Regional Director DSWD Field Office XI</i>
	5.3. Transmit notification letter to applicant.			<i>Support/ Technical Staff (Standards Section – Field Office XI)</i>
6. Assist the Assessor during the conduct of Validation Visit and must sign the Assessment Tool and the Action Plan (as applicable)	6. Conduct Validation and Assessment Visit using the Assessment Tool.	None	1 working day	<i>Support/ Technical Staff (Standards Section – Field Office XI)</i>
	6.1. The assessment must satisfy the licensing criteria:			
	6.1.1. Readiness of the SWDA administratively, technically and financially;			
	6.1.2. Validate further the results of the documents review.			
	6.2. Conduct Exit Conference			

	6.2.1. Instruct the applicant to sign the Assessment Tool and Action Plan (as applicable) if there's a need to comply with other requirements.			
	6.3. Inform the applicant to wait for the confirmation report and release of Certificate of License to Operate.			
7. Wait for the notification on the release of Confirmation Report and Certificate of License to Operate	7. The Technical Staff shall draft the Confirmation Report and Certificate of License.	None	3 working days	<i>Technical Staff</i> (Standards Section – Field Office XI)
	7.1. Section Head and Division Chief shall review the draft Confirmation Report and Certificate of License.	None	1 working day	<i>Section Head, Policy and Plans Division</i> <i>Chief, Regional Director</i> DSWD Field Office XI
	7.2. Regional Director shall approve the Confirmation Report and Certificate of License.			
	7.3. Notify the applicant on the availability of the Confirmation Report and Certificate of License to Operate for release through	None	1 working day	<i>Support/ Technical Staff</i> (Standards Section – Field Office XI)

	direct pick-up or courier.			
8. Receive/ acknowledge the Confirmation Report and Certificate of License to Operate.	8. Release the Confirmation Report and Certificate of License to Operate.	None	1 working day	<i>Support/ Technical Staff</i> (Standards Section – Field Office XI)
TOTAL		PHP 1,000.00	9 working days, 1 hour, 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	1. For feedback, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How feedbacks are processed	1. The applicant's feedback shall be tracked and will be acknowledged by the Standards Section Staff. 2. The feedback will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
How to file a complaint	1. For complaints, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How complaints are processed	1. The applicant's complaints shall be tracked and will be acknowledged by the Standards Section Staff. 2. The complaints will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
How to send feedback	1. For feedback, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

17. Accreditation of Public Social Work Agency with Center Based Programs and Services

Accreditation – refers to the process of assessing a licensed Private Social Welfare Agency and Public SWDAs if their SWD programs and services are compliant to the Department's set standards. After compliance of the same, a Certificate of Accreditation shall be issued as proof of official recognition of the quality delivery of SWD programs and services.

Office or Division:	DSWD Field Office XI – Standards Section
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail of:	All Public SWAs with Center Based Programs and Services operating in the region.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> DSWD Field Office – Standards Section (Region XI) https://www.dswd.gov.ph/downloads-2/ Annex 3. <i>DSWD-RLA-F003 Application Form for Accreditation</i>
2. Pre –Accreditation Assessment <ul style="list-style-type: none"> The existing accreditation tools shall be used for the self-assessment of the applicant in determining the readiness of the SWDA to meet the set standards on SWD programs and services being delivered to clients. The Standards Section may provide technical assistance to the SWDA in administering the self-assessment tool. The accomplished self-assessment tool shall be duly signed by the Head of the Agency. 	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/#MCs Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service
3. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others.	https://www.dswd.gov.ph/downloads-2/ Annex 4. <i>DSWD-RLA-F004 Manual of Operation</i>

<p>4. Profile of Employees and Volunteers</p> <p>Staff Requirement shall be based on client ratio of the Social Worker and the Houseparent.</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 21. <i>DSWD-RLA-F022 Profile of Employees</i> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 13. <i>DSWD-RLA-F013 Certification of Hired Social Worker</i>
<p>5. ABSNET Membership</p> <p>Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 23. <i>DSWD-RLA-F023 ABSNET Active Membership and Undertaking</i>
<p>6. Declaration of Commitment from the applicant SWDA of No Support to Tobacco in compliance with provisions of Executive Order No. 26 of 2017(Providing for the Establishment of Smoke-Free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ AO 11. <i>DSWD-RLA-F011 Declaration of Commitment</i>
<p>7. Work and Financial Plan for the two (2) succeeding years</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 9. <i>DSWD-RLA-F009 Work and Financial Plan</i>
<p>8. Annual Accomplishment Report of the Previous Year</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 6. <i>DSWD-RLA-F006 Accomplishment Report</i>
<p>9. Financial Report of the previous year signed by the Provincial/City/Municipal Accountant</p> <p>In the absence of Certified Public Accountant from the LGU, financial report from the Commission on Audit (COA) representatives.</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 8. <i>DSWD-RLA-F008 Audited Financial Statement</i>

13. Profile of clients being served for the preceding and of the current year	https://www.dswd.gov.ph/downloads-2/ Annex 20. DSWD-RLA-F020 Profile of clients/beneficiaries served			
ADDITIONAL REQUIREMENTS:				
1. For Applicant SWAs implementing Child Placement Services - Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.				
2. Copy of the valid safety certificates namely: a. Occupancy permit (only for new buildings) or Annual Building Inspection/ Structural Safety Certificate (for old buildings) b. Fire Safety Inspection Certificate c. Water Potability Certificate or Sanitary Permit		<ul style="list-style-type: none">▪ City/Municipal Engineering Office of Local Government Unit covering the SWDA's area of operation or Private Engineer▪ Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDA's area of operation▪ City/Municipal Health Office of Local Government Unit covering the SWDA's area of operation or Private Service Provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and requirements thru the DSWD Website or Field Office XI thru Standards Section.	1.1 Provide and explain to the client application form and checklist of requirements	None	30 minutes	Support/ Technical Staff (Standards Section – Field Office XI)
2. Submit / file application form and supporting documents.	2. Receive the application form and documentary requirements and determine whether the documents are complete.	None	10 minutes	Technical Staff (Standards Section – Field Office XI)

<p>2.1. For Walk-In applicant organization, proceed to Standards Section located at Topaz Building, DSWD Field Office XI, Davao City.</p> <p>2.2. For applications through Mail/Courier, send to:</p> <p>Standards Section DSWD Field Office XI, R. Magsaysay Avenue corner D. Suazo Street, Davao City.</p>	2.1. If complete, provide the applicant SWA with acknowledgment receipt and reference number for easy tracking and reference.	None	10 minutes	Technical Staff (Standards Section – Field Office XI)
	2.1.1. Log the receipt of application documents into the Document Tracking System (DTS).	None	5 minutes	Technical Staff (Standards Section – Field Office XI)
	2.1.2. Instruct the applicant to wait for the notification of the Accreditation Assessment visit after review of documents as to completeness and compliance.	None	5 minutes	Technical Staff (Standards Section – Field Office XI)
	2.2. For applications with incomplete documents, return all documents submitted accompanied by a checklist of requirements and provide technical assistance for Applicant Organization's compliance.	None	30 minutes	Technical Staff (Standards Section – Field Office XI)
3. Wait for the notification of Accreditation	3. Review and assess the submitted	None	3 working day	Technical Staff (Standards

Assessment and confirm the proposed schedule of visit.	documents in form and in substance and compliance. The complete documents must satisfy the set criteria.			Section – Field Office XI)
	3.1. A notification letter on the proposed schedule of Accreditation Assessment Visit shall be prepared by Technical Staff for review and approval by the Section Head, Division Chief and the Regional Director. All routed through the Support Staff for tracking purposes.			<i>Technical Staff , Section Head, Policy and Plans Division Chief, Regional Director DSWD– Field Office XI</i>
	3.3. Transmit notification letter to applicant.			<i>Support/ Technical Staff (Standards Section – Field Office XI)</i>
4. Assist the Assessor during the conduct of Accreditation Assessment Visit and must sign the Accreditation Tool and the Action Plan (as applicable)	4. Conduct Accreditation Assessment using the Accreditation Tool.	None	2 working days	<i>Support/ Technical Staff (Standards Section – Field Office XI)</i>
	4.1. Conduct Exit Conference			
	4.2. Instruct the applicant to sign the Accreditation Tool and Action Plan (as applicable) if there's a need to			

	comply with other requirements.			
	4.3. Inform the applicant to wait for the confirmation report and release of Certificate of Accreditation			
5. Wait for the notification on the release of Confirmation Report and Certificate of Accreditation.	5. The Technical Staff shall draft the Confirmation Report and Certificate of Accreditation.	None	2 working days	<i>Technical Staff</i> (Standards Section – Field Office XI)
	5.1. Section Head and Division Chief shall review the draft Confirmation Report and Certificate of Accreditation.	None	2 working days	<i>Section Head, Policy and Plans Division Chief, Regional Director</i> DSWD– Field Office XI
	5.2. Regional Director shall approve the Confirmation Report and Certificate of Accreditation.			
	5.3. Notify the applicant on the availability of the Confirmation Report and Certificate of Accreditation for release through direct pick-up or courier.	None	1 working day	<i>Support/ Technical Staff</i> (Standards Section – Field Office XI)
6. Receive/ acknowledge the Confirmation Report and	6. Release the Confirmation Report and	None	1 working day	<i>Support/ Technical Staff</i> (Standards

Certificate of Accreditation.	Certificate of Accreditation.			Section – Field Office XI)
TOTAL		None	11 working days, 1 hour	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. For feedback, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How feedbacks are processed	1. The applicant's feedback shall be tracked and will be acknowledged by the Standards Section Staff. 2. The feedback will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
How to file a complaint	1. For complaints, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How complaints are processed	1. The applicant's complaints shall be tracked and will be acknowledged by the Standards Section Staff. 2. The complaints will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

18. Accreditation of Private Social Welfare and Development Programs and Services

Accreditation – refers to the process of assessing a licensed Private Social Welfare Agency and Public SWDAs if their SWD programs and services are compliant to the Department's set standards. After compliance of the same, a Certificate of Accreditation shall be issued as proof of official recognition of the quality delivery of SWD programs and services.

Office or Division:	DSWD Field Office XI – Standards Section
Classification:	Highly Technical
Type of Transaction:	Government to Business
Who may avail of:	All Private Licensed SWA with Social Welfare and Development Programs and Services operating in the region.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> DSWD Field Office – Standards Section (Region XI) https://www.dswd.gov.ph/downloads-2/ <i>Annex 3. DSWD-RLA-F003 Application Form for Accreditation</i>
2. Pre–Accreditation Assessment <ul style="list-style-type: none"> The existing accreditation tools shall be used for the self-assessment of the applicant in determining the readiness of the SWDA to meet the set standards on SWD programs and services being delivered to clients. The Standards Section may provide technical assistance to the SWDA in administering the self-assessment tool. The accomplished self-assessment tool shall be duly signed by the Head of the Agency. 	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/#MCs <ul style="list-style-type: none"> <input type="checkbox"/> For Residential Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service <input type="checkbox"/> For Community Based Revisions on Administrative Order No. 1 s.2010 (Amended Standards for Community Based Services)
3. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others.	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ <i>Annex 4. DSWD-RLA-F004 Manual of Operation</i>
4. Profile of Board of Trustees	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ <i>Annex 21. DSWD-RLA-F021 Profile of Governing Board</i>
5. Profile of Employees and Volunteers 5.1. For Social Work Agency , to consider the staff requirement: 5.1.1. For Center Based (Residential Based and Non-	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ <i>Annex 21. DSWD-RLA-F022 Profile of Employees</i>

<p>Residential Based such as but not limited to processing center, rehabilitation and vocational center and drop in centers).</p> <ul style="list-style-type: none"> - To hire a Full Time Registered Social Worker/s to supervise and take charge of its social work functions. - To follow caseload requirements of client ratio of the Social Worker and the Houseparent. <p>5.1.2. For Community Based Agencies that caters to beneficiaries that requires case management, to hire Full Time Registered Social Worker.</p> <p>5.1.3. For Community Based Agencies implementing community development or community organizing, any of the following shall be hired in full/part time basis.</p> <ul style="list-style-type: none"> - Graduate of Bachelor Degree on Social Work or Community Development; or - Other professionals who have at least three (3)-year work experience in the field of social welfare and development. <p>5.2. For Auxiliary SWDA, at least one (1) full time staff who will manage its operations.</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ <i>Annex 13. DSWD-RLA-F013 Certification of Hired Social Worker</i>
<p>6. Certified True Copy of General Information Sheet issued by SEC (One (1) copy)</p>	<ul style="list-style-type: none"> ▪ The Securities and Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Ma-a Road, Davao City

<p>(Note: Manual of Operation, Profile of Board of Trustees, Profile of Employees and Certified True Copy of GIS are only needed if only there is an update or amendment on documents submitted.</p>	
<p>7. Certificate of No Derogatory Information issued by SEC</p>	<ul style="list-style-type: none"> ▪ The Securities and Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Ma-a Road, Davao City
<p>8. ABSNET Membership</p> <p>Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 23. <i>DSWD-RLA-F023 ABSNET Active Membership and Undertaking</i>
<p>9. Declaration of Commitment from the applicant SWDA of No Support to Tobacco in compliance with provisions of Executive Order No. 26 of 2017 (Providing for the Establishment of Smoke-Free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ AO 11. <i>DSWD-RLA-F011 Declaration of Commitment</i>
<p>10. Work and Financial Plan for the two (2) succeeding years</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 9. <i>DSWD-RLA-F009 Work and Financial Plan</i>
<p>11. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two (2) years</p>	<ul style="list-style-type: none"> ▪ Board resolution by the Organization
<p>12. Annual Accomplishment Report of the Previous Year</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ Annex 6. <i>DSWD-RLA-F006 Accomplishment Report</i>

<p>13. Audited Financial Report of the previous year submitted to SEC and/or BIR shall be accepted. However, financial report based on the DSWD template shall be also submitted. For those SWDAs with the total revenue of less than Php 500,000, an unaudited financial statement prepared by the Financial Officer and concurred by the Head of Agency may suffice.</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ <i>Annex 8. DSWD-RLA-F008 Audited Financial Statement</i>
<p>14. Profile of clients/community being served for the preceding and of the current year</p>	<ul style="list-style-type: none"> ▪ https://www.dswd.gov.ph/downloads-2/ <i>Annex 20. DSWD-RLA-F020 Profile of clients/beneficiaries served</i>
ADDITIONAL REQUIREMENTS:	
<p>1. For Applicant SWAs implementing Child Placement Services</p> <ul style="list-style-type: none"> ▪ Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service. 	
<p>2. For Applicant SWAs implementing Center Based (Residential and Non-Residential Based)</p> <p>Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/ Structural Safety Certificate (for old buildings)</p> <p>b. Fire Safety Inspection Certificate</p>	<ul style="list-style-type: none"> ▪ City/Municipal Engineering Office of Local Government Unit covering the SWDA's area of operation or Private Engineer ▪ Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDA's area of operation

c. Water Potability Certificate or Sanitary Permit	<ul style="list-style-type: none">City/Municipal Health Office of Local Government Unit covering the SWDA's area of operation or Private Service Provider			
3. For applicant serving within the Ancestral Domain of Indigenous Peoples (IP), Photocopy of NGO Accreditation from NCIP.	<ul style="list-style-type: none">National Commission of Indigenous People (NCIP) Regional Office.			
4. For applicant with past and current partnership with the DSWD that involves transfer of funds, Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/ obligation.	<ul style="list-style-type: none">DSWD Field Office XI – Financial Management Division, R. Magsaysay Avenue corner D. Suazo Street, Davao CityGovernment Agency where the Organization implemented or implements projects and programs.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and requirements thru the DSWD Website or Field Office XI thru Standards Section.	1.1 Provide and explain to client application form and checklist of requirements	None	30 minutes	Support/ Technical Staff (Standards Section – Field Office XI)
2. Submit/ file application and supporting documents.	2. Receive the documentary requirements and determine whether the documents are complete.	None	10 minutes	Technical Staff (Standards Section – Field Office XI)
2.1. For Walk-In applicant organization, proceed to Standards	2.1. If complete, provide the applicant SWDA with acknowledgem	None	10 minutes	Technical Staff (Standards Section – Field Office XI)

<p>Section located at Topaz Building, DSWD Field Office XI, Davao City.</p> <p>2.2. For applications through Mail/Courier, send to:</p> <p>Standards Section DSWD Field Office XI, R. Magsaysay Avenue corner D. Suazo Street, Davao City.</p>	ent receipt and reference number for easy tracking and reference.			
	2.1.1. Log the receipt of application documents into the Document Tracking System (DTS).	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.1.2. Prepare Billing Statement for the Processing Fee and instruct applicant to proceed to the Cash Section.	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.1.3. Instruct the applicant to return to Standards Section and to provide photocopy of Official Receipt.	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.2. For applications with incomplete documents, return all documents submitted accompanied by a checklist of requirements and provide technical assistance for Applicant Organization's compliance.	None	30 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)

3. Pay the required processing fee at the Cash Unit located at the Ground Floor, Diamond Building, DSWD Field Office XI.	3. Process payment and issue Official Receipt to applicant.	PHP 1,000.00	5 minutes	Support Staff Cash Section
4. Return to the Standards Section and provide photocopy of the Official Receipt (OR).	4. Acknowledge the copy of the Official Receipt from the applicant Organization.	None	5 minutes	Support/Technical Staff (Standards Section – Field Office XI)
	4.1. Instruct the applicant to wait for the notification of the Accreditation Assessment Visit after review of documents as to completeness and compliance.	None	5 minutes	
5. Wait for the notification of Accreditation Assessment and confirm the proposed schedule of visit.	5. Review and assess the submitted documents in form and in substance and compliance. The complete documents must satisfy the set criteria.	None	3 working day	Technical Staff (Standards Section – Field Office XI)
	5.1. A notification letter on the proposed schedule of Accreditation Assessment Visit shall be prepared by			Technical Staff , Section Head, Policy and Plans Division Chief, Regional Director DSWD Field Office XI)

	Technical Staff for review and approval by the Section Head, Division Chief and the Regional Director. All routed through the Support Staff for tracking purposes.			
	5.3. Transmit notification letter to applicant.			<i>Support/Technical Staff</i> (Standards Section – Field Office XI)
6. Assist the Assessor during the conduct of Accreditation Assessment visit and must sign the Accreditation tool and the Action Plan (as applicable)	6. Conduct Accreditation Assessment using the Accreditation Tool.	None	2 working days	<i>Support/Technical Staff</i> (Standards Section – Field Office XI)
	6.1. Conduct Exit Conference			
	6.2. Instruct the applicant to sign the Accreditation Tool and Action Plan (as applicable if there's a need to comply with other requirements).			
	6.3. Inform the applicant to wait for the confirmation report and release of			

	Certificate of Accreditation			
7. Wait for the notification on the release of Confirmation Report and Certificate of Accreditation.	7. The Technical Staff shall draft the Confirmation Report and Certificate of Accreditation.	None	2 working days	<i>Technical Staff</i> (Standards Section – Field Office XI)
	7.1. Section Head and Division Chief shall review the draft Confirmation Report and Certificate of Accreditation.	None	2 working days	<i>Section Head, Policy and Plans Division Chief, Regional Director – Field Office XI)</i>
	7.2. Regional Director shall approve the Confirmation Report and Certificate of Accreditation.			
	7.3. Notify the applicant on the availability of the Confirmation Report and Certificate of Accreditation for release through direct pick-up or courier.	None	1 working day	<i>Support/ Technical Staff</i> (Standards Section – Field Office XI)
8. Receive/ acknowledge the Confirmation Report and Certificate of Accreditation.	8. Release the Confirmation Report and Certificate of Accreditation.	None	1 day	<i>Support/ Technical Staff</i> (Standards Section – Field Office XI)

TOTAL	PHP 1,000. 00	11 working days, 1 hour, 20 minutes	
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FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	1. For feedback, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How feedbacks are processed	1. The applicant's feedback shall be tracked and will be acknowledged by the Standards Section Staff. 2. The feedback will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
How to file a complaint	1. For complaints, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How complaints are processed	1. The applicant's complaints shall be tracked and will be acknowledged by the Standards Section Staff. 2. The complaints will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

19. Issuance of Certificate of Authority to Conduct Regional Fund Raising Campaign to Individual, Corporation, Organization or Association

Refers to a Certificate of Authority issued by the DSWD to a person, corporation, organization or agency applying for an authorization to solicit donations or voluntary contributions for charitable or public welfare purposes.

Office or Division:	DSWD Field Office XI- Standards Section
Classification:	Complex
Type of Transaction:	1. Government to Business 2. Government to Client 3. Government to Government
Who may avail of:	All eligible person/individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes in one (1) region
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	Standards Section DSWD Field Office XI Corner Suazo St., R. Magsaysay Avenue Davao City <input type="checkbox"/> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-001: Application Form
2. One (1) Certified True Copy of Certificate of Registration and Articles of Incorporation and By-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application	The Securities and Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Ma-a Road, Davao City
*Not applicable to Government Agencies.	

<p>3. One (1) Photocopy of Updated Certificate of Good Standing or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. This is required if the date of registration with the concerned regulatory agency is more than five (5) years prior to application.</p> <p>*Not applicable to Government Agencies.</p>	<p>The Securities and Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Ma-a Road, Davao City</p>
<p>4. One (1) Original Copy of Project Proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan (WFP) on the activity to be undertaken.</p>	<p>https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</p> <p>DSWD-SB- PS-F-003: Profile of Governing Board</p>
<p>5. One (1) Original Copy of Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.</p>	<p><input type="checkbox"/> with the agency that allows applicant to undertake solicitation activities in their jurisdiction</p>
<p>6. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007) of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, if applying for renewal of permit/authority</p>	<p>https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</p> <p>DSWD-SB- PS-F-007: Fund Utilization Report</p>
<p>For individual soliciting funds for child/relative suffering from chronic diseases that requires long-term and/or expensive medication</p>	
<p>1. One (1) Original Copy of Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to</p>	<p>DSWD Licensed or Accredited Social Welfare and Development Agency (SWDA)</p>

solicit funds under their name or responsibility	
2. One (1) Original Copy of Applicant's Social Case Study Report from his/her locality duly signed by the Head of the City/Municipal Social Welfare and Development Office (C/MSWDO)	Office of the City/Municipal Social Welfare and Development in the City/Municipal Local Government Unit of applicant's current residence
3. One (1) Copy of Original/Certified True Copy of Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by the Hospital Records Section	Hospital Records Section or Attending Physician or Treatment Protocol
4. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007) of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, <i>*if applying for renewal of permit/authority</i>	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and requirements thru the DSWD Website or Field Office XI thru Standards Section.	1. Provide and explain to client the application form and checklist of requirements	None	30 minutes	Support/ Technical Staff (Standards Section – Field Office XI)
2. Submit/file application and supporting documents.	2. Receive the documentary requirements and determine whether the documents are complete.	None	5 minutes	Technical Staff (Standards Section – Field Office XI)
	2.1. If complete, provide the applicant with	None	10 minutes	Technical Staff (Standards

<p>2.1. For Walk-in applicant organization, proceed to Standards Section located at Topaz Building, DSWD Field Office XI, Davao City.</p> <p>2.2. For applications through Mail/Courier, send to:</p> <p>Standards Section</p> <p>DSWD Field Office XI, R. Magsaysay Avenue corner D. Suazo Street, Davao City.</p>	acknowledgement receipt and reference number for easy tracking and reference.			Section – Field Office XI)
	2.1.1. Log the receipt of application documents into the Document Tracking System (DTS).	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.1.2. Prepare Billing Statement for the Processing Fee and instruct applicant to proceed to the Cash Section.	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.1.3. Instruct the applicant to return to Standards Section and to provide photocopy of Official Receipt.	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.2. For applications with incomplete documents, return all documents submitted accompanied by a checklist of requirements and provide technical assistance for Applicant Organization's compliance.	None	30 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
3. Pay the required processing fee at the Cash Unit located at the Ground Floor, Diamond	3. Process payment and issue Official Receipt to applicant.	PHP 500.00	5 minutes	<i>Support Staff</i> Cash Section

Building, DSWD Field Office XI.				
4. Return to the Standards Section and provide photocopy of the Official Receipt (OR).	4. Acknowledge the copy of the Official Receipt from the applicant Organization.	None	5 minutes	<i>Support/ Technical Staff (Standards Section – Field Office XI)</i>
	4.1. Instruct the applicant to wait for the notification on the release of Certificate.	None	5 minutes	
5. Wait for the notification on the release of Confirmation Report and Certificate of Authority to Conduct Fund Campaign.	5. The Technical Staff shall draft the Confirmation Report and Certificate of Authority to Conduct Fund Campaign.	None	2 working days	<i>Technical Staff (Standards Section – Field Office XI)</i>
	5.1. Section Head and Division Chief shall review the draft the Confirmation Report and Certificate of License.	None	1 working day	<i>Section Head, Policy and Plans Division Chief, Regional Director DSWD– Field Office XI)</i>
	5.2. Regional Director shall approve the Confirmation Report and Certificate of Authority to Conduct Fund Campaign.	None		
	5.3. Notify the applicant on the availability of the Confirmation Report and Certificate of Authority to Conduct Fund Campaign for release through	None	1 working day	<i>Support/ Technical Staff (Standards Section – Field Office XI)</i>

	direct pick-up or courier.			
6. Receive/ acknowledge the Confirmation Report and Certificate of Authority to Conduct Fund Campaign.	6. Release the Confirmation Report and Certificate of Authority to Conduct Fund Campaign.	None	1 working day	<i>Support/ Technical Staff (Standards Section – Field Office XI)</i>
TOTAL		PHP 500.00	5 days, 1 hour , 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. For feedback, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How feedbacks are processed	1. The applicant's feedback shall be tracked and will be acknowledged by the Standards Section Staff. 2. The feedback will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
How to file a complaint	1. For complaints, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How complaints are processed	1. The applicant's complaints shall be tracked and will be acknowledged by the Standards Section Staff. 2. The complaints will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

20. Accreditation of Pre-Marriage Counselors

Refers to the process of providing official recognition by the DSWD to an individual's expertise to provide Pre-Marriage Counseling Service after the applicant's compliance to the set requirements and procedures.

Office or Division:	DSWD Field Office XI- Standards Section
Classification:	Highly Technical
Type of Transaction:	Government to Client
Who may avail of:	All eligible social workers and other professionals/service providers both at the private and public sectors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. FOR NEW APPLICANT	
1. One (1) Duly Accomplished Application Form	Standards Section DSWD Field Office XI Corner Suazo St., R. Magsaysay Avenue Davao City
2. Photocopy of Certificate of graduation/college diploma or transcript of records or Certified photocopy of valid PRC ID	School/s last attended PRC Office
3. Photocopy of Training Certificates from seminars, conferences, training, and other related activities on basic counseling services for at least twenty four (24) hours. If original copy is unavailable, a certified true copy of the certificate of participation/attendance from the training provider will be accepted.	Training Institutions
4. Any of the following that applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team, if applicable:	Local Government Unit

4.1. Certification from Immediate Supervisor; OR 4.2. An Approved Resolution	
5. Documentation of at least six (6) PMC sessions which captures the roles performed by the applicant as proof that he/she has assisted in the PM Counseling sessions.	Local Government Unit
6. Other documents to be made available during the assessment visit. 6.1. Accomplished Marriage Expectation Inventory Form or would-be married couples present during the validation visit.	Local Government Unit
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR RENEWAL OF ACCREDITATION	
1. Certificates of training, seminars, orientation and other related or similar activities on marriage counseling or topics related to pre-marriage counseling such as but not limited to Gender and Development, Human Maturity, Value Clarification and Responsible Parenting for at least twenty-four (24) hours within the validity period of the preceding certificate.	Training Institutions
2. Accomplishment Report for the past year with at least a minimum of ten (10) PMC sessions conducted preceding the application using the template provided by DSWD. (Annex D)	Applicant
3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (Annex C)	Applicant

4. Other documents to be made available during the assessment visit. 4.1. Accomplished Marriage Expectation Inventory Form or would-be married couples present during the validation visit. 4.2. Accomplished and consolidated result of client feedback/satisfaction survey (see Annex F) for the template of about fifty (50) percent of the total number of counselled couples for the past year; and 4.3. A summary/record on the number of Certificate of Marriage Counseling issued.		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and requirements thru the DSWD Website or Field Office XI thru Standards Section.	1.1 Provide and explain to client the application form and checklist of requirements	None	30 minutes	<i>Support/ Technical Staff</i> (Standards Section – Field Office XI)
2. Submit/file application and supporting documents.	2. Receive the documentary requirements and determine whether the documents are complete.	None	10 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
2.1. For Walk-In applicant organization, proceed to Standards Section	2.1. If complete, provide the applicant with acknowledgement receipt and reference number for	None	10 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)

located at Topaz Building, DSWD Field Office XI, Davao City. 2.2. For applications through Mail/Courier, send to: Standards Section DSWD Field Office XI, R. Magsaysay Avenue corner D. Suazo Street, Davao City.	easy tracking and reference.			
	2.1.1. Log the receipt of application documents into the Document Tracking System (DTS).	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
	2.1.2. Instruct the applicant to wait for the notification of the Accreditation Assessment Visit after review of documents as to completeness and compliance.	None	5 minutes	
	2.2. For applications with incomplete documents, return all documents submitted accompanied by a checklist of requirements and provide technical assistance for Applicant's compliance.	None	30 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI)
3. Wait for the notification of Accreditation	3. Review and evaluate/assess the	None	2 days	<i>Technical Staff</i> (Standards

Assessment and confirm the proposed schedule of visit.	<p>completeness and veracity of the submitted documents. The complete documents must satisfy the following criteria for the accreditation:</p> <ul style="list-style-type: none"> - Applicant must have a Bachelor's Degree in Social Work and social sciences course, i.e BS in Psychology, BS in Guidance and Counseling, AB in Sociology, AB in Political Science. - Must have attended at least twenty four(24) hours basic training on Counseling/ Pre Marriage Counseling and/or other similar seminars/trainings on marriage counseling conducted by DSWD 			Section – Field Office XI)
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	<p>and other National Government Agencies and other accredited training institutions prior to application.</p> <ul style="list-style-type: none"> - Either of the following prior to application: - Must have any experience in the conduct of counseling for at least a minimum of six (6) sessions; or - Must have assisted in the conduct of PMC for at least a minimum of six (6) sessions and/or any type of counseling session. 			
	<p>3.1. A notification letter on the proposed schedule of Accreditation Assessment Visit shall be prepared by Technical Staff for review and</p>			<p><i>Technical Staff , Section Head, Policy and Plans Division Chief, Regional Director DSWD– Field Office XI)</i></p>

	approval by the Section Head, Division Chief and the Regional Director. All routed through the Support Staff for tracking purposes.			
	3.2. Transmit notification letter to applicant.			<i>Support/ Technical Staff</i> (Standards Section – Field Office XI)
4. Be present and make available required documents during the on-site Accreditation Assessment and to include the-would be couple who will attend the Pre-Marriage Counseling Session.	4. Conduct of On-Site Accreditation Assessment which includes review of other documents and observation assessment during the actual conduct of the PMC session.	None	1 working day	<i>Technical Staff</i> (Standards Section – Field Office XI)
	4.1. Conduct a post assessment session with the applicant to discuss observations, if any, or come up with an action plan to comply with remaining requirements or provide technical assistance on areas needing improvement, if applicable.			<i>Technical Staff</i> (Standards Section – Field Office XI)

	4.2. Inform the applicant to wait for the confirmation report and release of Certificate of Accreditation	None		
5. Wait for the result on the Accreditation Assessment.	5. The Technical Staff shall draft the Confirmation Report and Certificate of Accreditation.	None	1 working day	<i>Technical Staff</i> (Standards Section – Field Office XI)
	5.1. Section Head and Division Chief shall review the draft Confirmation Report and Certificate of Accreditation.		2 working days	<i>Section Head</i> <i>Standards Division Chief</i> <i>Policy and Plans Regional Director</i> DSWD– Field Office XI)
	5.2. Regional Director shall approve the Confirmation Report and Certificate of Accreditation.			
	5.3. Notify the applicant on the availability of the Confirmation Report and Certificate of Accreditation for release through direct pick-up or courier.	None	1 working day	<i>Support/ Technical Staff</i> (Standards Section – Field Office XI)
6. Receive/ acknowledge the Confirmation Report and	6. Release the Confirmation Report and	None	1 working day	<i>Support/ Technical Staff</i> (Standards Section – Field Office XI)

Certificate of Accreditation.	Certificate of Accreditation.			
TOTAL		None	9 working days, 1 hour	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. For feedback, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How feedbacks are processed	1. The applicant's feedback shall be tracked and will be acknowledged by the Standards Section Staff. 2. The feedback will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
How to file a complaint	1. For complaints, the applicant may call the Telephone # 227-1964 local 437 or email at standards.fo11@dswd.gov.ph
How complaints are processed	1. The applicant's complaints shall be tracked and will be acknowledged by the Standards Section Staff. 2. The complaints will be responded by Standards Section in writing through mail or email and it should be acknowledged by the sender.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

21. Inclusion to Social Pension for Indigent Senior Citizens

The Social Pension for Indigent Senior Citizens Program is in line with the fulfilment of the obligation of the government to the most vulnerable sector through social protection, and for the full implementation of RA 9994 or the Expanded Senior Citizens Act of 2010. The program provides monthly stipend amounting to Five Hundred Pesos (PHP 500.00) to augment the daily subsistence and other medical needs of indigent senior citizens. Program beneficiaries are qualified through validation conducted by the social Pension staff guided by the eligibility criteria set by the Memorandum Circular No. 4 series of 2019 or known as “Omnibus Guidelines in the Implementation of Social Pension for Indigent Senior Citizens Program “. To be eligible for the social pension, applicant must satisfy the following criteria, to wit:

- a) Sixty (60) years old and above;
- b) Frail, sickly or with disability;
- c) No pension from the government Insurance System (GSIS), Social Security System (SSS), Philippine Veterans Affairs Office (PVAO), Armed Forces and Police Mutual Benefit Association, Inc (MFPMBAI) or any other insurance company;
- d) No permanent source of income, and;
- e) No regular support from family or relatives for his/her basic needs

Office or Division:	Social Pension Program Section – Protective Services Division		
Classification:	Complex		
Type of Transaction:	Government to Citizens		
Who may avail:	Sixty (60) years old and above senior citizens who qualifies the criteria set based on MC No. 4 series of 2019 Or his/her Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application (Walk-in client)			
1.1. One (1) Original copy of OSCA ID, Birth Certificate, Government ID or any valid ID indicating his/her date of birth and 1x1 picture		Office of the Senior Citizen’s Affairs (OSCA), Pag-ibig, LTO, BIR, PhilHealth, COMELEC, DSWD, LGU/BLGU	
1.2. One (1) Original Copy of General Intake Sheet/ Filled up Validation Form		DSWD, City/Municipal Social Welfare and Development Office (C/MSWDO)	
2. Validation (Walk-in client)			
2.1. One (1) Original copy of OSCA ID, Birth Certificate, Government ID or any valid ID indicating his/her date of birth		Office of the Senior Citizen’s Affairs (OSCA), Pag-ibig, LTO, BIR, PhilHealth, COMELEC, DSWD, LGU/BLGU	
2.2. One (1) Original Copy of Social Pension Beneficiary Update form (for Assessment)		DSWD-SPPMO	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Application of Potential beneficiaries				
1. Visit Social Pension Office at DSWD or C/MSWDO and present the original copy of OSCA ID, Birth Certificate, Government ID or any valid ID	1.1 Check the authenticity of the presented documents (ID or Birth Certificate)	None	1 minute	(SWO 1 / PDO 1)/CSWDO or MSWDO DSWD SPPMO
	1.2 Conduct Interview and gather basic information using the General Intake Sheet (GIS)	None	30 minutes	(SWO 1 / PDO 1) DSWD SPPMO
2. Confirm the information given by signing the GIS (back portion)	2.1 Certify the correctness of the gathered information by signing the GIS (back portion)	None	2 minutes	(SWO 1 / PDO 1) DSWD SPPMO
	2.2 Turnover the filled-up GIS form to the assigned field worker	None	2 minutes	(SWO 1 / PDO 1) DSWD SPPMO
3. Wait for the assigned staff's update regarding with the application	3.1 Conduct validation on the gathered data/ collateral information thru home visitation	None	1 day	(SWO 1 / PDO 1)/CSWDO or MSWDO DSWD SPPMO
	3.2 If found eligible, forward the filled-up GIS Form to Data Management Unit for encoding	None	3 minutes	(SWO 1 / PDO 1) DSWD SPPMO
	3.3 Encode Senior Citizen's information at the Social Pension Data base	None	2 minutes	(Assigned Data Mgt Officer) DSWD SPPMO
	3.4 Forward data to Central Office for data base and cross matching at the Social Pension Information System	None	1 day	DSWD DMU staff
	3.5 Download of Clean List from the Central Office	None	6 days	DSWD CO staff

	3.6 Provide list of qualified beneficiaries for notification of Social Pension beneficiaries to C/MSWDO/OSCA	None	3 minutes	DSWD SPPMO (SWO 1 / PDO 1)/CSWDO or MSWDO
TOTAL		None	8 days, 43 minutes	

“Service is covered under Republic Act 9994”

22. Provision of Social Pension Stipend to Indigent Senior Citizens

The Social Pension for Indigent Senior Citizens Program is the provision of monthly stipend amounting to Five Hundred Pesos (PHP 500.00) to augment the daily subsistence and other medical needs of indigent senior citizens. Stipends are released every semester using a modality that is most cost-effective and efficient payment such as but not limited to direct payment, door-to-door delivery scheme or using cash card.

Office or Division:	Social Pension Program Section – Protective Services Division		
Classification:	Simple		
Type of Transaction:	Government to Citizens		
Who may avail:	Sixty (60) years old and above senior citizens who qualifies the criteria set based on MC No. 4 series of 2019 Or his/her Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Principal			
1. OSCA ID - One (1) Original copy 2. OSCA ID - One (1) photocopy with three (3) specimen signature at the side		Office of the Senior Citizen’s Affairs (OSCA)	
For beneficiaries with erroneous name based on the OSCA ID or in the payroll: Certificate of Oneness (1 original copy)		Local Social Welfare and Development Office (LSWDO – LGU focal Person for Social Pension Office of the senior Citizens Affairs (OSCA) – OSCA Head Department of Social Welfare and Development – Field Office XI – Social Pension Program Management Office	
Authorized Representative for Bedridden, Frail, Sickly or with Disability			

1. Standard Form of Authorization Letter from the OSCA/LSWDO with original signatures of the beneficiary, authorized representative and endorsed by BASCA-Chapter President/Barangay Captain/CMSWDO - One (1) copy	Local Social Welfare and Development Office (LSWDO)- LGU Focal Person for Social Pension Office of the senior Citizens Affairs (OSCA) – OSCA Head Department of Social Welfare and Development – Field Office XI – Social Pension Program Management Office (SPPMO)			
2. OSCA ID or any valid government – issued ID of the beneficiary -1 original copy and 1photocopy with 3 specimen signatures of the beneficiary	(OSCA), Pag-ibig, LTO, BIR, PhilHealth, COMELEC, DSWD, LGU/BLGU			
3. Valid government-issued ID of the representative – One (1) original copy and one (1) photocopy with 3 specimen signature of the authorized representative	(OSCA), Pag-ibig, LTO, BIR, PhilHealth, COMELEC, DSWD, LGU/BLGU			
Nearest Kin of the Deceased Beneficiary				
1. Filled-out Release of Warranty and Liability Form from LSWDO or OSCA with original signature (1 original copy)	Local Social Welfare and Development Office (LSWDO – LGU focal Person for Social Pension Office of the senior Citizens Affairs (OSCA) – OSCA Head Department of Social Welfare and Development – Field Office XI – Social Pension Program Management Office			
2. Death Certificate of the beneficiary – One (1) certified true copy	Local Civil Registrar (LCR) or Philippine Statistics authority (PSA)			
3. Representative’s valid government-issued ID – One (1) original copy and one (1) photocopy with signature of the claimant	(OSCA), Pag-ibig, LTO, BIR, PhilHealth, COMELEC, DSWD, LGU/BLGU			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Payout of Stipend				
1. Present required documents to the verifiers. Reminders: For principal beneficiary: original and photocopy of	Look for the beneficiary’s name in the payroll	None	1 Minute	Verifier (DSWD SPPMO staff/C/MSWDO)

<p>OSCA ID or any valid ID with 3 specimen signatures</p> <p>For Authorized representatives: Fully signed Authorization Letter, OSCA ID or any valid ID of the beneficiary both original and photocopy (1), and valid ID of the representative both original and photocopy with 3 specimen signatures (1)</p> <p>For nearest kin of the deceased beneficiary: Filled-out Release of Warranty and Liability Form from LSWDO or OSCA with original signature (1 original copy), Death Certificate of the beneficiary – One (1) certified true copy, and (1) representative's original and photocopy of valid ID with 3 specimen signatures.</p>				
<p>2. Sign in or place thumb mark at the payroll (1 copy per semester)</p>	<p>2.1 Ensure all copies of the payroll have signature or thumb mark of the beneficiary or the representative</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Verifier</i> (DSWD SPPMO staff)</p>

3. Wait for the issuance of the claim stub	3.1 Issue claim stub bearing the name of the beneficiary, payroll number and amount to be received	None	1 Minutes	<i>Verifier</i> (DSWD SPPMO staff)
4. Present the claim stub to the paymaster	4.1. Ensure veracity of the information by checking at the master list	None	2 minutes	<i>Paymaster</i> (DSWD FO XI staff)
5. Receive stipend	5.1 Provide the amount of stipend due to the beneficiary by counting the money in the beneficiary and claimant's presence	None	1 minute	<i>Paymaster</i> (DSWD FO XI staff)
TOTAL		None	9 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback on the services provided will be done by accomplishing the Client's Satisfaction Measurement Survey Form to be provided by the SPPMO staff. In the said form, a space is provided to write client's further comments on the services received.
How feedbacks are processed	<p>Every last working day of the month, a designated staff consolidates all Client's Satisfaction Measurement Survey Form. Result of this will be reviewed by the SPPMO Focal Person then submit to the Protective Services Division Chief for endorsement to the Human Resource and Management Development Division for further review and consolidation in the regional level.</p> <p>Feedback requiring responses are communicated to concern unit for appropriate action. Responses are relayed to the client three (3) working days after the receipt of the feedback.</p>
How to file a complaint	<p>Concerned Citizen with complaints relative to the implementation of Social Pension for Indigent Senior Citizens Program may file their complaints thru the following:</p> <p>1. DSWD Field Office XI –</p>

	<ul style="list-style-type: none"> - Grievance Unit - Social Pension Program Mgt Office - Hotline numbers: 09755516940 and 227-1964 local 1122 - E-mail address: socialpension.fo11@dswd.gov.ph <p>with the following information:</p> <ul style="list-style-type: none"> Name of the Complainant Address Name of Person/Entity being complained Issues / Concern Evidence <p>2. Office of the Senior Citizens Affairs / Local Social Welfare and Development Office for escalation of the concern to the above-mentioned program using the grievance/complaint Form.</p> <p>3. 8888 Citizens' Complaint Hotline</p>
How complaints are processed	<p>Complaints are being handled by the Grievance Officer of the SPPMO in coordination with the concerned staff who has knowledge on the background of the complaint raised for verification and validation. Said complaint is responded within 72 hours upon receipt.</p> <p>Grievance Officer prepares the response and duly noted by the SPPMO Focal Person and signed by the Regional Director</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

23. Inclusion to Filipino Living Centenarian under Centenarian Program

The Department of Social Welfare and Development, being the primary agency in providing social protection, advocating the rights of the poor, vulnerable and disadvantaged, developed and continuously implements the Centenarians Program guided by *Memorandum Circular no. 04 series of 2017* or the *"Guidelines on the Implementation of Republic Act No. 10868 - An act Honoring and Granting Additional Benefits and Privileges to Filipino Centenarians, and For Other Purposes or also known as Centenarians Act of 2016"*. To be eligible for the centenarian program, applicants must be all living Filipinos ages 100 years above whether living in the Philippines or abroad before or after RA 10868 took effect.

Office or Division:	Protective Services Division
Classification:	Highly Technical
Type of Transaction:	Government to Citizens
Who may avail:	Filipino Living Centenarian and/or Nearest Kin
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application (Walk-in Client)	
Principal	
1. Centenarian's Certificate of Live Birth (1 Copy Original or Authenticated Copy)	Philippine Statistics Authority (PSA) and/or Local Civil Registrar (LCR)
2. Philippine Passport of the centenarian (1 Copy Original or Authenticated Copy)	Department of Foreign Affairs (DFA)
Primary Identification Cards	
1. OSCA ID (1 Copy Original or Authenticated Copy)	Office of the Senior Citizens Affairs (OSCA)
2. LTO ID No (1 Copy Original or Authenticated Copy)	Land Transportation Office (LTO)
3. GSIS (1 Copy Original or Authenticated Copy)	Government Service Insurance System (GSIS)
4. SSS ID (1 Copy Original or Authenticated Copy)	Social Security System (SSS)
5. PRC ID (1 Copy Original or Authenticated Copy)	Professional Regulation Commission (PRC)
6. Philippine Postal ID (1 Copy Original or Authenticated Copy)	Philippine Postal Corporation
7. COMELEC voters ID and/or affidavit (1 Copy Original or Authenticated Copy)	Commission on Elections (COMELEC)
8. Any valid government issued Identification Cards (1 Copy Original or Authenticated Copy)	
2. Validation (Walk-in Client)	
Secondary Documents	
1. Marriage Certificate (1 Copy Original or Authenticated Copy)	Philippine Statistics Agency (PSA)
2. At least three (3) Birth Certificates of children borne by/of the centenarian (1 Copy Original or Authenticated Copy)	PSA
3. Affidavits executed by at least two (2) disinterested persons (1 Copy Original or Authenticated Copy)	Office of the Attorney (Public or Private)
4. Old School records showing the birthdate of the centenarian (1 Copy Original or Authenticated Copy)	School
5. Employment records showing the birthdate of the centenarian (1 Copy Original or Authenticated Copy)	Employer

6. Baptismal records showing the birthdate of the centenarian and certified by the parish church (1 Copy Original or Authenticated Copy)
7. Confirmation records showing the birthdate of the centenarian and certified by the parish church (1 Copy Original or Authenticated Copy)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Application (Walk-in Client)				
1. Visit Social Pension Office at DSWD and present the original copy of OSCA ID or any valid government – issued ID and Birth Certificate	1.1. The Action Officer will consolidate and give initial assessment to the documents presented is complete	None	10 minutes	<i>Centenarian Focal Action Officer</i>
	1.2. If the documents are not complete the client will be asked to comply	None	2 minutes	<i>Centenarian Focal Action Officer</i>
2. Confirm the information given by signing the Intake Form (back portion)	2.1 Certify the correctness of the gathered information by signing the Intake Form (back portion)	None	2 minutes	<i>DSWD SPPMO (SWO 1 / PDO 1)</i>
	2.2 Turnover the filled-up intake form to the assigned field worker	None	2 minutes	<i>Centenarian Focal</i>
Validation (Walk-in Client)				
3. Wait for the conduct of Interview/ Assessment by DSWD staff	3.1. The Social Worker will conduct home visitation and assessment using centenarian validation form	None	10 minutes	<i>Centenarian Focal Assigned Social Worker</i>
	3.2. If found eligible, forward the filled-up validation form to the Centenarian Database	None	3 minutes	<i>Centenarian Focal</i>
	3.3. Encode Centenarian's	None	2 minutes	<i>Centenarian Focal</i>

	information to the Centenarian Database			
	3.4. Forward data to Central Office for national cross matching, eligibility and duplication testing	None	5 days	<i>Centenarian Focal</i>
4. Receives the notice of approval or disapproval of the application through official communication	4.1. Confirm the inclusion or exclusion of the beneficiary to the program	None	10 days	DSWD CO staff
	4.2. If approved, the client is for payment within the quarter	None	5 days	<i>Centenarian Focal</i>
	4.3. If disapproved, the client will be given an official communication with explanation from the FO informing regarding the disapproval	None	5 days	<i>Centenarian Focal</i>
TOTAL		None	25 days, 31 minutes	

“Service is covered under Republic Act 10868”

24. Provision of Benefits to Filipino Living Centenarian under Centenarian Program

The Centenarian Program is the provision of cash gift amounting to PHP 100,000.00 with a letter of felicitation signed by the President of the Philippines to all of the eligible Filipino living centenarian. These benefits aims to recognize the longevity of the centenarian and its essential contribution to nation building.

Office or Division:	Protective Services Division
Classification:	Simple
Type of Transaction:	Government to Citizens
Who may avail:	Filipino Living Centenarian and/or Nearest Kin
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Awarding of Cash Incentives	
Principal	

1. Centenarian's Certificate of Live Birth (1 Copy Original or Authenticated Copy)	PSA and/or LCR
2. Philippine Passport of the centenarian (1 Copy Original or Authenticated Copy)	DFA
Nearest Kin of the Deceased Beneficiary	
Completely filled-out Release of Warranty and Liability Form from DSWD	Department of Social Welfare and Development – Field Office XI (DSWD FO XI) – Social Pension Management Office (SPPMO)
OSCA ID with (1 Copy Original or Authenticated Copy)	Office of the Senior Citizen Affairs (OSCA) – OSCA Head
Special Power of Attorney signed by the relatives of deceased centenarian (1 Original Copy)	Office of the Attorney (Public or Private)
Death Certificate of the beneficiary (1 Original or Authenticated Copy)	Local Civil Registrar (LCR) or Philippine Statistics Authority (PSA)
Representative's valid government-issued ID (1 photocopy and 1 original copy)	OSCA, Pag-ibig, LTO, BIR, PhilHealth, COMELEC, DSWD, LGU/BLGU

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Awarding of Cash Gifts				
1. Present original IDs with the completed and filled-out documents required to the paymaster.	1.1. Look for the beneficiary's name in the payroll and fill-out payroll with its corresponding information needed.	None	3 minutes	<i>Paymaster</i> DSWD Field Office XI
2. Sign the payroll that corresponds receipt of the cash gift.	2.1. Secure the needed information and signature beneficiary	None	1 minute	<i>Paymaster</i> DSWD Field Office XI
3. Count received cash gift.	3.1. Provide the amount of stipend due for the beneficiary	None	2 minutes	<i>Paymaster</i> DSWD Field Office XI
TOTAL		None	6 minutes	

“Service is covered under Republic Act 10868”

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Write your feedback on the services provided through the Client's Satisfactory Survey Form to be provided by our SPPMO staff. A space below is provided for you to write further comments. Return fully accomplished Client's Satisfactory Survey Form to the SPPMO staff for consolidation of feedback.</p> <p>You may also provide feedback through our SPPMO Hotline with numbers 0975-551-6940 and 227-1964 local 1122 or e-mail us at socialpension.fo11@dswd.gov.ph</p>
How feedback is processed	<p>SPPMO Grievance Officer will consolidate the Client Satisfactory Survey Form and will present the result to the Centenarian Focal Person and SPPMO.</p> <p>Within 24 – 72 hours, a response letter and appropriate action will be issued by the Centenarian Focal Person and SPPMO.</p>
How to file complaints	<p>Any concerns with Centenarian program will be accommodated by the FO specially SPPMO. They may also file their complaints through Local Government Unit, Office of the Senior Citizens Affairs and Local Social Welfare and Development Office using the Grievance/Complaint Form.</p> <p>Complaints can also be filed through SPPMO Hotline numbers 0975-551-6940 and 227-1964 local 1122 or e-mail us at socialpension.fo11@dswd.gov.ph with the corresponding information:</p> <ul style="list-style-type: none"> • Name of the complainant • Address • Name of person/entity being complained • Issues and concerns with evidences
How complaints are processed	<p>Complaints received by respective officers are escalated to the Centenarian Focal Person for verification and veracity of complaint for at least 72 hours upon receipt.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

25. Admission Process for Accepting Clients in the Home for the Aged

The Home for the Aged is a residential care facility which caters to abandoned, neglected, unattached, homeless senior citizens who are 60 years old and above either male or female. It provides 24 hour residential care services as an alternative form of family.

Office or Division:	DSWD – Home for the Aged			
Classification:	Simple			
Type of Transaction:	Government to Government Government to Client			
Who may avail:	<ul style="list-style-type: none"> ➤ Male or female, 60 years old and above, abandoned, homeless, unattached or neglected ➤ Must be free from mental illness except senile and Alzheimer's disease ➤ Must be free from communicable disease per assessment of the medical staff 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original Referral Letter		C/MSWD Office		
2. One (1) original Social Case Study Report		C/MSWD Office where the client is currently situated / found		
3. One (1) original Chest X-ray result with no communicable disease		Any medical facility		
4. One (1) original Medical Certificate		Public/Private Physician		
5. One (1) original Psychological Evaluation Result		Davao Regional Medical Center (DRMC), Apokon, Tagum City or any registered psychiatrist		
6. One (1) original Negative Swab Test Result for COVID-19 or one (1) original COVID-19 Negative Certificate		Any Licensed COVID-19 Testing Laboratory		
7. One (1) original Quarantine Clearance certifying completeness of 14-day quarantine		City / Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned citizen will refer the client to the City/ Municipal Social Welfare and Development Office				Concerned Citizen, C/MSWDO

(C/MSWDO) where the client is situated/ found.				
2. The C/MSWD Office will then inform DSWD – Home for the Aged regarding possible referral. The referring party / agency which is the C/MSWD Office will comply the requirements and forward it to DSWD – Home for the Aged for review.	<p>2.1 The Rehabilitation Team which is composed of the Center Head, Social Worker, Supervising House Parent, House Parent, Center Nurse, Psychometrician and Occupational Therapy-Incharge will conduct Pre-Admission Conference to discuss and review if the client is suited and qualified for admission.</p> <p>2.2 After the conference, the Social Worker will give feedback to the referring party / agency whether or not the client may be admitted at the Center.</p>	None	15 minutes	<i>Rehabilitation Team (Center Head, Social Worker, Supervising House Parent, House Parent, Center Nurse, Psychometrician and Occupational Therapy-Incharge), referring party / agency</i>
3. If for admission, the referring party/ agency will escort the client to DSWD – Home for the Aged. A case conference with the rehabilitation team will be attended by the	3. During case conference, the Rehabilitation Team will thoroughly check and review the requirements submitted by the referring party/ agency.	None	15 minutes	<i>Rehabilitation Team (Center Head, Social Worker, Supervising House Parent, House Parent, Center Nurse, Psychometrician and Occupational Therapy-Incharge); referring party /</i>

referring party / agency and the client.				<i>agency and the client</i>
4. Proceed to Social Service Office for interview	4.1 Interview the client 4.1.1 Assess the presenting problem and gather data using the intake sheet form 4.1.2 Further information shall be gathered from the escort/referring party	None	20 minutes	<i>Social Worker Social Service Unit, Home for the Aged</i>
5. Proceed to Center Clinic for medical assessment	5. Medical Staff on duty shall conduct initial medical assessment	None	10 minutes	<i>Center Nurse Medical Service Unit, Home for the Aged</i>
6. The client shall surrender his / her belongings for inventory and recording	6. Inventory of resident's belongings shall be made by the house parent on duty. Valuables must be entrusted to the Case Manager for safekeeping	None	10 minutes	<i>Homelife Staff / House Parent on duty</i>
8. Proceed to Social Service Unit for orientation on the Center's programs and services	8. The Case Manager shall orient the client regarding the Center, its programs and services	None	10 minutes	<i>Social Worker Social Service Unit, Home for the Aged</i>
9. Proceed to Homelife Service Unit for orientation on the Center's house rules and regulations	9. The Homelife Service shall orient the client on the Center's house rules and regulations	None	20 minutes	Homelife Service
	10.1 The Case Manager shall refer	None	10 minutes	<i>Social Worker Social Service</i>

10. The client shall be provided with and assisted to his / her room assignment	the client to the house parent on duty for his/ her room assignment			Unit, Home for the Aged
	10.2 The Case Manager shall further introduce the client to other residents and HA staff			<i>Homelife Staff / House Parent on duty</i>
TOTAL		None	1 hour, 50 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Complainant to send formal letter or email to DSWD – Home for the Aged
How feedbacks are processed	DSWD – Home for the Aged to send letter response to complainant
How to file a complaint	Detailed complaints may be filed thru sending formal letter or email to ha.fo11@dswd.gov.ph
How complaints are processed	The institution will conduct case conference / meeting regarding the issue/ concern. If necessary, meeting will be set together with the complainant. If need arises, internal investigation may be instigated. Failure to resolve such complaint, the issue will be raised to the HA Grievance Committee. In the event the complaint still remains unresolved, it will be elevated to the Regional Office Grievance Committee for further investigation and appropriate resolution.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

26. Rehabilitation of Children in Conflict with the Law (CICL)

The Regional Rehabilitation Center for Youth is under the Office of the Protective Services Division. It is a residential facility that provides a 24/7 temporary shelter and rehabilitation intervention program to Children in Conflict with the Law by virtue of the Court Order issued by the Family Court Judges in region XI.

Office or Division	DSWD – Regional Rehabilitation Center for Youth XI			
Classification	Highly Technical			
Type of Transaction	Government to Client Government to Government			
Who may avail	Children in Conflict with the Law			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR ADMISSION				
Note: Upon admission, the client should be accompanied by his family and staff from LSWDO.				
One (1) copy Commitment Order		Regional/Provincial Trial Court		
One (1) copy PSA Birth Certificate		Philippine Statistics Office		
One (1) copy Medical Certificate (latest)		Authorized Physician		
One (1) copy Social Case Study Report		Local Social Welfare and Development Office		
One (1) copy Result of SWAB Test/Rapid Test and Chest X-ray/CBC		Authorized Laboratory facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client and the referring party submit themselves for Precautionary measures installed at the entrance gate in RRCY	1. Guard shall advice the Social Worker of the new admission of client 1.1 The guard on duty at the entrance gate shall impose temperature check-up and hand sanitation to the client and the referring parties 1.2 Body search and Bags are subject	None	15 minutes	Guard on Duty at the Entrance Gate

	for inspection and sanitation by the guard on duty			
2. The referring party submits all the admission requirements to the receiving Social Worker	<p>2.1 Receives the required admission documents from the referring LSWDO or PNP personnel</p> <p>2.2 Reviews all documents for its completeness</p> <p>2.2.1 If documents found complete proceed to the admission conference.</p> <p>2.2.2 In the absence of two vital documents like Commitment Order and SWAB test result, the client and referring party will be advised to defer the admission and to secure first the copy of Commitment Order and submit client</p>	None	10 minutes	<i>Social Worker</i> DSWD-RRCY

	to undergo swab testing.			
3. The referring party attends admission conference	3.1 Conducts Admission conference 3.1.1 Orientation on Center's Policies and House rules.	None	30 minutes	<i>Helping Team with the client, family and referring party</i>
	3.2 Conducts initial interview to the family of client and LSWDO staff by the Social Worker of the center	None	15 minutes	<i>Helping Team DSWD-RRCY</i>
4. The referring party signs the admission documents	4. Prepares the Admission form for signature of the referring party	None	5 minutes	<i>Helping Team DSWD-RRCY</i>
5. Turn-over of client by the referring party to the admission team	5. Receives the living body of client and endorse to assigned houseparent in going to the Isolation room for fourteen (14) days quarantine period	None	15 minutes	<i>Nurse Houseparent DSWD-RRCY</i>
6. Client submits for body inspection of any marks and for physical check-up	6. Provides the basic need like food, clothing, beddings and toiletries to the client	None	15 minutes	<i>Nurse Houseparent DSWD-RRCY</i>
7. Client receives basic needs such as food, clothing, beddings and toiletries	7.1 Inspects and records any body marks and for physical check-up	None	15 minutes	<i>Nurse Houseparent DSWD-RRCY</i>
8. Client undergoes 14 days quarantine at Isolation room	8. Assists client to be placed inside the Isolation room for a Period of 14 days	None	14 days	<i>Nurse Houseparent DSWD-RRCY</i>

	<p>8.1 Monitors the body temperature every 4 hours to be recorded in a logbook and other symptoms observe to the client.</p> <p>8.2 Provides Medical service as need arises</p> <p>8.3 Provision of daily basic needs of the client</p>			
9. Client transfers from Isolation room to Reflection and Diagnostic room (RDR) for another 10 days stay	<p>9. After 14 days, client will be transferred to RDR</p> <p>9.1 Orients the client on his new duties and responsibilities as new resident of the center</p>	None	15 minutes	<i>Staff on Duty (SOD)</i>
10. Client accepts new assignment of tasks and to actively participate in all rehabilitation programs and services provided by the center. Client is advised to follow the center's policies and perform tasks accordingly and expected to show positive behavior while inside the center.	<p>10. Provision of Rehabilitation Programs and Services</p> <p>10.1 Social Service</p> <ul style="list-style-type: none"> - Manages Case of the client filed in Court - Implements Intervention and Rehabilitation Plans to the client - Individual consultation and advice-giving to the client - Initiates the 	None	24 months	<i>Helping /Rehabilitation Team members</i>

	<p>conduct of case conference for the client</p> <ul style="list-style-type: none"> - Submits regular Progress Report of the client to the Committing Court. <p>10.2 Home life Service</p> <ul style="list-style-type: none"> - Monitors the day to day performance of client - Conducts Group Session and structured Learning activities - Performs Substitute Parenting to the client -Implements Sports and Recreational Activity -Initiates religious activity according to the belief of client <p>10.3 Educational Service</p> <ul style="list-style-type: none"> -Assists in the provision of education through multi-graded classes according to the Grade Level attainment of client 			
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	<p>10.4 Psychological Service</p> <ul style="list-style-type: none"> -Administers Psychological test and assessment on the behavior of the client <p>10.5 Productivity Skills and Development Service</p> <ul style="list-style-type: none"> - Implements various skills training based on the capacity and training need of client <p>10.6 Medical Service</p> <ul style="list-style-type: none"> - Provides basic first aid and treatment - Administers medicines to the client based on the prescription issued by physician - Refers client to hospital as need arises 			
<p>11. Client attends case conference regarding status of his case with the presence of the Helping team</p>	<p>11. Helping Team initiates case conference for the client's status of behavior and performance while at the center.</p> <p>11.1 Helping Team conducts assessment to</p>	None	4 hours	<i>Helping Team</i>

	<p>the client based on the submitted reports and observation of the Helping team.</p> <p>11.2 Social Worker prepares Progress Report to be submitted to the client's committing Court</p> <p>11.3 Social Worker recommends to the Committing Court for the termination of his case and/or dismissal of his case after being assessed of his completion of the rehabilitation program</p>			
12. Client receives update on the status of his case and will be assessed on his readiness for discharge	<p>12. Sends letter request for Parenting Capability Assessment Report (PCAR) of the client's family through the Office of the LSWDO</p> <p>12.1 Coordinates with the LSWDO regarding the requested PCAR and to prepare the client's family for his reintegration and provide updates on the status of his case.</p>	None	1 day	<i>Social Worker</i> DSWD-RRCY

<p>13. Client receives update for his eventual reintegration to his family and in the community</p>	<p>13. Facilitates the completeness of the discharge documents of the client.</p> <p>13.1 Secures copy of Release Order from the committing Court</p> <p>13.2 Prepares Authority to Discharge approved by Regional Director</p> <p>13.3 Coordinates with LSWDO on the specific date of discharge of client to his family and to advise barangay stakeholder to attend the discharge conference</p>	<p>None</p>	<p>1 hour</p>	<p><i>Social Worker</i> DSWD-RRCY</p>
<p>14. Client has completed rehabilitation program and his family is advised on the date of his reintegration. Client's family is required to attend the Discharge Conference of the client.</p>	<p>14. Spearheads the pre-discharge conference of the client together with the rehabilitation Team members in the center.</p>	<p>None</p>	<p>1 hour</p>	<p><i>Social Worker</i> DSWD-RRCY</p>

	<p>14.1 Social Worker and houseparent escort client to the place of his family or custodian where he will be discharged.</p> <p>14.2 Conducts Discharge Conference with the client's family, LSWDO and BCPC at the LGU.</p> <p>14.3 Turn-over the healthy living body of the client to the LSWDO with his family members.</p> <p>14.4 The Social Worker submits Transfer Case Summary Report to LSWDO for after care services.</p>			
	TOTAL	None	24 months, 19 hours, 45 minutes	

“Service is covered under Republic Act 9344 as amended by Republic Act 10630.”

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Note: Before the client's reintegration to his family, the client will be asked to accomplish the Client Satisfaction Measurement Survey Form provided by the Social Service Unit of the center.</p> <p>All complaints will be addressed to the name of RRCY Center Head</p>

	RRCY email address: rrcyxi@gmail.com Telephone no. (082) 293-0306 Mobile Phone numbers 0930-463-8123 (SMART) 0965-593-8974 (TM)
How feedbacks are processed	Feedbacks of complaints/inquiries will be responded accordingly to where the complaints was sent via email or calls.
How to file a complaint	May send complaints directly to the name of Center Head. RRCY email address: rrcyxi@gmail.com Telephone no. (082) 293-0306 Mobile Phone numbers 0930-463-8123 (SMART) 0965-593-8974 (TM)
How complaints are processed	Feedbacks of complaints/inquiries will be responded accordingly to where the complaints was sent via email or calls.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

27. Center and Residential Care Facility (CRCF)

Home for Girls and Women Center and Residential Care Facility provides temporary protective care to all disadvantaged Women and Girls who are victims of various circumstances.

Office or Division:	Home for Girls and Women – DSWD Field Office XI	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	Disadvantaged Women and Girls	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Referral Letter		From referring agency /
Social Case Study Report		Referring party's social worker
Medical Certificate (1 original copy)		Private and/or government health unit
Medico Legal Certificate (1 photocopy)		Government Health Unit / SPMC-WCPU
One (1) PSA Copy of Birth Certificate (Original copy)		Philippine Statistic Authority
School Records (if any) (1 Original copy)		School attended by the client
Court Related Documents such as: <ul style="list-style-type: none"> • Complaint Affidavit/s • Police Blotter/s • Police Investigation Report • Information and Resolution 		Office of the Prosecutor / Concerned Police Station

Psychological Evaluation		Government Health Unit / SPMC-IPBM		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Admission				(Done under CRCF)
1. Referring LGUs / GOs/ Court/ POs and Private Individuals will submit admission requirement.	1. The HGW social worker will review of documents/requirements of referring party/s; 1.1 If there is a concern re: disqualification of client, HGW will feedback to the concerned referring party/s	None	10 minutes	<i>Social Worker Home for Girls and Women</i>
	1.2 If client is qualified then proceed to Step Number 2	None	30 minutes	<i>HGW Rehabilitation Team</i>
2. The referring party will confirm to the schedule of admission	2. The HGW rehabilitation team will set the schedule of admission case conference	None	1 day	<i>HGW Rehabilitation Team</i>
3. The referring party will bring the client for admission	3. Conduct of admission conference with referring party, client and the HGW rehabilitation team.	None	30 minutes	<i>HGW Rehabilitation Team along with the client and referring office</i>
TOTAL		None	1 day, 1 hour, 10 minutes	
Residential Care				
1. Client stays in the residential facility – Home for Girl and Women	1.1. Provision of basic needs	None	10 minutes	<i>Social Worker Home For Girls and Women</i>
	1.2. Introduce client to co-residents and staff	None	5 minutes	<i>Social Worker Home For Girls and Women</i>

	1.3 Undertake diagnosis of the client;			
	1.3.1 Undertake in-depth data gathering of client focus on profile of client, circumstance s of admission, families and relatives, strengths and weaknesses and future plans;	None	30 minutes	<i>Social Worker</i> Home For Girls and Women
	1.3.2 Undertake the following activities:			
	Home visit	None	30 minutes	<i>Social Worker</i> Home For Girls and Women
	Contact families/ relatives thru DSWD Field Offices or MSWDO	None	20 minutes	<i>Social Worker</i> Home For Girls and Women
	1.3.3 Collateral Interview with friends, neighbors, employers, etc.	None	30 minutes	<i>Social Worker</i> Home For Girls and Women
	2. Formulate treatment plan in consultation with the client, SW and member of the Rehabilitation Team.	None	30 minutes	<i>Social Worker</i> Home For Girls and Women

	<p>2.1 The Team must be able to:</p> <ul style="list-style-type: none"> ○ Clearly identify problem ○ Identify desired goals / objectives / outcomes and time frames ○ Identify appropriate intervention strategies (based on needs) ○ Set activities that would operationalize intervention strategies ○ Conduct case conferences with the presence of other professional groups involved in the case such as DSWD, MSWDO / CSWDO, lawyer, client's parents, relatives, guardians, etc. 			
	<p>3. Social Worker's intervention implementation</p> <p>3.1 Deliver / provide appropriate rehabilitation services based on the intervention plan</p> <p>3.2 Develop one's strength and</p>	None	180 days	<p><i>HGW Rehabilitation Team with client and other allied professionals</i></p>

	weaknesses towards enhancement of self 3.3 Practical Skills Development 3.4 Referral services (medical, legal, educational, psychological services) 3.5 Family Assessment to respective MSWDO's and FO's, NGO's support services for the family preparation for the reunion or for minor's other appropriate alternative placement 3.6 Self- empowermen t in preparation for independent living, reunion with family and community integration 3.7 Counselling service 3.8 Group work 3.9 Case Conferences 3.10 Spiritual Enhancement			
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	<p>4. Social Worker's intervention monitoring and evaluation</p> <p>4.1 Review / assess treatment plans realized and not realized and re-plan based on the result of the review</p> <p>4.2 Identify gaps/issues encountered and action taken</p> <p>4.3 Determine / assess the impact of treatment as against the problem, the desired goals / outcomes and time frame</p>	None	20 minutes	<i>HGW Rehabilitation Team</i>
	<p>5. Pre Termination Phase</p> <p>5.1 Assess readiness of clients for discharge</p> <p>5.2. Request for assessment report from MSWDO, CSSDO readiness of the family/relative to accommodate clients</p> <p>5.3.1 If assessment is NOT favorable, MSWDO should identify problem area and mobilize existing resources to respond to the need</p> <p>5.4 If assessment if favorable proceed</p>	None	<p>20 minutes</p> <p>10 minutes</p> <p>15 days</p>	<p><i>HGW Rehabilitation Team with Client/s</i></p> <p><i>HGW Rehabilitation Team</i></p> <p>Concerned LGU/s</p>

	to step number 5.5 5.5. Pre-discharge conference center staff and members of the of the Rehabilitation Team, MSWDO concerned, family and relative		30 minutes	<i>HGW Rehabilitation Team with client and referring office</i>
	5.6. Prepare Transfer Summary / Discharge Summary		15 minutes	<i>HGW social worker</i>
TOTAL		None	6 months, 19 days, 4 hours, 50 minutes	
Post Residential Phase				
1. Client will wait for the confirmed date of her reintegration	1. The HGW team will set schedule for client's discharge date	None	1 day	<i>HGW Social Worker</i>
	2. Discharge Conference of client	None	30 minutes	<i>Client/s LGU social worker Client's custodian HGW Social Worker</i>
TOTAL		None	1 day, 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	You can send your feedback through: Talk to our staff on duty Email us in our email account (hgwdswdxi@gmail.com) Accomplish feedback form and put this in the intended box located in our admin office or in the guard house
How feedbacks are processed	Feedbacks that are expressed verbally are immediately attended to by any staff on duty/s

How to file a complaint	You can send your complaints through: Talk to our staff on duty Email us in our email account (hgwdswdxi@gmail.com) Accomplish feedback form and put this in the intended box located in our admin office or in the guard house
How complaints are processed	Written and / or verbal feedbacks / complaints shall immediately be attended to by the Chief Protective Services Division, Regional Center Coordinator and Center Head.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

28. Releasing of Payment Through Check or LDDAP-ADA to Creditors/Suppliers

This covers the releasing of payment through check and/or List of Due and Demandable Accounts Payable - Advice to Debit Account (LDDAP-ADA) to creditors/suppliers.

Office or Division:	Financial Management Division - Cash Unit	
Classification:	Simple	
Type of Transaction:	Government to Business Government to Client Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Principal 1. Any valid ID of the claimant/payee (1 original)		Claimant/Payee
Representative: For individual claims: Notarized Special Power of Attorney (1 original copy) 2. Any valid ID of the person being represented (1 original copy and 1 photocopy)		Person being Represented Person being Represented

For supplier/service provider claims:				
3. Official Receipt (for services)/ Collection or Acknowledgement Receipt (for goods with Sales/Charge Invoice attached to the Disbursement Voucher) (1 original copy)		Bureau of Internal Revenue (BIR)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Financial Management Division (FMD) - Cash Unit and present required documents at Window 1 * Before going to DSWD XI, the creditor/supplier may inquire/confirm through phone.	1.1 Receive the required documents and review for completeness and appropriateness 1.2 Retrieve the 3rd copy of Disbursement Voucher (DV) and Warrant Registry Book.	None	5 minutes	<i>Administrative Assistant II</i> FMD - Cash Unit
2. Issue Official Receipt (OR), sign at the Box E of the original/duplicate copy of Disbursement Voucher and Warrant Registry Book to acknowledge receipt of payment.	2.1 Assist the client to sign in the Box E of the original/duplicate copy of DV and Warrant Registry Book 2.2 Provide 3rd copy of DV and Certificate of Tax Withheld (BIR Form 2307), if applicable 2.3 Release the check (if applicable).	None	5 minutes	<i>Administrative Assistant II</i> FMD - Cash Unit
TOTAL		None	10 minutes	

29. Issuance of Official Receipt to Payor or Donor

This covers the issuance of official receipt to payor or donor as acceptable evidence to acknowledge receipt of corresponding payments representing collection of fees or donation.

Office or Division:	Finance Management Division - Cash Unit			
Classification:	Simple			
Type of Transaction:	Government to Business Government to Client Government to Government			
Who may avail:	- Social Welfare and Development Agencies (SWDAs) and Service Providers (SPs) - Bidders - Donors - DSWD Officials and Employees (refund of overpayment of salaries, traveling expenses, etc.) - Others (reproduction fee, etc.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment (2 original copies)		Accounting Unit (for refund of fund transfer/cash advance) or BAC Secretariat Unit (for Bidding Documents)		
2. Cash/check (all original copy)		Payor/donor		
3. Billing Statement (1 original copy)		Standards Unit (Registration, Licensing or Accreditation Fee)		
4. Notice of Award (1 photocopy)		Procurement Management Unit (Performance Bond)		
5. Invitation to Bid (1 photocopy)		BAC Secretariat Unit (Bid Documents)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents to secure Order of Payment.	1. Receive the required documents and review for completeness and appropriateness 1.1 Prepare Order of Payment, if document/s is/are in order.	None	10 minutes	<i>Administrative Assistant II</i> FMD - Accounting Unit

2. Proceed to FMD Cash Section Window 1 and present Order of Payment and cash/ check for the issuance of Official Receipt (O.R.)	2. Receive Order of Payment (O.P.) and cash/check from the payor/donor. 2.1 Issue O.R. to acknowledge receipt of collection.	(Please see table below)	5 minutes	<i>Administrative Assistant II</i> FMD - Cash Unit
TOTAL		(Please see table below)	15 minutes	

PROCESSING FEE

- | | |
|---|------------------------|
| 1. Registration, Licensing or Accreditation Fee | PHP 1,000.00 |
| 2. Reproduction Fee | PHP 15.00 per page |
| 3. Bid Documents Fee | Please see table below |

Approved Budget for Contract	Cost of Bid Documents
a. PHP 500,000 & Below	PHP 500.00
b. PHP 500,000 up to 1 Million	1,000.00
c. More than 1M up to 2.5M	2,500.00
d. More than 2.5M up to 5M	5,000.00
e. More than 5M up to 7.5M	7,500.00
f. More than 7.5M up to 10M	10,000.00
g. More than 10M up to 30M	15,000.00
h. More than 30M up to 50M	25,000.00
i. More than 50M up to 500M	50,000.00
j. More than 500M	75,000.00

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Kindly answer the Client Satisfaction Survey Form and drop it at the designated drop box located at the Cash Section window.</p> <p>Contact info: (082) 227-1964 loc. loc. 1001</p>
How feedbacks are processed	<p>The Administrative Officer I opens the drop box on a weekly basis and records all feedback forms submitted.</p> <p>The feedback forms are discussed during the Cash Section monthly staff meeting.</p>
How to file a complaint	<p>Complaints may be filed and addressed to the Finance Management Division Chief or the Regional Director.</p> <p>Contact info: (082) 227-1964 loc. 1111 (FMD Chief) or loc. 1109 (Regional Director)</p>
How complaints are processed	<p>Complaints are consolidated every end of the month by the Administrative Officer I.</p> <p>Complaints requiring answers are forwarded to the staff/office concerned for appropriate response. Clients will be informed within three (3) working days.</p> <p>The staff/office shall undergo an official investigation and the client will be informed of the response.</p> <p>For status of complaint, you may contact us thru: Telephone: (082) 227-1964 loc. 1001</p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS)</p> <p>PCC: 8888</p> <p>ARTA: complaints@arta.gov.ph</p>

30. Request for PHIC Certification

Philhealth Certification (For Philhealth Transaction Purposes)

Office or Division:	Promotive Services Division Pantawid Pamilyang Pilipino Program			
Classification:	Government to Client			
Type of Transaction:	Simple			
Who may avail:	Active and In-active Beneficiaries of Pantawid Pamilyang Pilipino Program			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
4Ps Beneficiary ID or Oath of Commitment	Regional Program Management Office or Provincial/Municipal Operations Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Proceed to 4Ps Operations Office (Regional/ Provincial/ Municipal) to be accommodated and facilitated by the Designated Focal Person	1.1 Verification of Status in Pantawid Pamilya Information System 1.2 If Active, Print Certificate for Philhealth 1.3 Facilitate document for signature.	None	30 minutes	Regional: <i>Project Development Officer I</i> Provincial: <i>Beneficiary Data Management Focal</i> Municipal: <i>Municipal Link</i>
2. Wait for the Signed Certification	2.1 Release Signed Certification for PHIC	None	5 Minutes	Region: <i>Project Development Officer I</i> Province: <i>Beneficiary Data Management Focal</i> Municipal: <i>Municipal Link</i>
	TOTAL	None	35 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email us @ promotive.fo11@dswd.gov.ph State the type of Concern in the Subject Area Address to 4Ps RPMO (Feedback or Follow up)
How feedbacks are processed	Through Emails
How to file a complaint	Complaints may be emailed for promotive.fo11@dswd.gov.ph
How complaints are processed	All emails are forwarded to 4Ps RPMO to be addressed by Technical Staff per concern.
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: complaints@arta.gov.ph

31. Request for LBP endorsement to Beneficiaries with Damage or Lost Cash Cards

For Damage or Lost Cash Cards of 4Ps Beneficiaries

Office or Division:	Promotive Service Division Pantawid Pamilyang Pilipino Program			
Classification:	G2C – Government to Client G2G - Government to Government			
Type of Transaction:	Simple			
Who may avail:	Active Beneficiaries of Pantawid Pamilyang Pilipino Program			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. 4PS Beneficiary ID or Oath of Commitment		Provincial Operations Office or Municipal Operations Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Municipal Level 1. Proceed to City /Municipal Operations Office to be accommodated and facilitated by the Municipal Roving Bookkeeper (MRB)	1.1 Verification of Status in Pantawid Pamilya Information System	None	5 Minutes	<i>Municipal Roving Bookkeeper (MRB)</i>
	1.2 Preparation of Endorsement Letter for Land Bank of the Philippines (LBP)	None	10 Minutes	<i>Municipal Roving Bookkeeper (MRB)</i>
	1.3 Facilitate Logistics of Letter going to POO for	None	1 day	<i>Municipal Roving Bookkeeper (MRB)</i>

	Approval and Signature of SWADO/PL			
2. Wait for the Signed Endorsement Letter	2.1 (Provincial Operations Office Level Endorsement Letter to LBP for Signature of SWADO/PL	None	5 minutes	SWADO / Provincial Link
	2.1.2 Facilitate Logistic of Letter Going back to Municipal Level		1 day	Admin Aide POO
	(Letter Received at Municipal Level) 2.2 Inform (via SMS/Call) Requesting Party for Releasing of Endorsement Letter	None	5 minutes	
3. Releasing of Endorsement Letter				
3.1 Received Endorsement Letter for Landbank then Proceed to LBP		None		
TOTAL		None	2 days, 25 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email us @ promotive.fo11@dswd.gov.ph State the type of Concern in the Subject Area Address to 4Ps RPMO (Feedback or Follow up)
How feedbacks are processed	Through Emails
How to file a complaint	Complaints may be emailed for promotive.fo11@dswd.gov.ph
How complaints are processed	All emails are forwarded to 4Ps RPMO to be addressed by Technical Staff per concern.
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: complaints@arta.gov.ph

32. SLP Referral Management Process

Office or Division:	Sustainable Livelihood Program – Grievance and Referral Management Unit (GRMU)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizens Government to Government Government to Business			
Who may avail:	Individuals and/or families who are indigent, vulnerable disadvantaged, who are listed in the Listahanan database or victims of natural calamities/disaster and armed conflict or are otherwise qualified after the administration of HAF, SLP Means Test, and LAF.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up SLP Profile Form – for Walk-in Clients Referrals/endorsement letter from OBSUs, NGAs, NGOs, CSOs, and other institutions		SLP Helpdesk, RPMO / Provincial Operation Office (POO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit SLP RPMO – Walk-in clients	1.1 Explain and request the client to sign or place their thumb mark on the Data Privacy Act (DPA) of 2012	None	3 Minutes	<i>Grievance - Referral Focal / PDO II</i>
	1.2 Require the client to register in the Walk-In Client's Logbook	None	2 Minutes	<i>Client and Grievance - Referral Focal / PDO II</i>
	1.3 Brief Orientation on SLP Processes	None	5 minutes	<i>Grievance - Referral Focal / PDO II</i>
	1.4 Fill-out of the SLP Profile Form	None	5 minutes	<i>Client</i>
	1.5 Request the client to fill up the Customer Feedback Form	None	3 Minutes	<i>Grievance - Referral Focal / PDO II</i>

	1.6 Issuance of SLP Walk-in Client Slip to walk-in client, Certify that client appeared at the SLP RPMO.	None	2 Minutes	<i>Grievance - Referral Focal / PDO II</i>
	1.7 Data encoding of client's profile in the SLP GRMS (Grievance and Referral Management System)	None	5 minutes	<i>Grievance - Referral Focal / PDO II</i>
	1.8 Refer/endorse to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions	None	3 days	<i>Grievance - Referral Focal / PDO II</i>
2. Referred clients from OBSUs, NGAs, NGOs, CSOs, and other institutions	2.1 Validate lacking information of the client/s as necessary	None	5 minutes	<i>Grievance - Referral Focal / PDO II</i>
	2.2 Classify the referred clients request	None	5 minutes	<i>Grievance - Referral Focal / PDO II</i>
	2.3 Refer to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions	None	3 days	<i>Grievance - Referral Focal / PDO II</i>
3. Client's inquiries and livelihood applications through email, social media,	3.1 Validate lacking information of the client/s as necessary	None	5 minutes	<i>Grievance - Referral Focal / PDO II</i>
	3.2 Classification of the request	None	5 minutes	<i>Grievance - Referral Focal / PDO II</i>

phone calls and text messages	3.3 Refer to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions	None	3 days	<i>Grievance - Referral Focal / PDO II</i>
TOTAL		None	9 days, 45 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients answer the Client Satisfaction Measurement Survey Form (CSMSF) and drop it at the drop box.
How feedbacks are processed	<ul style="list-style-type: none"> • Every Friday, all (CSMSF) will be validated and recorded by the Grievance - Referral Focal; • Feedbacks requiring actions will be discussed to the concerned Grievance - Referral Focal / PDO II and required to submit incident report three (3) days after the initial discussion; • Feedbacks will be relayed to the concerned client; • For inquiries and follow-ups, clients may contact the Grievance - Referral Focal / PDO II through landline 227-1964 or email at livelihood11@dswd.gov.ph
How to file a complaint	<ul style="list-style-type: none"> • Officer of the day will conduct initial interview to the client and the client will fill-out the Grievance Form and will be classified if it is technical or highly technical.
How complaints are processed	<ul style="list-style-type: none"> • Walk-in Client: Writing formal letter to the client through email or courier service; • From Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions: Response letter to the endorsee, briefer for the Secretary (as necessary), and writing a formal letter to the client through email or courier service; • From email, social media, phone calls and sms: Writing formal letter to the client and send through preferred mode of communication/feedback
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: complaints@arta.gov.ph

List of Offices

Office	Address	Contact Information
Policy Development and Planning Section	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	227-1964 local 448 planning.fo11@dswd.gov.ph
National Household Targeting Section	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	Grievance Officer 09124513359
Standards Section	DSWD Field Office XI R. Magsaysay Avenue, Corner D. Suazo St., Davao City	Section Head 227-1964 local 437/1148 Email: standards.fo11@dswd.gov.ph
Protective Services Division	DSWD Field Office XI R. Magsaysay Avenue, Corner D. Suazo St., Davao City	Chief, Protective Services Division 227-1964 loc. 1125
Crisis Intervention Section	DSWD Field Office XI R. Magsaysay Avenue, Corner D. Suazo St., Davao City	Section Head 227-1964 loc. 1132
Recovery and Reintegration Program for Trafficked Persons (RRTP)	Community Based Services Section DSWD Field Office XI R. Magsaysay Avenue, Corner D. Suazo St., Davao City	Section Head 227-1964 local 1124
Minors Travelling Abroad (MTA)	Community Based Services Section DSWD Field Office XI R. Magsaysay Avenue, Corner D. Suazo St., Davao City	Section Head 227-1964 local 1124
Supplementary Feeding Program (SFP)	DSWD Field Office XI R. Magsaysay Avenue, Corner D. Suazo St., Davao City	Program Head 227-1964 local 452 / 1128
Social Pension Program	DSWD Field Office XI R. Magsaysay Avenue, Corner D. Suazo St., Davao City	Program Head 227-1964 local 1135
Regional Rehabilitation Center for the Youth (RRCY)	Bago Oshiro Davao City	Center Head 293-0306
Home for the Aged	Visayan Village Tagum City	Center Head (084) 216-0738
Home for Girls and Women	Barangay Maa Davao City	Center Head 244-0576
Cash Section	DSWD Field Office XI R. Magsaysay Avenue, Corner D. Suazo St., Davao City	Section Head 227-1964 local 1102
Disaster Response and Management Division	DSWD Field Office XI R. Magsaysay Avenue, Corner D. Suazo St., Davao City	Chief, Disaster Response and Management Division 227-1964 local 446 / 1139

Field Office XI

Internal Services

1. Processing of Purchase Request

Procurement and posting of small value procurement/shopping.

Office or Division:	Administrative Division			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All DSWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request		All concerned offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide Approved Purchase Request duly signed from Bids & Awards Committee Secretariat (BAC SEC), Budget Unit, Requesting Party and Approved by the Regional Director.	1. Focal person post to Philippine Government Electronic Procurement System (PHILGEPS) Purchase Request amounting to PHP 50,000.00- PHP 1,000,000	None	3 Days	<i>PHILGEPS</i> Focal Procurement Section
	1.1. Approved PR will be canvassed	None	2 days	Canvasser Procurement Section
	1.2. BAC Members will open Request For Quotations. BAC Chairman or Vice-Chairman must be available on the date of OPENING in addition of two (3) or more BAC members to be facilitated by BAC SEC.	None	1 day	<i>BAC Chairman</i> Bids and Awards Committee
	1.3. Create Abstract of Quotations	None	1 day	<i>BAC Chairman</i>

				Bids and Awards Committee
	TOTAL	None	7 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Provide Client Satisfaction Measurement Survey Form (CSMSF) at the designated drop box at the Procurement Unit.
How feedbacks are processed	Consolidate (CSMSF) every Friday and compiles all feedback submitted. Consolidated feedback are forwarded to Procurement Unit Head for evaluation.
How to file a complaint	Complaints go directly to Procurement Unit Head for immediate action.
How complaints are processed	After complaints are evaluated by Procurement Unit, The responsible person in Procurement Unit will take action within the day.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

2. Approval of Requisition and Issue Slip (RIS) and Issuance of Requested Properties

The RIS shall be used by the Requisitioning Division/Office to request supplies/goods/equipment/property carried in stock and by the Supply and/or Property Division/Unit to issue the items requested.

Office or Division:	Administrative Division – Property, Supply and Asset Management Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All DSWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Requisition and Issue Slip		All concerned offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out RIS form completely, bearing the signatures of authorized signatories.				<i>Requesting Section/Unit/Division</i>

2. Forward RIS to Property, Supply, Asset and Management Section	2. Receive the submitted RIS Form	None	10 minutes	<i>Property Staff - PSAMS</i>
	2.1 Check availability of requested items	None	2 hours	<i>Property Storekeeper - PSAMS</i>
	2.2. Forward RIS Form to the Property, Supply, Asset and Management Section Head for approval.	None	1 hour	<i>Section Head – PSAMS</i>
	2.3 Return approved RIS to requestor	None	2 minutes	<i>Property Staff – PSAMS</i>
3. Receive the item requested	3. Release items to requestor	None	1 day	<i>Property Storekeeper - PSAMS</i>
TOTAL		None	1 day, 3 hours, 12 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Provide Client Satisfaction Survey Form at the designated drop box at the Property Supply and Asset Management Section
How feedbacks are processed	Consolidate feedback forms every Friday and compiles all feedback submitted. Feedback forms are forwarded to Property Supply and Asset Management Section Head for evaluation
How to file a complaint	Complaints go directly to Property Supply and Asset Management Section Head for immediate action
How complaints are processed	After complaints are evaluated by Property Section, the responsible person in Property Supply and Asset management Section will take action within the day.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

3. Funding of Purchase Requests

This refers to allocating funds to the Purchase Requests submitted by the different Divisions, Units, Centers or Programs for conduct of various activities or purchase of goods or services for the delivery and implementation of the Programs, Activities and Projects (PAPs) of the Department.

Office or Division:	Financial Management Division – Budget Unit			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request (2 copies)		Requesting Party		
2. Approved Project/Activity Proposal (1 copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Request with complete supporting documentary requirements.	1. Receive the Purchase Request from the requesting Division/Unit/ Center or Program.	None	2 minutes per Purchase Request	Support Staff FMD-Budget Unit
	1.1 Check the accuracy and completeness of the Purchase Request.	None	2 minutes per Purchase Request	Support Staff FMD-Budget Unit
	1.2 If complete, record the details of the Purchase Request in the logbook and forward to the assigned fund controller.	None	5 minutes per Purchase Request	Support Staff FMD-Budget Unit
	1.3 If incomplete, return the Purchase Request to the requesting Division/ Unit/ Center or Program to comply the lacking requirement.	None	3 minutes per Purchase Request	Support Staff FMD-Budget Unit

	2. Check the availability of the allotment for the Purchase Request.	None	2 minutes per Purchase Request	<i>Fund Controller</i> FMD-Budget Unit
	2.1 If allotment is available, record in the registry the details of the Purchase Request.	None	3 minutes per Purchase Request	<i>Fund Controller</i> FMD-Budget Unit
	2.2 If allotment is not available, the Purchase Request will be safe keep by the assigned fund controller and inform the requesting office/ unit for the unavailability of funds and facilitate in contacting the Bureau concerned for the downloading of funds.	None	3 minutes per Purchase Request	<i>Fund Controller</i> FMD-Budget Unit
	2.3 Stamp "Funds Available" in the Purchase Request and write the details of the funding as to P/P/A, object code and amount funded.	None	3 minutes per Purchase Request	<i>Fund Controller</i> FMD-Budget Unit
	2.4 Forward the funded Purchase Request to the Certifying authorities for review and approval.	None	2 minutes per Purchase Request	<i>Fund Controller</i> FMD-Budget Unit

	2.5 Review and approve the Purchase Request and forward to Budget staff assigned for outgoing of documents.	None	5 minutes per Purchase Request	<i>Budget Unit Head</i> (Regular Programs) or <i>Financial Analyst III</i> (Special Programs) FMD-Budget Unit
	2.6 Record the funded Purchase Request in the logbook for outgoing documents and forward to Procurement Unit or Centers for endorsement.	None	5 minutes per Purchase Request	<i>Support Staff</i> FMD-Budget Unit
Total		None	35 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Provide Client Satisfaction Measurement Survey Form (CSMSF) at the designated drop box located in the Budget Unit.
How feedbacks are processed	Consolidate CSMS forms every Friday and compiles all feedback submitted. Consolidated results are forwarded to the Financial Management Division (FMD) Budget Unit for discussion and evaluation.
How to file a complaint	Complaints may be filed and addressed to FMD Budget Unit Head or FMD Division Chief for immediate action.
How complaints are processed	After complaints are evaluated by Budget Unit, the responsible person in Budget Unit will take action within the day.
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) ARTA: complaints@arta.gov.ph ; PCC: 8888

4. Funding and Processing of Obligation Request and Status

This refers to allocating funds to the Obligation Request and Status (ORS) submitted by the different Offices, Units, Centers or Programs for payment and checking the completeness and veracity of the supporting documents attached.

Office or Division:	Financial Management Division – Budget Unit	
Classification:	Simple	
Type of Transaction:	Government to Government	
Who may avail:	DSWD Officials and Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Cash Advance for Salaries/Payroll		
1. Obligation Request and Status (3 copies)	Requesting Party	
2. Disbursement Voucher (4 copies)	Requesting Party	
3. Duly notarized contracts (Initial Payment) (1 copy per employee)	Human Resource Management and Development Division	
4. Approved Payroll or List of Payees indicating the breakdown of their salary (1 copy)	Human Resource Management and Development Division	
5. Daily Time Record (DTR) duly approved by the Supervisor (1 original copy)	Human Resource Management and Development Division	
6. Office Order to Cash Advance/SDO (1 copy)	Human Resource Management and Development Division	
7. Schedule Release of Salaries/ Schedule of Pay-out conformed noted by Program focal and duly conformed by the SDO (1 copy)	Requesting Party	
B. Cash Advance for Operating Expenses		
1. Obligation Request and Status (3 copies)	Requesting Party	
2. Disbursement Voucher (4 copies)	Requesting Party	
3. Funded Purchase Request/s (1 copy)	Requesting Party	
4. Office Order to Cash Advance/SDO (1 copy)	Human Resource Management and Development Division	
5. Schedule of Activity or Implementation Date (1 copy)	Requesting Party	
C. Cash Advance for Payment of Grants/Subsidies		
1. Obligation Request and Status (3 copies)	Requesting Party	
2. Disbursement Voucher (4 copies)	Requesting Party	
3. Office Order to Cash Advance/SDO (1 copy)	Human Resource Management and Development Division	
4. Schedule of Pay-out (1 copy)	Requesting Party	

5. Certificate of Eligibility for the grants/subsidies including Social Pension, Cash for Work under CCAM and other similar programs (1 copy)	Requesting Party
D. Cash Advance for Traveling Expenses	
1. Obligation Request and Status (2 copies)	Requesting Party
2. Disbursement Voucher (2 copies)	Requesting Party
3. Appendix A Itinerary of Travel approved by the Head of Office (1 copy)	Requesting Party
4. Travel Order/ Office Order (1 copy)	Human Resource Management and Development Division
5. Memorandum of the Activity (1 copy)	Requesting Party
E. Payment for Procurement of Goods or Services	
1. Obligation Request and Status (3 copies)	Requesting Party
2. Disbursement Voucher (4 copies)	Requesting Party
3. Statement of Account/Billing (1 copy)	Supplier/ Service Provider
4. Certificate of Acceptance for Services (1 copy)	Requesting Party
5. Inspection and Acceptance Report for Goods (1 copy)	Administrative Division
6. Purchase Order/Contract (1 copy)	Administrative Division
7. Attendance Sheet for Catering (1 copy)	Requesting Party
8. Justification for excess in amount or services duly approved by the concerned Division Chief (1 copy)	Requesting Party
9. Abstract of Bids (1 copy)	Administrative Division
10. Canvass/Quotations (1 copy per service provider)	Administrative Division
11. Incident Report for repairs (1 copy)	Requesting Party
12. Purchase Request (1 copy)	Requesting Party
13. Project Proposal (HGDG Compliant) (1 copy)	Requesting Party
14. Delivery Receipt (1 copy)	Creditor/Service Provider
15. Distribution List (1 copy)	Requesting Party
F. Reimbursement of Traveling Expenses	
1. Obligation Request and Status (3 copies)	Requesting Party
2. Disbursement Voucher (4 copies)	Requesting Party
3. General Payroll (maximum of 10 persons per payroll) (2 copies)	Requesting Party
4. Appendix A and B (printed back to back) (1 copy)	Requesting Party

5. Travel Order/Special Order (1 copy per T.O. or S.O.)		Human Resource Management and Development Office		
6. Certificate of Appearance (1 copy per area visit)		Requesting Party		
7. Refund Official Receipt (1 copy)		Requesting Party		
8. Certificate of Expenses Not Requiring Receipts for expenses PHP 300.00 and below EXCEPT payment of fares in public utility vehicles issuing receipts such as bus, vessel/ship, taxi, etc. (AO 13, s. 2019) ; RERs for expenses above P300.00 (1 copy)		Requesting Party		
9. MPOR for Field Workers (1 copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit ORS and Disbursement Voucher (DV) with complete supporting documents.	1. Receive the ORS with Disbursement Voucher from the requesting Office/ Unit/ Center or Program and checks the completeness of the claim.	None	2 minutes per ORS	Support Staff FMD-Budget Unit
	1.1 If complete, stamp "Receive" in the financial claim indicating the date, time and who receives the document, records the details in the database and forwards it to the fund controller of the program.	None	4 minutes per ORS	Support Staff FMD-Budget Unit
	1.2 If incomplete, the financial claim will be returned to the	None	4 minutes per ORS	Support Staff FMD-Budget Unit

	requesting Office/ Unit/ Center or Program to comply the lacking document/s.			
	2. Examine the appropriateness of the financial transaction and checks the availability of the allotment.	None	5 minutes per ORS	<i>Fund Controller FMD-Budget Unit</i>
	3. Forward the document to the Budget staff in-charge in assigning the series of ORS number and records it in the Centralized Registry Control.	None	5 minutes per ORS	<i>Fund Controller FMD-Budget Unit</i>
	4. Return the disbursement voucher to the fund controller with assigned ORS number for further processing of the claim.	None	3 minutes	<i>Administrative Assistant II FMD-Budget Unit</i>
	5. Process and record the details of the ORS in the Registry of Allotment, Obligation and Disbursement (RAOD) and initials in the ORS copies.	None	5 minutes per ORS	<i>Fund Controller FMD-Budget Unit</i>
	6. Forward the funded ORS to the Certifying Authorities for	None	2 minutes per ORS	<i>Fund Controller FMD-Budget Unit</i>

	review and approval.			
	7. Review and approve the ORS and forward the document to the staff assigned.	None	5 minutes per ORS	<i>Budget Unit Head</i> (Regular Programs) or <i>Financial Analyst III</i> (Special Programs) FMD-Budget Unit
	8. Record the funded ORS in the logbook for outgoing documents and forwards it to the Accounting Unit.	None	5 minutes per ORS	<i>Support Staff</i> FMD-Budget Unit
TOTAL		None	40 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Provide Client Satisfaction Measurement Survey Form (CSMSF) at the designated drop box located in the Budget Unit.
How feedbacks are processed	Consolidate CSMS forms every Friday and compiles all feedback submitted. Consolidated reports are forwarded to the Financial Management Division (FMD) Budget Unit for discussion and evaluation.
How to file a complaint	Complaints may be filed and addressed to FMD Budget Unit Head of FMD Division Chief for immediate action.
How complaints are processed	After complaints are evaluated by Budget Unit, the responsible person in Budget Unit will take action within the day.
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) ARTA: complaints@arta.gov.ph ; PCC: 8888

5. Technical Assistance Request

This refers to the process wherein staff can follow in times when technical assistance is needed from the Policy Development and Planning Section. Technical assistance such as but not limited to research, planning and policy review may be extended upon request.

Office or Division:	Policy and Plans Division – Policy Development and Planning (PDPS) Section
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	DSWD FO XI Staff
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form	Policy Development and Planning Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out PDPS TA Request Form	1. PDPS receives the request and record it on logbook	None	2 minutes	<i>Administrative Assistant</i> Policy Development and Planning Section
	1.1. Request is forwarded to the responsible PDPS staff	None	1 hour	<i>Administrative Assistant</i> Policy Development and Planning Section
2. Provide information on the needed TA	2. PDPS staff shall set schedule and mode of TA in congruent to the concerned staff preference	None	1 day	<i>Planning Officer</i> Policy Development and Planning Section
3. Wait for the service to be completed	3. PDPS staff provides technical assistance / support service as requested by the concerned staff	None	1 day	<i>Planning Officer</i> Policy Development and Planning Section
TOTAL		None	2 days, 1 hour, 2 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Kindly accomplish the Client Satisfaction Measurement Survey Form to be provided by the PDPS Telephone: 227-1964 local 448 E-mail: planning.fo11@dswd.gov.ph
How feedbacks are processed	Through the Google Survey Form, all feedbacks are easily generated and consolidated in quarterly basis. PDPS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	Requesting party may submit an complain letter for requests that have been denied addressed to the PPD Chief
How complaints are processed	Complaint letter received by the PPD shall be responded accordingly.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565

6. Processing of ICT Service Request

The Information and Communications Technology Management is responsible for receiving requests for technical assistance and support services to the various units of the Field Office in the regular operations. This process covers requests for services on network, software, hardware and other IT-related concerns.

Office or Division:	Policy and Plans Division – ICTM Section		
Classification:	Simple		
Type of Transaction:	Government to Government		
Who may avail:	Any DSWD FOXI Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. IT Service Request Form		ICTM Section	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit IT Service Request Form	1. Receive the filled-out IT Service Request Form and check for completeness	None	3 Minutes	<i>Administrative Assistant</i>

				ICT Management Section
2. Feed details about the request	2. Ask specific information regarding the request	None	5 minutes	Computer Maintenance Technologist ICT Management Section
	2.1 Inspect and diagnose the problem	None	30 Minutes	Computer Maintenance Technologist ICT Management Section
3. Wait for the schedule of TA (Technical Assistance)	3. Set schedule	None	5 minutes	Administrative Assistant ICT Management Section
	3.1 Prepare outslip (only applicable for Center Clients)	None	10 minutes	Administrative Assistant ICT Management Section
	3.2 Prepare travel order/ special order and vehicle trip request (only applicable for Center, Provincial and Satellite Office Clients)	None	30 minutes	Administrative Assistant ICT Management Section
	3.3 Wait for vehicle trip request feedback (only applicable for Center, Provincial and Satellite Office Clients)	None	30 minutes	Administrative Assistant ICT Management Section
	3.4 Inform client the TA (Technical Assistance) schedule	None	2 minutes	Administrative Assistant ICT Management Section

4. Wait for the completion of TA (Technical Assistance)	4. For software concerns: Format/ install/ configure application/ system programs and/or provide technical assistance on the use of the application	None	4 Hours	Information System Analyst ICT Management Section
	4.1 For network concerns: Restore network connection, configure network properties, share devices, perform cabling and apply network restriction or revoke network access	None	1 hour	Information Technology Officer ICT Management Section
	4.2 For hardware concerns: Reformat, backup files, reinstall drivers, replace parts depending on the availability)	None	2 days	Computer Maintenance Technologist ICT Management Section
	4.3 For unserviceable components: Inform the client and recommend to return the item to property	None	30 Minutes	Computer Maintenance Technologist ICT Management Section
TOTAL		None	2 Days, 7 Hours, 25 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Kindly accomplish the <i>Client Satisfaction Measurement Survey Form</i> below the IT Request Form and submit to ICTMS Telephone: 227-1964 local 436 / 1146 E-mail: icts.fo11@dswd.gov.ph
How feedbacks are processed	Through the Google Survey Form, all feedbacks are easily generated and consolidated in quarterly basis. ICTMS together with PPD will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution

How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to the PPD Chief
How complaints are processed	Complaint letter received by the PPD Chief shall be forwarded to ICTMS Reply letter shall be sent to the complainant.
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: complaints@arta.gov.ph 1-ARTA (2782)

7. Data Sharing – Statistical Figure

Generation of anonymized and/or numerical data as requested by the client.

Office or Division:	National Household Targeting Section			
Classification:	Complex			
Type of Transaction	Government to Government			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request stating the purpose and data requirements		Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party shall send a letter of request addressed to the Regional Director	1.1 Record Section receives and records the request. The request letter is forwarded to the Data Protection Officer (DPO)	None	10 minutes	<i>Administrative Assistant</i> Records Section
	1.2 The DPO reviews and recommends for the Regional Director.	None	1 hour	<i>Data Protection Officer</i> Field Office
	1.3 The Regional Director receives and approves/disapproves the request.	None	1 hour	<i>Regional Director</i> Field Office

	1.3.1 The request letter is forwarded to the NHTS – Operations Unit.			
	1.4 The NHTS – Operations Unit shall record the request letter.	None	5 minutes	<i>Administrative Assistant NHTS – Operations Unit,</i>
	1.5 The NHTS – Operations Unit shall process the ff: a. If approved, the Regional Field Coordinator (RFC) shall review the request: a.1. If unclear, the RFC shall contact the client and request for clarification, and may provide recommendation to the client a.2. If clear, the request shall be forwarded to the Regional Associate Statistician for data generation. b. If disapproved, the Compliance Officer for Privacy (COP) shall craft and forward a Letter of Denial of Request to the client.	None	4 hours	<i>Regional Field Coordinator or Compliance Officer for Privacy NHTS – Operations Unit</i>
	1.6 The Regional Associate Statistician shall	None	1 day	<i>Regional Associate Statistician</i>

	<p>generate the requested data from the available Listahanan database.</p> <p>The data result shall be forwarded to the Regional Field Coordinator for review (RFC).</p>			NHTS – Operations Unit,
	<p>1.7 The RFC shall review the generated data: a. If accurate & complete, the RFC shall compose a Data Release Form (DRF) with the data result.</p> <p>The following shall be submitted to the Chief of Policy and Plans Division for endorsement to the Regional Director</p> <p>a. If incomplete/ invalid, the generated data shall be returned to the RAS for revision</p>	None	4 hours	<i>Regional Field Coordinator</i> NHTS – Operations Unit,
	<p>1.7 The Chief of PPD shall endorse the DRF and data result to the Regional Director for approval of release</p>	None	15 minutes	<i>Division Chief</i> Policy and Plans Division
	<p>1.8 The Regional Director shall approve/ disapprove the</p>	None	1 hour	<i>Regional Director</i> Field Office

	release of DRF and data result: a. If approved, the DRF shall be signed by the RD; The DRF and data result is forwarded to the NHTS – Operations Division b. If disapproved, the data result shall be returned to the NHTS – Operations Unit for revision			
2. Receive the data request	2.1 The NHTS – Operations Unit shall contact the client for the schedule of release, and facilitate the release of approved data to the client	None	1 day and 15 minutes	<i>Administrative Assistant</i> NHTS – Operations Unit
TOTAL		None	3 days, 3 hours, 45 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Kindly accomplish the <i>Client Satisfaction Survey</i>
How feedbacks are processed	Through the Google Survey Form, all feedbacks are easily generated and consolidated in quarterly basis. Listahanan together with PPD will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to the PPD Chief

How complaints are processed	Complaint letter received by the PPD shall be forwarded to Listahanan Reply letter shall be sent to the complainant.
Contact Information	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565

8. Application for Leave

This process starts from receiving duly accomplished application for leave from various divisions/sections/units/centers/program management offices, to processing of the approval of leave applications.

Office or Division:	Human Resource Management and Development Division (HRMDD) - HR Personnel Administration Section (HRPAS)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	DSWD personnel (Permanent, Contractual, Casual, and COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Application Forms		Administrative Assistant designated as in-charge per Division/Section/Program; HRPAS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Leave Application Form	1. Leave Admin Officer receives the forms submitted by Admin Assistants in-charge or by the personnel concerned	None	1 day	Leave Admin Officer HRMDD-HRPAS
	1.1 Leave Admin Officer checks the completeness of forms details and signatories			
	1.2 Leave Admin Officer checks the leave credit balances	None	1 day	Leave Admin Officer; Section Head HRMDD-HRPAS

	1.3 Leave Admin Officer inputs Certification of Leave Credits duly signed by HRPAS Head			
	1.4 Leave Admin Officer submits duly signed forms for approval of RD/ARD	None	1 day	Leave Admin Officer HRMDD-HRPAS
TOTAL		None	3 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Kindly accomplish the “HRMDDCares: Customer Feedback Online Form” (b.link/hrmdd); or the Client Satisfaction Measurement Survey Form at the Public Assistance and Complaints Desk
How feedbacks are processed	Feedbacks are automatically generated and consolidated in a periodic basis. The HRMDD shall come up with an evaluation and action plan corresponding to the feedbacks gathered.
How to file a complaint	Concerned party may submit a complaint letter to the HRMDD office; or through email at hr.fo11@dswd.gov.ph
How complaints are processed	Complaints shall be forwarded to the concerned section/staff for appropriate action. Responses shall be provided within 3-7 working days depending on the nature of the complaint. Actions shall be acted upon accordingly.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565

9. Request for Certificate of Employment

This process starts from receiving duly accomplished request form or request letter, to issuance and endorsement of abovementioned certification.

Office or Division:	Human Resource Management and Development Division (HRMDD) - HR Planning and Performance Management Section (HRPPMS)
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	DSWD personnel (Permanent, Contractual, Casual, and COS)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

Request Form / Request Letter		HRPAS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form / Request Letter	1. Issuing Officer receives the request form / request letter submitted by the personnel concerned	None	15 minutes	<i>Issuing Officer</i> HRMDD-HRPAS
	1.1 Issuing Officer reviews the correctness of the details provided (position, status, employment period, compensation received, and other-related information as may be requested).	None	1 day	<i>Issuing Officer</i> HRMDD-HRPAS
	1.2 Issuing Officer prepares the certification for approval of HRMDD Chief / HRPAS Head			
	1.3 HRMDD Chief / HRPAS Head approves the certification			<i>Division Chief</i> HRMDD/ Head HRPAS
2. Receive Certificate of Employment	2. Issuing Officer endorses duly approved certification to the requesting party	None	15 minutes	<i>Issuing Officer</i> HRMDD-HRPAS
TOTAL		None	1 day, 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Kindly accomplish the “HRMDDCares: Customer Feedback Online Form” (b.link/hrmdd); or the Client Satisfaction Measurement Survey Form at the Public Assistance and Complaints Desk
How feedbacks are processed	Feedbacks are automatically generated and consolidated in a periodic basis. The HRMDD shall

	come up with an evaluation and action plan corresponding to the feedbacks gathered.
How to file a complaint	Concerned party may submit a complaint letter to the HRMDD office; or through email at hr.fo11@dswd.gov.ph
How complaints are processed	Complaints shall be forwarded to the concerned section/staff for appropriate action. Responses shall be provided within 3-7 working days depending on the nature of the complaint. Actions shall be acted upon accordingly.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565

10. Request for Certificate of Performance Rating

This process starts from receiving duly accomplished request form or request letter, to issuance and endorsement of abovementioned certification.

Office or Division:	Human Resource Management and Development Division (HRMDD) - HR Planning and Performance Management Section (HRPPMS)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	DSWD personnel (Permanent, Contractual, Casual, and COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client / Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form / Request Letter	1. Issuing Officer receives the request form / request letter submitted by the personnel concerned	None	15 minutes	<i>Issuing Officer</i> HRMDD-HRPPMS
	1.1 Issuing Officer checks and reviews performance records (numerical and adjectival ratings) as per IPCRs, and other-related information as may be requested.	None	1 day	<i>Issuing Officer</i> HRMDD-HRPPMS

	1.2 Issuing Officer prepares the certification for approval of HRMDD Chief / HRPPMS Head			
	1.3 HRMDD Chief / HRPPMS Head approves the certification			<i>Division Chief HRMDD / Head HRPPMS</i>
2. Receive Certificate of Performance Rating	2. Issuing Officer endorses the duly-approved certification to the requesting party	None	15 minutes	HRMDD-HRPPMS <i>Client / Staff</i>
TOTAL		None	1 day, 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Kindly accomplish the “HRMDDCares: Customer Feedback Online Form” (b.link/hrmdd); or the Client Satisfaction Measurement Survey Form at the Public Assistance and Complaints Desk
How feedbacks are processed	Feedbacks are automatically generated and consolidated in a periodic basis. The HRMDD shall come up with an evaluation and action plan corresponding to the feedbacks gathered.
How to file a complaint	Concerned party may submit a complaint letter to the HRMDD office; or through email at hr.fo11@dswd.gov.ph
How complaints are processed	Complaints shall be forwarded to the concerned section/staff for appropriate action. Responses shall be provided within 3-7 working days depending on the nature of the complaint. Actions shall be acted upon accordingly.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565

List of Offices

Office	Address	Contact Information
Office of the Regional Director	DSWD Field Office XI R. Magsaysay Avenue, Corner D. Suazo St., Davao City	(082) 227-1964 local 1107 or 1109
Procurement Section	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	supply.fo11@e-dswd.net Bacsec.dswdfoxi@gmail.com (082) 227-1964 loc 417/1117
Property, Supply and Asset Management Section	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	property.fo11@dswd.gov.ph (082) 227-1964 loc 1115
Budget Section	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	(082) 227-1964 local 412 or budget.fo11@dswd.gov.ph
Policy Development and Planning Section	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	227-1964 local 448 planning.fo11@dswd.gov.ph
Information Communication Technology Management Section	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	227-1964 local 436 / 1146 icts.fo11@dswd.gov.ph
National Household Targeting Section	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	09124513359
HR Personnel Administration Section	DSWD Field Office XI, R. Magsaysay Avenue, cor. D. Suazo St., Davao City	(082) 227-1964 local 1100