



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER
2021 (3rd 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.

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External Services

Disaster Response Management Division (DRMD)

External Services

1. 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:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Students, Researchers, Non-Government Organizations, Local Government Units, Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of 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	1.1 Review and assess request for information	None	15 minutes	<i>DROMIC Technical staff</i>
2. Wait for the feedback from DROMIC	2.1 If the data is not available, the DROMIC Technical Staff shall coordinate with the concerned division to submit the required data	None	1 day	<i>DROMIC Technical staff</i>

	2.2 If the data is available, the DROMIC Technical Staff shall process the request, generate the required data, and prepare the reply letter to be reviewed by DC and endorse for signature of the Regional Director.	None	1 hour	<i>DROMIC Technical staff</i>
	3. Processing of the request and generation of data	None	1 hour	<i>DROMIC Technical Staff</i>
	4. Provision of feedback to the requesting client	None	1 hour	<i>DROMIC Technical Staff</i>
TOTAL		None	1 day, 3 hours, 15 minutes	

2. 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:	G2C – 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. Present the items for donation and witness the inspection of items for donation	1.1 Inspection of Items 1.1.1 The Property and Supply Section personnel shall conduct inspection of	None	15 minutes	<i>Property and Supply Section Personnel</i>

	donations prior to its acceptance.			
	1.1.2 The Property and Supply Section personnel shall ensure that the items are safe for use of the beneficiaries.			
	1.1.3 The expiry date of food items must be at least one year before consumption.			
	1.1.4 Determine whether the items should be accepted.	None	10 minutes	<i>Property and Supply Section Personnel</i>
	1.1.4.1 If the items are not safe for use or if food items are expired, reject the items.			
	1.1.4.2 Used clothing shall not be accepted.			
	1.1.4.3 If items did not pass the requirement, reject the donated items.			
	1.2. Acceptance of Donation	None	5 minutes	<i>Property and Supply Section or Warehouse Personnel</i>
	1.2.1 The Property and Supply Section or warehouse personnel shall record each type of			

	items and the number of packages.			
	1.2.2 Issue the donor an Acknowledgment Receipt for In-Kind Donations			
TOTAL		NONE	30 minutes	

3. Processing of Relief Augmentation Request

The Department provides augmentation to the LGUs during disaster operations. The Department, in providing augmentation, ensures that management and mobilization of resources, food and non-food items and funds are done in an effective, efficient and coordinated manner. It also provides a system of receiving, recording, approving and determining the requirements for resource augmentation to the Local Government Units (LGUs) in response to the needs of the families affected by disasters or calamities.

Office or Division:	Disaster Response and Management Division		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Local Government Units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<p>1. One (1) request letter duly signed by the Local Chief Executive indicating the following:</p> <ul style="list-style-type: none"> a. Brief description of the incident; b. Number of Food and Non-food Items requested; c. Complete contact details of the person/entity requesting for the information. <p>Attachments:</p> <p>1. One (1) original copy of Situational Report/Assessment Report/Disaster Incident Report indicating the following:</p> <ul style="list-style-type: none"> a. Barangays affected; b. Number of families affected; c. Number of evacuation centers, location and individuals staying therein; 		<p>Local Government Units</p>	

d. Number of displaced individuals outside evacuation centers; e. No of damaged houses; f. Interventions taken by the LGU				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with complete supporting documents * in person *via email	1.1 Receive the request and log the documents, and route the LGU request to DRMD Chief	None	5 minutes	<i>DRMD Administrative Staff</i>
	1.2. Review the request and endorses to DRRS Head	None	10 minutes	<i>DRMD Chief</i>
	1.3. Review, validate and assess the request by the concerned Section Head through the LDRRMC of requesting LGUs or through review of the following reports, if available: a. latest DROMIC Report b. RDANA Report c. DSWD Predictive Analytics	None	2 hours	<i>Head DRRS</i>
	1.4. Coordinate with the RROS Head/Staff on the availability of FNI Resources for augmentation to LGUs, and to	None	30 minutes	<i>Head/Staff DRRS</i>

	determine other logistics requirements			
	1.5. Request for Augmentation of FNI Resources from OUSDRMG (if FNIs are not available)	None	30 minutes	<i>Head RROS</i>
	1.6. Prepare documentary requirements for release of FNIs to LGUs	None	1 hour	<i>Head DRRS/RROS</i>
	1.7. Review all documents; provide documentation initial pertinent documents	None	1 hour	<i>Chief DRMD</i>
	1.8. Review all documents and provide recommendations. RIS/IF for signature the ARDO and initial on other pertinent documents	None	1 hour	<i>Assistant Regional Director for Operations (ARDO)</i>
	1.9. Review all documents for approval/disapproval	None	1 hour	<i>Regional Director (RD)</i>
	1.10. Send Response Letter to LGUs through DRMD Admin Staff and forward RIS/IF, Assessment Report, LGU Request Letter to RROS Head / Staff for release of goods	None	1 hour	<i>Chief DRMD</i>
	1.11. Coordinate with concerned LGUs for	None	2 hours	<i>Head DRRS & RROS Staff DRRS</i>

	release of goods thru delivery or hauling			
	1.12. Report on the release of FNIs	None	1 hour	<i>RROS/DRMD Staff</i>
TOTAL		NONE	1 day, 3 hours, 15 minutes	

4. 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:	G2G – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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
<i>Phone Registration</i>				
1. Call DSWD-DRMD Office for any volunteer activity schedules	1.1 Answer phone call	None	1 minute	<i>Staff DRMD</i>
2. Ask for available schedule	2.1 Provide schedule for any volunteer activity schedules	None	2 minutes	<i>Staff DRMD</i>
3. Provide details for volunteer work, such as: a. Name b. No. of participating volunteers c. Date and	3.1 Receive and record the details provided	None	5 minutes	<i>Staff DRMD</i>

time of volunteering				
4. End call and wait for activity schedule	4.1 Update volunteer schedule monitoring	None	5 minutes	Staff DRMD
Deployment				
1. Proceed to RROC Warehouse at Bago Oshiro, Tugbok, Davao City	1.1 Receive and accommodate volunteers	None	30 minutes	Staff RROC
2. Present valid IDs and fill up daily log	2.1 Check valid IDs presented and ensure that all data are properly filled in the form	None	2 minutes	Security Guard RROC Entrance Gate
3. Submit to RROC's security protocol (bag inspection and body frisking)	3.1 Inspect incoming volunteers individually	None	2 minutes	Security Guard RROC
4. Enter the RROC premises	4.1 Guide the volunteers	None	3 minutes	Staff RROC
5. Attend Orientation and receive volunteer ID	5.1 Orient volunteers	None	20 minutes	Staff RROC
6. Proceed to the area for the volunteer activity	6.1 Lead and assist volunteers to the assigned area	None	3 minutes	Staff RROC
7. After volunteer work, return ID, log out and submit again to security protocol	7.1 Receive the returned volunteer ID and return the volunteer's valid ID	None	2 minutes	Security Guard RROC
Total for phone registration		None	13 minutes	
Total for deployment		None	1 hour, 2 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	CCB: 0908-881-6565 (SMS)
	Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines
	Email: email@contactcenterngbayan.gov.ph
	Facebook: https://facebook.com/civilservicegovph/
	Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888
	ARTA: complaints@arta.gov.ph

**Financial Management Division (FMD)
Accounting Section
External Services**

1. Processing of BIR Form 2322 (Certificate of Donation)

Refers to the process of the request of Certificate of Donation as substantiation requirement for donors claiming charitable contributions as deductions from gross income pursuant to Bureau of Internal Revenue Memorandum Circular No. 86-2014 dated December 5, 2014.

Office or Division:	DSWD Field Office XI- Accounting Section			
Classification:	Complex to Highly Technical			
Type of Transaction:	G2C – Government to Citizens			
Who may avail of:	Person or organization to whom a donation originates			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. One (1) Duly Accomplished Request Form <i>(Electronic or hard copy)</i>	DSWD website https://www.dswd.gov.ph/about-us-2/citizens-charter/ (form is located under General Administration and Support Services Group, select Request Form of Certificate of Donation) Accounting Section Office DSWD Field Office XI Corner Suazo St., R. Magsaysay Avenue Davao City			
2. Original copy of Notarized Deed of Donation	Donee			
3. Original copy of Official Receipt for Cash Donation	DSWD Field Office XI Cash Section			
4. Original copy of Acknowledgment Receipt and Delivery Receipt for Donations in Kind	DSWD Field Office XI Property, Supply, and Asset Management Section			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and requirements thru the DSWD Website or visit Field Office XI thru the Accounting Office.	1. Provide and explain to client the application form and checklist of requirements	None	5 minutes	<i>Accounting Staff</i>

2. Submit/file application and supporting documents.				
2.1 For Walk-in applicant organization, proceed to the Accounting Office located at 3F Amethyst Building, DSWD Field Office XI, Davao City.	2.1.1 Receive the documentary requirements and review whether the documents are complete.	None	5 minutes	<i>Accounting Staff</i>
2.2 For electronic submissions, send to Accounting Office email address (accounting.fo11@dswd.gov.ph)	2.2.1 Acknowledge the email and review the received documents as to completeness. Request for the Original Copy of the requirements and must be presented upon claiming. <i>For applications with incomplete documents, return all documents submitted accompanied by a checklist of requirements and provide technical assistance for Applicant's compliance.</i>	None	6 minutes	<i>Accounting Staff</i>
	2.3 Log the receipt and record the details of	None	Email: 1 hour	<i>Accounting Staff</i>

	<p>donation and indicate the schedule of release of BIR Form 2322: Certificate of Donation into the Document Tracking System (DTS).</p> <p>Provide the applicant with a claim stub for Certificate of Donation and reference number for easy tracking and reference.</p>		Walk-in: 10 minutes	
3. Wait for the request to be processed	<p>3.1 The Accounting Staff shall review the supporting documents and prepare the BIR Form 2322: Certificate of Donation. The Accounting Staff shall download the BIR Form No. 2322 at https://www.bir.gov.ph/index.php/bir-forms/certificates/html</p>	None	6 hours	<i>Accounting Staff</i>
	<p>3.2 The Head of Accounting Office shall review the BIR Form 2322: Certificate of Donation</p>	None	4 hours	<i>Regional Accountant</i>
	<p>3.3 The FMD Chief shall affix his/her initials on the Certificate of Donation before the signing of the Head of the Agency or by an authorized</p>	None	4 hours	<i>Division Chief Financial Management Division</i>

	representative of the donee organization.			
	<p>3.4 The Head of the Agency or the authorized representative shall sign the Certificate of Donation.</p> <p>Regional Director shall approve the Confirmation Report and Certificate of Accreditation.</p>	None	5 working days	<i>Regional Director</i>
	<p>3.5 The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release shall be issued to the requesting party/ies.</p>	None	10 minutes	<i>Accounting Staff</i>
<p>4. Present claim stub and affix signature on the logbook</p> <p>For electronic submission, submit the original copies of the scanned documents submitted firsthand</p>	<p>4. Release the Certificate of Donation and sign in the logbook for the acknowledgment of BIR Form 2322. The requesting party/ies shall present the claim stub upon release of the Certificate of Donation.</p>	None	2 minutes	<i>Accounting Staff</i>
<p>5. Fill-out Customer Feedback Form</p>	<p>5. The Accounting staff shall provide the customer feedback to the requesting party for the service provided</p>	None	2 minutes	<i>Accounting Staff</i>
Total for Email		NONE	6 working days,	

		7 hours, 30 minutes	
	Total for Walk-in	6 working days, 6 hours and 40 minutes	

2. Processing of Request for Accounting Certification of the Former DSWD Employees

Refers to the processing of requests of DSWD separated employees for Accounting Certificates e.g., certifications of remittances to the government agencies for the mandatory deductions such as GSIS, HDMF and Phil Health.

Office or Division:	DSWD Field Office XI- Accounting Section			
Classification:	Complex to Highly Technical			
Type of Transaction:	G2C – Government to Citizens			
Who may avail of:	SEPARATED DSWD EMPLOYEES - Regular, Contractual/Casual and Cost of Service (RETIRED, RESIGNED, CONTRACT TERMINATED)			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. One (1) Duly Accomplished Request Form	DSWD website https://www.dswd.gov.ph/about-us-2/citizens-charter/ (form is located under General Administration and Support Services Group, select Request Form for Accounting Certification of the Former DSWD Employee) Accounting Section Office DSWD Field Office XI Corner Suazo St., R. Magsaysay Avenue Davao City			
2. Photocopy of the former employee government-issued ID	DSWD Former Employee			
3. <i>For Authorized Representative</i> - Photocopy of the authorized representative any valid ID	Authorized Representative			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request form and requirements thru the DSWD Website or visit Field Office XI	1.1. The Accounting Staff shall provide and explain the request form and checklist of requirements for	None	5 minutes	<i>Accounting Staff</i>

thru the Accounting Office.	walk-in clients			
2. Submit/file application and supporting documents thru Accounting Office email address (accounting.fo11@dswd.gov.ph) or proceed to Accounting Office located at 3F Amethyst Building, DSWD Field Office XI, Davao City.	2.1. For email - The Accounting Staff shall acknowledge and review the received emailed documents and request for original copy or print the emailed scanned required documents. For walk-in, the Accounting Staff shall receive the documentary requirements and review the completeness of the request form and required supporting documents. <i>For applications with incomplete documents, return all documents submitted accompanied by a checklist of requirements for Applicant's compliance.</i>	None	5 minutes	<i>Accounting Staff</i>
	2.2. For email - The Accounting Staff shall log to the Monitoring Sheet the details of the request and respond to the email of the client for the schedule of the release and provide reference	None	15 minutes	<i>Accounting Staff</i>

	<p>number of the document for tracking and reference.</p> <p>For Walk-in – The Accounting Staff shall log to the Monitoring Sheet the details of the request and indicate the schedule of the release and provide a claim stub with assigned control number.</p>			
3. Wait for the request to be processed	3.1. The Accounting Staff shall coordinate with Cash and HR-PAS for the collection of data and prepare the requested Certificate.	None	Maximum of 6 days	<i>Accounting Staff</i>
	3.2. The Head of Accounting Office shall review the prepared Certification before signature of the Head of Accounting Office.	None	30 minutes	<i>Regional Accountant</i>
	3.3. The Head of Accounting Office shall sign the Certificate of Accounting Certification for Former DSWD Employees	None	5 minutes	<i>Regional Accountant</i>
	3.4. The Accounting Staff shall update the status of request for	None	15 minutes	<i>Accounting Staff</i>

	<p>certificate on the monitoring file. All certificates that are ready for release shall be issued to the requesting party/ies.</p>			
<p>4. Claim of Certificate for Accounting Certification of Former DSWD Employees For electronic submission – present the printed email Acknowledgment Receipt together with the original copies of the supporting documents. For walk-in – Present the claim stub with the valid ID requesting party. If claimed by person other than the former employee, an Authorization Letter for the representative together with the photocopy of the former employee’s government – issued ID</p>	<p>4.1 The Accounting Staff shall ask the client to present the claim stub or the reference number for electronic submission. He/she shall release the issued Certificate for Accounting Certification of Former DSWD Employees and assist the requesting party to receive and sign in the logbook for acknowledgement.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Accounting Staff</i></p>

must be presented.				
5. Fill out Customer Feedback Form	5.1. The Accounting Staff shall provide and explain the customer feedback form to the requesting party and for the service provided.	None	2 minutes	<i>Accounting Staff</i>
TOTAL		NONE	6 days, 1 hour, 22 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	1. For feedback, the applicant may call the Telephone Number 227-1964 local 1130, 1131 or email at accounting.fo11@dswd.gov.ph
How feedbacks are processed	1. The applicant's feedback shall be tracked and will be acknowledged by the Accounting Office Staff. 2. The feedback will be responded by Accounting Office 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 1130, 1131 or email at accounting.fo11@dswd.gov.ph
How complaints are processed	1. The applicant's complaints shall be tracked and will be acknowledged by the Accounting Office Staff. 2. The complaints will be responded by Accounting Office in writing through mail or email and it should be acknowledged by the sender.
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines
	Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888 ARTA: complaints@arta.gov.ph

Financial Management Division (FMD)

Cash Section

External Services

1. 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:	Financial Management Division - Cash Unit
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – 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.	1.1. Receive the required documents and review for completeness and appropriateness	None	10 minutes	<i>Administrative Assistant II</i> FMD - Accounting Unit
	1.2 Prepare Order of Payment, if document/s is/are in order.			
2. Proceed to FMD Cash Section Window 1 and present Order of Payment and cash/check for the	2.1. Receive Order of Payment (O.P.) and cash/check from the payor/donor	(Please see table below)	5 minutes	<i>Administrative Assistant II</i> FMD - Cash Unit

issuance of Official Receipt (O.R.)	2.2. Issue O.R. to acknowledge receipt of collection.			
	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

2. 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:	G2B – Government to Business G2C – Government to Citizen G2G – 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	None	5 minutes	<i>Administrative Assistant II</i> FMD - Cash Unit
	1.2. Retrieve the 3rd copy of Disbursement Voucher (DV) and Warrant	None	5 minutes	<i>Administrative Assistant II</i> FMD - Cash Unit

	Registry Book.			
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.	None	5 minutes	<i>Administrative Assistant II</i> FMD - Cash Unit
	2.2 Provide 3rd copy of DV and Certificate of Tax Withheld (BIR Form 2307), if applicable 2.3 Release the check (if applicable).			
	TOTAL	None	10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Kindly answer the Client Satisfaction Measurement Survey Form and drop it at the designated drop box located at the Cash Section window. Contact info: (082) 227-1964 loc. loc. 1001
How feedbacks are processed	The Administrative Officer I opens the drop box on a weekly basis and records all feedback forms submitted. The feedback forms are discussed during the Cash Section monthly staff meeting.
How to file a complaint	Complaints may be filed and addressed to the Finance Management Division Chief or the Regional Director. Contact info: (082) 227-1964 loc. 1111 (FMD Chief) or loc. 1109 (Regional Director)
How complaints are processed	Complaints are consolidated every end of the month by the Administrative Officer I. Complaints requiring answers are forwarded to the staff/office concerned for appropriate response. Clients

	<p>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:</p> <p>Telephone: (082) 227-1964 loc. 1001</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/</p> <p>PCC: 8888</p> <p>ARTA: complaints@arta.gov.ph</p>

**General Administration Support Services Division
Property and Supply Section
External Services**

1. Issuance of Gate Pass for Service Providers and Suppliers

Issued for properties that are to be used outside of DSWD premises, for properties to be brought outside of DSWD premises for repair or replacement by the supplier, for properties that are to be disposed of through sale/transfer/other modes of disposition.

Office/Division:	Administrative Service – Property and Supply Section (AS-PSS)
Classification:	Simple
Type of Transaction :	G2C – Government to Citizen G2G - Government to Government G2B - Government to Business Entities
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: a. DSWD employees and officials b. DSWD service providers c. DSWD suppliers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) original copies of duly accomplished Gate Pass		1. To be prepared by the client offices' Designated Property and Supply Custodians (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS) with the prescribed format		
2. Number of Property/ies to be brought outside		2. To be prepared by the client without any prescribed format		
3. Two (2) copies of duly accomplished Equipment Borrower Slip/ printed email from accountable person authorizing the borrower to bring the property		3. To be prepared by the clients' respective office DPSCs through PREMIS with the prescribed format		
4. One (1) photocopy of Special Order for order of succession		4. Records and Archives Management Section (RAMS)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished gate pass with attachments and present property for checking	1. Receive and review submitted duly accomplished gate pass and attachments vis-à-vis property presented 1.1 Update the	None	15 minutes	<i>PSS Staff</i> Administrative Division

	Property Records and Equipment Monitoring Inventory System (PREMIS) regarding the gate pass through scanning the barcode of the Gate Pass to record the time of receipt of request in and endorse the same to the AS-PSS for approval.			
	1.2 Approve Gate Pass	None	5 minutes	<i>Property and Supply Section Head</i>
	1.3 Scan the Gate Pass barcode to record the time of approval.	None	2 minutes	<i>AS-PSS Staff</i>
	1.4 Forward copy of the approved Gate Pass to: a. Original copy – Security Guard b. Duplicate copy – Person who shall take the equipment out of DSWD premises to present to Security Guard On-Duty/ Property	None	5 minutes	<i>AS-PSS Staff</i>

	Officer c. Triplicate – PSS copy			
2. Present property together with the duplicate copy of the approved Gate Pass to the Security Guard	2.1 Review the presented property vis-a-vis the duplicate copy of the approved Gate Pass a. With discrepancy – Return gate pass the borrower/person who shall take the equipment out of the DSWD premises and instruct the latter to secure new gate pass reflecting the correct details of the property to be borrowed/brought outside the DSWD premises b. Without discrepancy – Security Guard On-Duty shall sign the gate pass, both the original and duplicate copy, return signed duplicate copy to the borrower/personnel	None	10 minutes	<i>Security Guard On-Duty</i>
	2.2 Scan the barcode of the	None	2 minutes	<i>Security Guard On-Duty</i>

	Gate Pass to record the time of bringing out of the equipment in the PREMIS			
3. Upon return of property brought outside the DSWD premises, present to the Security Guard On-Duty signed duplicate copy of gate pass together with the property	3.1. Review and validate returned property vis-à-vis signed duplicate copy of gate pass a. With discrepancy – go to AS-PSS and inquire on how to proceed b. Without discrepancy – sign the gate pass, both the original and duplicate copy and indicate the date of return	None	10 minutes	<i>Security Guard On-Duty</i>
	3.2. Scan the barcode in the Gate Pass to record the time of return of equipment	None	2 minutes	<i>Security Guard on Duty</i>
	3.3. Surrender original copies of gate pass for returned property to AS-PSS	None	5 minutes	<i>Security Guard on Duty</i>
	3.4. Update record of gate pass in PREMIS indicating the actual date of return of the property	None	10 minutes	<i>AS-PSS staff</i>
	3.5. File gate pass	None	10 minutes	<i>AS-PSS staff</i>

	for safekeeping and future reference			
TOTAL		NONE	1 hour, 16 minutes	

2. Issuance of Property Clearance

Property Clearance is issued to DSWD employees who are retired/transferred to another government agency/detail separation from the service, promotion/reassignment/transfer from one organizational unit within the Department. Approved Property Clearance shall be issued immediately upon cancellation of property accountability.

Office/Division:	Administrative Service – Property and Supply Section (AS-PSS)
Classification:	Simple
Type of Transaction :	G2C – Government to Citizen
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: <ol style="list-style-type: none"> 1. Resigned 2. Transferred to other Government Offices 3. Non-renewal of Contract 4. Terminated 5. Retired
CHECKLIST OF REQUIREMENTS	
A. Without Property Accountability	A. Without Property Accountability
1. Three (3) copies of Clearance Form	1. Personnel Administration Division with prescribed format.
B. With Property Accountability	B. With Property Accountability
1. Three (3) copies of Clearance Form	1. Personnel Administration Division prescribed format
2. One (1) Original Copy of Duly Accomplished Furniture and Equipment Transfer Slip (FETS) to transfer/turnover of property accountabilities	2. To be prepared by the client offices' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with the prescribed format
3. With request for relief from property accountability due to loss - one (1) copy of COA decision	3. DSWD Commission on Audit without any prescribed format
4. With request for replacement of lost	4. Property and Supply Section without

property - One (1) photo copy of request for replacement approved by the Regional Director.		any prescribed format		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved request for transfer, resignation and/or retirement 2 months before the effectivity of retirement, 30 days of resignation or transfer	1.1. Receive and record the submitted duly approved request for transfer, resignation and/or retirement	None	15 minutes	<i>PSS Technical Staff</i>
	1.2 Review and validate recorded accountability/ies on file using Property Records and Equipment Monitoring Inventory System (PREMIS) and individual folder	None	1 hour, 30 minutes	<i>PSS Technical Staff</i>
	1.3 No Accountabilities Process the clearance by affixing initial and forward to the Division Chief for approval With Accountabilities Inform office of the applicant on the remaining accountabilities to process cancellation of accountabilities through Memorandum	None	15 minutes	<i>PSS Technical Staff</i>
2. Submit documents and other	2.1 Receive and validate submitted documents and	None	30 minutes	<i>PSS Technical Staff</i>

requirements as proof of cancelled property accountability	other requirements as proof of cancelled property accountability			
	2.2 If property accountability were cancelled, initial clearance and forward to the Division Chief (DC) for signature	None	5 minutes	<i>PSS Technical Staff</i>
	2.3 Sign Clearance	None	5 minutes	<i>PS Section Head</i>
	2.4 Scan and record signed clearance in logbook and forward to the next office concerned	None	10 Minutes	<i>Incoming / Outgoing PSS Staff</i>
	2.5 Upload scanned signed clearance in PREMIS	None	10 minutes	<i>PSS Technical Staff</i>
TOTAL		NONE	3 hours	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback	Client Satisfaction Measurement Survey (CSMS) form shall be provided to the client.
How feedback is processed	Duly accomplished CSMS forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting party may submit an appeal for the request that has been denied or may send a complaint letter to the Administrative Division Chief.
How complaints are processed	Upon receipt of the complaint, the concerned section shall make the necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact AD - PSS through (082) 227-1964 or through email: property.fo11@dswd.gov.ph
Contact Information of CCB,	CCB: 0908-881-6565 (SMS)

PCC, ARTA	Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888
	ARTA: complaints@arta.gov.ph

**General Administration Support Services Division
Records and Archives Management Section
External Services**

1. Receiving Request for Information

The Records and Archives Management Section shall be receiving and conducting an initial evaluation of requests on Freedom of Information (FOI) being received by the Department. This process covers requests for information/data of Department through FOI pursuant to Executive Order No. 02, series of 2016, on FOI.

These are information involving transactions, general operations, thrusts, and programs of the Department involving public interest subject to the procedures and limitations provided in the Executive Order 02, series of 2016.

Office or Division:	DSWD Field Office XI – Records and Archives Management Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	1. External researchers such as students, academe, other government agencies, local and international organizations or research institutions, and other independent researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Researcher		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit FOI Request with attached photocopy of any government issued I.D or school I.D (for registered students) with photo	1.1 DSWD FRO shall receive and conduct initial evaluation to FOI Request	None	1 hour	<i>DSWD FOI Receiving Officer RAMS</i>
	1.2 Check if requested information is already posted and available online	None		
	1.2.1 If available, inform the requesting party and provide the link of posted information through the indicated contact details of the	None		

	requesting party.			
	1.3 Check if the requested information is substantially similar or identical to previous requests by the same requesting party.	None		
	1.3.1. If the same, then request shall be denied.	None		
	1.3.2 Issue a letter signed by the DSWD FDM indicating the full denial and the reason for such denial to the requesting party.	None		
	1.4 If correct and complete, transmit the FOI request to the DSWD FOI Decision Maker (FDM) for further evaluation and onward submission to concerned OBS.	None		
2. Will received notification/ requested info/data from the contact info provided	2.1 DSWD FRO shall receive the info/ data from the respective office	None	15 minutes	<i>DSWD FOI Receiving Officer RAMS</i>
	2.2 Release of requested info/data to the requesting party through			

	email or courier service			
TOTAL		NONE	1 hour, 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	For feedback, the applicant may call (082) 227-1964 local 1134 or email to fo11@dswd.gov.ph
How feedbacks are processed	<p>The applicant's feedback shall be tracked and acknowledged by the Records and Archives Management Section.</p> <p>The feedback will be responded by Records and Archives Management Section in writing through mail or email and must be acknowledged by the sender.</p>
How to file a complaint	For complaints, the applicant may call (082) 227-1964 local 1134 or email to fo11@dswd.gov.ph
How complaints are processed	<p>The applicant's complaints shall be tracked and acknowledged by the Records and Archives Management Section.</p> <p>The complaints will be responded by Records and Archives Management Section in writing through mail or email and must be acknowledged by the sender</p>
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888
	ARTA: complaints@arta.gov.ph

**Human Resource Management & Development Division
(HRMDD)
HR Personnel Administration Section (HRPAS)
External Services**

1. Issuance of Certificate of Employment (COE) to Separated Officials and Employees

The COE is issued to separated Officials and employees in the Field Office XI who have been cleared of money, property, and legal accountabilities, which certifies their services rendered in the Department.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Central Office (RO) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
RO Clearance Certificate		Client or if none, FILE 201 / PER 16		
Special Power of Attorney (<i>If authorized representative</i>)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (<i>write contact details as well for courier purposes, if needed</i>) and submit to PAS, together with complete supporting documents.	1. Receive the complete documents submitted	None	10 minutes	<i>Incoming / Outgoing Clerk</i> PAS Receiving Area
2. Wait for advice of the assigned PAS Focal Person	2.1. Review the documents submitted and check the FILE 201 / PER 16 if needed.	None	6 days, 4 hours (may take longer hours depending on the period of retrieving files, if needed)	<i>PAS Focal Person</i>

	2.2. Encode/ check details to COE, print the issuance and attach the necessary documents	None	30 minutes	
	2.3. Review and Sign/initial the COE	None	2 hours	<i>OIC/Chief HRMDD</i>
3. Inform PAS of preferred method of receiving the duly signed COE	3.1 Inform the client that the COE is ready and ask if for pick up or for courier service (<i>either through chat, e-mail, or SMS, phone call</i>)	None	5 minutes	<i>PAS Focal Person</i>
4.1 If COE is to be sent via courier service, wait until the parcel is sent to given address.	4.1.1 Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed COE and one Customer Feedback Form for accomplishment.	None	20 minutes	
	4.1.2. Review and Sign/Initial the transmittal letter	None	20 minutes	<i>Section Head or Personnel Officer FOs Personnel Transactions Section OIC/Chief HRMDD</i>
	4.1.3. Encode tracking details in the e-DTMS	None	15 minutes	<i>Incoming / Outgoing Clerk PAS Receiving Area</i>

	4.1.4. Forward the document to the AS-RAMD for courier service	None	10 minutes	<i>Incoming / Outgoing Clerk PAS Receiving Area Incoming / Outgoing Clerk AS-RAMD</i>
4.2. If COE is for pick-up, proceed to PAS and get the requested document.	4.2.1. Provide one originally signed COE to the client and have it properly received by him/her. Ask the client to accomplish Customer Feedback Form	None	10 minutes	<i>Incoming / Outgoing Clerk PAS Receiving Area</i>
TOTAL		None	7 days (May be extended depending on the volume of transactions handled)	

2. Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to Separated Officials and Employees

The Certificate of Leave Without Pay (LWOP)/No LWOP is issued to separated Officials and employees in the Field Office XI who have been cleared of money, property, and legal accountabilities, which certifies that they have/do not have Leave Without Pay (LWOP) for a certain period.

Office or Division:	Personnel Administration Section (PAS)
Classification:	Complex
Type of Transaction:	G2C – Government to Transacting Public
Who may avail:	Separated Regional Office (RO) Officials and Employees
CHECKLIST OF REQUIREMENTS	
HRMDD-PAS Request Form or formal letter or e-mail request	PAS Receiving Area Client
RO Clearance Certificate	Client or if none, FILE 201 / PER 16
Special Power of Attorney (<i>If authorized representative</i>)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (<i>Write contact details as well for courier purposes, if needed</i>) and submit to PAS together with complete supporting documents.	1. Receive the complete documents submitted	None	5 minutes	<i>Incoming / Outgoing Clerk</i> PAS Receiving Area
2. Wait for advice of the assigned PAS Focal Person	2.1. Review the documents submitted and encode the details of the Leave Ledger in the ELARS.	None	3 days <i>(may take longer hours depending on the period of retrieving files, if needed, and on the length of service of the separated Official/employee)</i>	<i>PAS Focal Person</i> Leave Administration Section
	2.2. Review the ELARS vis-à-vis the Leave Ledger	None	1 day and 4 hours <i>(may take longer hours depending on the volume of transactions being reviewed and on the length of service of the separated Official/employee)</i>	<i>PAS Focal Person</i> Leave Administration Section
	2.3. Reprinting of the corrected ELARS, if errors are found.	None	2 hours and 30 minutes	

	Encode details to the Certificate, print the issuance and attach the necessary documents			
	2.4. Review and Sign/initial the ELARS and the Certificate	None	2 days	<i>Section Head or Personnel Officer Leave Administration Section OIC/Chief HRMDD</i>
3. Inform PAS of preferred method of receiving the duly signed Certificate.	3. Inform the client that the Certificate is ready and ask if for pick-up or for courier service (<i>either through chat, e-mail or phone call</i>)	None	10 minutes	<i>PAS Focal Person</i>
4.1. If the Certificate is to be sent via courier service, wait until the parcel is sent to given address.	4.1.1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed Certificate and one Customer Feedback Form for accomplishment.	None	20 minutes	<i>PAS Focal Person</i>
	4.1.2. Review and Sign/Initial the transmittal letter	None	20 minutes	<i>OIC/Chief HRMDD</i>

	4.1.3. Encode tracking details in the e-DTMS	None	15 minutes	<i>Incoming / Outgoing Clerk</i> PAS Receiving Area
	4.1.4. Forward the document to the AS-RAMD for courier service	None	10 minutes	<i>Incoming / Outgoing Clerk</i> PAS Receiving Area <i>Incoming / Outgoing Clerk</i> AS-RAMD
4.2. If the Certificate is for pick-up, proceed to PAS and get the requested document.	4.2.1. Provide one originally signed Certificate to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	None	10 minutes	<i>Incoming / Outgoing Clerk</i> PAS Receiving Area
TOTAL		NONE	7 days (May be extended depending on the volume of transactions handled and the length of service of the separated Official/employee as recorded in the Leave Ledger)	

3. Issuance of Service Record (SR) to Separated Officials and Employees

The Service Record (SR) is being issued to separated Officials and employees in the Field Office XI who have been cleared of money, property, and legal accountabilities. As requested, the SR provides and certifies their detailed government service, to include: Full Name, Date and Place of Birth, Positions, Status of Employment and Equivalent Periods and Salaries

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Field Office XI (RO) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
RO Clearance Certificate		Client or if none, FILE 201 / PER 16		
Special Power of Attorney (<i>If authorized representative</i>)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (<i>write contact details as well if preferred mode of receipt is via courier purposes, as needed</i>) and submit to PAS together with complete supporting documents.	1. Receive the complete documents submitted	None	10 minutes	<i>Incoming / Outgoing Clerk</i> PAS Receiving Area

2. Wait for advice of the assigned PAS Focal Person	2.1. Review the Service Card data, if updated review documents submitted and check the FILE 201/PER 16 if needed.	None	6 days, 2 hours <i>(depending on the period of retrieving the files)</i>	<i>PAS Focal Person</i>
	2.2. Encode/check details of SR, print the issuance and attach the necessary documents	None	30 minutes	<i>PAS Focal Person</i>
	2.3. Review and Sign/initial the SR	None	4 hours <i>(depending on the availability of signatories)</i>	<i>Section Head OIC/Chief HRMDD</i>
3. Inform PAS on method of receiving the duly-signed SR.	3. Inform the client that the SR is ready and ask if for pick-up or for courier service <i>(either through chat, e-mail or phone call)</i>	None	5 minutes	<i>PAS Focal Person</i>
4.1. If the SR is to be sent via courier service, wait until the parcel is sent to given address.	4.1.1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed SR and one Customer Feedback Form for accomplishment	None	20 minutes	
	4.1.2. Review and Sign/Initial the transmittal letter	None	20 minutes	<i>Section Head OIC/Chief HRMDD</i>

	4.1.3. Encode tracking details in the e-DTMS	None	15 minutes	<i>Incoming / Outgoing Clerk</i> PAS Receiving Area
	4.1.4. Forward the document to the AS-RAMD for courier service	None	10 minutes	<i>Incoming / Outgoing Clerk</i> PAS Receiving Area <i>Incoming / Outgoing Clerk</i> AS-RAMD
4.2. If the SR is for pick-up, proceed to PAS and get the requested document.	4.2.1. Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	None	10 minutes	<i>Incoming / Outgoing Clerk</i> PAS Receiving Area
TOTAL		NONE	7 days (May be extended depending on the volume of transactions handled)	

4. Regional Office Clearance Certificate from Money, Property and Legal Accountabilities (RO Clearance) to Separated Officials and Employee

The RO Clearance Certificate is being provided to Officials and employees who were separated from the Department which certifies that the former Official/employee no longer has money, property and legal accountabilities. The provision of the RO Clearance Certificate may be requested by separated Officials and employees if the RO Clearance Certificate initially-issued to them was lost, damaged, etc., or the Official/employee was not able to secure the duly-accomplished RO Clearance Certificate at the time of their separations.

Office or Division:	Personnel Administration Section (PAS)
Classification:	Complex
Type of Transaction:	G2C – Government to Client

Who may avail:	Separated Filed Office XI (RO) Officials and Employees who already has a duly-accomplished RO Clearance Certificate on file/submitted to PAS and without any money, property, and legal accountabilities.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD- PAS Request Form or formal or e-mail request		PAS Receiving Area Client		
Letter of Separation and its Acceptance		Client or if none, FILE 201 / PER 16		
Special Power of Attorney (<i>If authorized representative</i>)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (<i>write contact details as well for courier purpose</i>) and submit to PAS, together with complete supporting documents	1.1 Receive the documents submitted	None	5 minutes	<i>Incoming / Outgoing Clerk</i> PAS Receiving Area
2. Wait for advice of the assigned PAS Focal Person	2.1. Review the documents submitted and check the FILE 201 / PER 16 to retrieve the RO Clearance Certificate on file.	None	6 days, 6 hours (<i>may take longer hours depending on the period of retrieving the files</i>)	<i>PAS Focal Person</i>
	2.2. If there is an extra original copy of the RO Clearance Certificate on file, remove it from the FILE 201 / PER 16. If there is only one (1) original copy of the RO Clearance Certificate on	None	10 minutes	<i>PAS Focal Person</i>

	file, have it photocopied then put a “Certified True Copy” stamp on it.			
	2.3. Sign the photocopied RO Clearance Certificate as to the “Certified True Copy”	None	30 minutes	<i>Section Head</i>
3. Inform PAS of preferred method of receiving the original/CTC copy of the RO Clearance Certificate	3. Inform the client that the original/CTC copy of his/her RO Clearance Certificate is ready and ask if for pick-up or for courier service <i>(either through chat, e-mail, or phone call)</i>	None	5 minutes	<i>PAS Focal Person</i>
4. If the original/CTC copy of the RO Clearance Certificate is to be sent via courier service, wait until the parcel is sent to given address	4.1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one original/CTC copy of the RO Clearance Certificate and one Customer Feedback Form for accomplishment	None	20 minutes	<i>PAS Focal Person</i>
	4.2. Review and Sign/initial the transmittal letter	None	30 minutes	<i>OIC/Chief HRMDD</i>
	4.3. Encode tracking details in the e-DTMS	None	10 minutes	<i>Incoming / Outgoing Clerk PAS Receiving Area</i>

	4.4. Forward the document to the AS-RAMD for courier service	None	10 minutes	Incoming / Outgoing Clerk PAS Receiving Area Incoming / Outgoing Clerk AS-RAMD
TOTAL		None	7 days (May be extended depending on the volume of transactions handled)	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Kindly accomplish the Client Satisfaction Measurement Form (DSWD-QMS-GF-005 REV 01 04 JAN 2022) at the Receiving Area through form and/or online link:</p> <p>Telephone / Local / Link : https://b.link/hrmdd</p> <p>Telephone: (082) 297-1964 Local: 402/1100</p>
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru: Telephone: (082) 297-1964 Local 402/1100 E-mail: dswdfoxi.hrpas@gmail.com hr.fo11@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the <i>Customer Feedback Form (HRMDS-GF-07)</i> and place at the drop box located in front of the PAS Receiving Area.</p> <p>You may also file your complaint through telephone with the following details:</p> <ul style="list-style-type: none"> - Your Name and contact details - Transaction with PAS

	<ul style="list-style-type: none"> - Name of Person complained of - Reason for complaint - Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: Telephone: (082) 297-1964 Local 402/1100 E-mail: dswdfoxi.hrpas@gmail.com hr.fo11@dswd.gov.ph</p>
<p>How complaints are processed</p>	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: Telephone: (082) 297-1964 Local 402/1100 E-mail: dswdfoxi.hrpas@gmail.com hr.fo11@dswd.gov.ph</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/</p> <hr/> <p>PCC: 8888</p> <hr/> <p>ARTA: complaints@arta.gov.ph</p>

**Office of the Regional Director (ORD)
Legal Unit
External Services**

1. Rendering Legal Opinions and Advice on Matters Brought by External Clients

This refers to the request for written legal advice or opinion from the external clients of the DSWD Field Office XI relative to its social protection mandate, programs, and services.

Office or Division:	Office of the Regional Director-Legal Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	DSWD FO XI External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request		Requesting Party		
2. Other relevant documents		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. External client submits a letter request with complete information and other relevant documents, if any, to the Records and Archives Management Section (RAMS)	1.1 The RAMS receives and endorses the letter request with complete information and other relevant documents to the Legal Unit.	None	5 minutes	<i>Designated RAMS Employee</i>
	1.2 If the documents are complete, Legal Assistant II receives the request and stamps "RECEIVED" with date, time, and name of the receiving officer, then record in the record book.	None	5 minutes	<i>Legal Assistant II</i>
	1.3 If incomplete,	None	5 minutes (Note: Only if	<i>Legal Assistant II</i>

	return the request to the client and advise him/her to complete the necessary documents.		the documents are incomplete)	
2. External client will be advised when to claim the written legal opinion or advice from the Legal Unit	2.1 Lawyer reads and assesses what is needed for the request.	None	15 minutes	<i>Attorney III</i>
	2.2 Lawyer reads and studies the request.	None	20 minutes	<i>Attorney III</i>
	2.3 Lawyer or Legal Assistant conducts any research necessary for the request such as reviewing pertinent laws and regulations.	None	Complex: 4 days Highly technical: 17 days	<i>Attorney III or Legal Assistant II</i>
	2.4 Lawyer formulates the legal advice or opinion sought.	None	8 hours	<i>Attorney III</i>
3. External client receives the legal opinion or advice sought	3.1 Legal Assistant hands or sends the legal advice or opinion duly signed by the lawyer to the Regional	None	5 minutes	<i>Legal Assistant II</i>

	Director for approval.			
	3.2 The Regional Director approves the legal advice or opinion by affixing his signature therein.	None	8 hours	<i>Regional Director</i>
	3.3 The Regional Director returns the approved legal advice or opinion to the Legal Unit.	None	5 minutes	<i>Designated ORD Employee</i>
	3.4 Legal Assistant hands or sends the approved legal advice or opinion to the RAMS.	None	5 minutes	<i>Legal Assistant II</i>
	3.5 Designated RAMS employee releases the legal advice or opinion to the external client.	None	5 minutes	<i>Designated RAMS Employee</i>
	3.6 Designated RAMS employee transmits the received copy of the legal advice or opinion to the Legal Unit.	None	10 minutes	<i>Designated RAMS Employee</i>
	3.2 Legal Assistant records the	None	5 minutes	<i>Legal Assistant II</i>

	received copy in the Record Book and files the same in the office folder / envelope.			
TOTAL		None	Complex: 6 working days, 1 hour, and 20 minutes Highly technical: 19 working days, 1 hour, and 20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	The Legal Unit will provide a Client Satisfaction Survey Form (CSSF).
How feedbacks are processed	Accomplished CSSFs will be consolidated and compiled every Friday. The Client Satisfaction Measurement Survey Report will be submitted to the RAMS every 30 th day of the month.
How to file a complaint	Complaints may be filed and addressed in person or via email to the Office of the Regional Director-Legal Unit at legal.fo11@dswd.gov.ph for appropriate action.
How complaints are processed	After the evaluation of a complaint, the responsible person in the ORD-Legal Unit will act upon it accordingly.
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888
	ARTA: complaints@arta.gov.ph

**Office of the Regional Director (ORD)
Social Marketing Unit
External Services**

1. Handling 8888 Complaints and Grievances

The Social Marketing Unit of the Office of the Regional Director is responsible for ensuring the efficient and effective, concrete and specific response of the Agency to the concerns, complaints, and request for assistance of the clients referred by the 8888 Citizens' Complaint Hotline in compliance with the 72-hour directive of the president.

Office or Division	Office of the Regional Director – Social Marketing Unit			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint/Grievance coursed through 8888 Citizens' Complaint Hotline		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client courses through his/her grievances/ concerns to the 8888 Citizens' Complaint Hotline through text or call	1.1 Upon receipt of the 8888 Complaint from the DSWD Agency Operations Center (AOC), receives the referral letter and records the ticket reference code and client information to 8888 database/matrix.	None	5 minutes	<i>Receiving staff of the Social Marketing Unit (SMU)</i>
	1.2 Review and assesses the complaint/request of the client and endorses the same to the 8888 focal person of the concerned program/division.	None	5 minutes	<i>Technical Staff SMU</i>
	1.3 If the contact information is provided, directly contact and act on the concern of the client.	None	2 days, 25 minutes	<i>8888 Focal Person</i>

	<p>1.4 If the client is anonymous, cite the action provided to the concern of the client.</p> <p>Provide signed official document with concrete and specific action to SMU.</p>			
	<p>1.5 Receive the signed official document/ memorandum of responses.</p> <p>Review and assess the action undertaken by the offices if it is concrete and specific.</p>	None	10 minutes	<i>Technical Staff</i> SMU
	<p>1.6 If the response is not concrete and specific – clarify with 8888 focal person of program concerned for revision.</p> <p>If the response received is concrete and specific – endorse said document/memorandum to AOC and request the closure of the ticket to the Hotline 8888 Portal.</p>	None	10 minutes	<i>Administrative Staff</i> SMU
	<p>1.7 Update the database/matrix and mark as</p>	None	5 minutes	<i>Administrative Staff</i> SMU

	closed.			
TOTAL		None	3 days	

2. Facilitation of Media Interview

The Social Marketing Unit of the Office of the Regional Director is responsible for undertaking advocacy, social marketing, and networking activities to promote social change and to nurture DSWD's relationships with its public and stakeholders.

Office or Division	Office of the Regional Director – Social Marketing Unit			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Media Institutions/Media Practitioners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Media Interview on regular topic (except for hot issues)		Requesting Media Institution/Media Practitioner		
SMU Service Request Form		Social Marketing Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request for media interview through SMU Service Request Form or through written correspondence coursed through the Office of the Regional Director	1.1 Receives and reviews the request/ documents	None	5 minutes	<i>Receiving staff of the Social Marketing Unit (SMU)</i>
	1.2 Endorses the request/ documents to the Regional Information Officer	None	5 minutes	<i>Administrative Staff SMU</i>
	1.3. Reviews the request/ documents and writes instructions to technical staff	None	10 minutes	<i>Regional Information Officer</i>
	1.4 Technical staff prepares briefers, conducts research based on guide questions, in	None	8 hours	<i>Information Officer SMU</i>

	coordination with focal program person of concerned program, division, and/or section and with previously approved briefers as reference			
	1.5 Regional Information Officer reviews the draft briever submitted by technical staff; returns to technical staff with suggested inputs	None	1 hour	Information Officer SMU
	1.6 Technical staff inputs comments; return revised draft briever to Regional Information Officer	None	5 hours	<i>Regional Information Officer</i>
	1.7 If there is no further comment, Regional Information Officer endorses draft briever to Regional Director for review	None	5 minutes	<i>Administrative Staff</i> SMU

	<p>1.8 If there are comments, Regional Director returns draft document to Regional Information Officer</p> <p>If no further comments, the Regional Director approves the briefer and returns the same to the SMU</p>	None	15 minutes	<i>Outgoing staff</i> Office of the Regional Director
	<p>1.9 The SMU coordinates with media institution/media practitioner on the schedule of interview with the Spokesperson or designated talking head identified by the Secretary</p>	None	15 minutes	<i>Administrative Staff</i> SMU
TOTAL		None	1 day, 6 hours, 55 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Accomplish the Client Satisfaction Measurement Survey Form through online link.
How feedback are processed	<p>The administrative staff of the Social Marketing Unit will compile all the submitted forms at the end of the day.</p> <p>Feedback requiring actions from the Social Marketing Unit will have a response within</p>

	three (3) days upon receipt of the feedback.
How to file a complaint	<p>Complaints may also be filed through email or forwarded to the Records Unit. The following information must be provided:</p> <ul style="list-style-type: none"> • Name of person being complained; • Incident complained of; and • Evidence (if applicable).
How complaints are processed	<p>The Records Officer will forward the complaint to the Office of the Regional Director who will forward it to the concerned unit for appropriate action.</p> <p>The concerned unit will give feedback to the client within three (3) days upon receipt of the complaint.</p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS)</p> <p>Call: 165 56</p> <p>P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Facebook: https://facebook.com/civilservicegovph/</p> <p>Web: https://contactcenterngbayan.gov.ph/</p>
	PCC: 8888
	ARTA: complaints@arta.gov.ph

**Office of the Regional Director (ORD)
Social Technology Unit
External Services**

**1. Provision of Technical Assistance on Social Marketing for the
Institutionalization of Completed Social Technologies (STs)**

Refers to request for technical assistance to institutionalize (i.e., adopt or replicate) completed Social Technologies (ST). Technical assistance may include orientation on completed STs as part of social marketing activities, capability building activities, advocacy and lobbying with policy making bodies.

Office or Division:	Social Technology Unit (STU)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2C - Government to Citizen			
Who may avail:	National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and Academe			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written and signed request letter with complete contact details (name and contact information) of the requesting party,		Requesting Office		
2. Details of the technical assistance needed				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Local Government Units, NGOs, Academe, and other National Government Agencies write an official request through email or other electronic platforms to DSWD-Field Office through Social Technology Units (STUs) requesting for technical assistance and provide the details of the TA being requested from the bureau.	1.1. Receive the Signed Document on the Request for TA; Review attachments and signatures; Tag as priority ISO/EODB document; Affix routing slip; and Record the document in the Tracking System.	None	30 minutes	<i>Administrative Staff</i> Social Technology Unit
	1.2. Forward the document to the Head of Office via email or printed copy			
	1.3 Assess the	None	4 Hours	<i>Regional Director</i>

	<p>requested assistance and identify the concerned division/ staff who will take action on the request.</p> <p>For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy-furnished with the request.</p>			
	<p>1.4 Review the document, provide instructions and assign to Technical Staff who will act on the request, and forward the document to the Administrative Staff to record the instruction through hard or electronic copy in the Tracking System</p>	None	4 hours	<i>Division Chief/ Section Head/ Unit Head</i>
	<p>1.5 Review the request and its attachment.</p>	None	1 hour	<i>Technical Staff</i>
	<p>1.6 Coordinate with the requesting or the needed technical assistance</p>	None	3 hours	
	<p>1.7 Prepare response to the request to</p>	None	2 hours	

	include result of coordination with respective offices			
	1.7.1 Insert the Client Satisfaction Measurement Survey Form / Link in the response if the requested service was already provided through the response.			
	1.7.2 Insert schedule of follow-through activities and actual conduct of meetings, orientation or capability building activities, if the requested service requires.			
	1.8. Review the response to the requesting office	None	4 hours	<i>Division Chief/ Section Head/ Unit Head</i>
	1.9. Forward the document to the Head of Office, review completeness of attachments and	None	30 minutes	<i>Administrative Staff</i>

	affix e-signatures/ initials, proper use of templates			
	1.10 Review the response 1.10.1. If approved, sign the document and forward to outgoing staff, copy furnished the Document Tracker for recording in the Tracking System If not approved, go back to number 1.8.	None	4 hours	<i>Regional Director</i>
	1.11 Forward the Signed Document Response to the requesting office, through email or mail, record in the monitoring/ tracking tool	None	30 minutes	<i>Administrative Staff</i>
	1.12 Keep a copy of the file in the Records/Filing System	None	30 minutes	
	1.13 As may be needed and agreed with the requesting party, conduct actual technical assistance activity (meeting,	None	2 days	<i>Focal Person STU</i>

	orientation and capability building activity), either via face-to-face or online means. Administer the Client Satisfaction Survey.			
	1.14 Keep a copy of the CSS and include in the periodic preparation of CSMR (refer to the DSWD Client Satisfaction Measurement Survey and Continual Improvement System Procedure Manual)	None	1 hour	<i>Administrative Staff</i>
TOTAL		NONE	5 days, 2 hours	

2. Sharing of Data, Information, and Knowledge Products on Social Technologies (STs)

Refers to request to share data, information, and knowledge products regarding completed Social Technologies. The data or information may include reports on completed Social Technology, disaggregated data, and other knowledge products such as manual, training modules on Social Technologies.

The service aims to provide accurate and relevant data, and knowledge products on social technologies that respond to the emerging needs of the poor, vulnerable, and disadvantaged sectors that the DSWD and other intermediaries ought to serve. The requested data may be used for policy, program formulation, and implementation.

Office or Division:	Social Technology Unit (STU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C - Government to Citizens			
Who may avail:	National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and Academe			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.) Letter of Request		From the requesting NGAs, LGUs or CSOs		
2.) Template of data requirement (if applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Local Government Units, NGOs, Academe, and other National Government Agencies write an official request through email or other electronic platforms to STB requesting for data, information, and knowledge products regarding completed Social Technologies. For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy furnished with the request.	1.1 Receive the Signed Document or accomplished Request Form (request for data, information, and other knowledge products) ; Review attachments and signatures; Tag as priority ISO/EODB document; Affix routing slip; and Record the document in the Tracking System	None	45 minutes	<i>Administrative Staff</i>
	1.2 Forward the document/email to the Head of Office via email or printed copy.			

	<p>1.3 Assess the request and provide instruction and forward the document to the Division Chief concerned, copy furnished the Document Tracker for recording / tracking.</p>	None	4 hours	<i>Regional Director</i>
	<p>1. 3.1 For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy-furnished with the request.</p>			
	<p>1.4 Review the document, provide instructions and assign to Technical Staff who will act on the request, and forward the document to the Administrative Staff to record the instruction through hard or electronic copy. If the office has a separate Document Tracker, copy furnish him/her</p>	None	4 hours	<i>Division Chief/ Section Head / Unit Head</i>

	for updating and tracking.			
	1.5 Review the request and determine source and method of sharing data.	None	1 day	<i>Technical Staff</i>
	1.5.1 If available in the website, include the link from the STB website or FO website.			
	1.5.2 If not available, coordinate with the requesting party if necessary to ensure that data to be shared are not privileged and sensitive information in adherence to the Data Privacy Act (DPA); with the Program Focal Person/s to generate the data needed; and with the PDPS for regional			

	data.			
	1.5.3 If not compliant with the Data Privacy Act and DSWD Research Protocol, inform the requesting party following the DSWD Data Privacy Manual or endorse to the Policy Development and Planning Bureau (PDPB) or Field Office Policy and plans Division (PPD).			
	1.6. Prepare response to the requesting party; Include Client Satisfaction Measurement Survey	None	1 hour	<i>Technical Staff</i>
	1.7. Review the response to the requesting office:			
	1.7.1. If approved, submit to	None	2 hours	<i>Designated Division Chief / Section /</i>

	the Head of Office, copy furnished the Document Tracker for recording.			<i>Unit Head</i>
	1.7.2. If not approved, go back to Number 1.6.			
	1.8. Review the response.			
	1.8.1. If approved, sign the document and forward to outgoing staff, copy furnished the Document Tracker for recording.			
	1.8.2 If not approved, go back to Number 1.7.			
	1.9. Forward the response to the requesting office, through email or mail, record in the monitoring/ tracking tool.	None	30 minutes	<i>Administrative Staff</i>
	TOTAL	NONE	2 days, 6 hours, 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Clients can send a feedback either through e-mail or snail mail addressed to the DSWD Official email ad (fo11@dswd.gov.ph) or through the Client's Satisfaction Measurement Survey Form and drop it at the designated drop box of Social Technology Unit inside the CBSS Office.</p>
How feed backs are processed	<ul style="list-style-type: none"> Before end of the month, the Staff in-charge opens the drop box and consolidate all feedback submitted. For feedback requiring answers, this will be forwarded to concerned staff and will then respond immediately through contact number of the concerned party. For inquiries and follow-ups, clients may contact the following telephone number: 227-1964 local 1147.
How to file a complaint	<p>Clients can file complaint either thru e-mail or snail mail addressed to the Regional Director or through SMS. Client who file the complaint should provide the following information:</p> <ul style="list-style-type: none"> Name of person being complained Incident Evidence Specific Date and Time <p>For inquiries and follow-ups, clients may contact the following telephone number: 227-1964 local 1147.</p>
How complaints are processed	<ul style="list-style-type: none"> Upon receipt of the complaints, social worker/concerned staff conducts interview to the clients regarding the complaints and assess/evaluate client's complaints. After evaluation of the complaints, staff in-charge will create a report and submit it to the Section Head for information and appropriate action. The staff in-charge will then provide feedback to the client. A consultation meeting may be done with the complainant depending on the degree of complaint. For inquiries and follow-up, clients may contact the following telephone number: 227-1964 local 1147.
Contact information of: ARTA, PCC, CCB	<p>CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines <i>Email:</i> email@contactcenterngbayan.gov.ph <i>Facebook:</i> https://facebook.com/civilservicegovph/ <i>Web:</i> https://contactcenterngbayan.gov.ph/ <i>PCC:</i> 8888 <i>ARTA:</i> complaints@arta.gov.ph</p>

**Pantawid Pamilya Pilipino Program Management
Division (PPPPMD)
External Services**

1. Data/Research Request on 4Ps Program

a. Request for Secondary Data on 4Ps Program

This process describes the request for secondary data on the 4Ps Program. Secondary data refers to data that has already been consolidated and/or published by DSWD and readily available as a public document. Secondary data requests cover the following: readily available information such as regular reports/statistical data previously approved, copies of published research studies, administrative data on youth development sessions (YDS), and Gulayan sa Barangay, among others. This is with the expectation that all documentary requirements have been submitted by the requesting party. Otherwise, the request will be processed at an extended period.

Office or Division:	4Ps – RPMO The RPMO facilitate all data/research requests from different stakeholders, both internally and externally.			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Accomplished Data/Research Request Form		Pantawid Website, Pantawid NPMO (https://pantawid.dswd.gov.ph/citizens-charter)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends completely filled up data/research request form	1.1 Receipt of completely filled-out data/research request form (with attachments)	None	7 hours	<i>Regional Monitoring and Evaluation Officer</i>
	1.2 Endorse the request to concerned unit	None	15 minutes	
	1.3 Assess the availability of the requested secondary data	None	45 minutes	
2. Receive requested data and fill out the client survey form	2.1 Provide the secondary data to requesting party and the client survey form	None	2 days	
TOTAL		NONE	3 days	

b. Research Request

This process refers to requests that involve research activity mainly but not limited to interviews and/or surveys with beneficiaries and program staff.

The request will proceed with the expectation that all documentary requirements have been submitted by the requesting party. Otherwise, and in instances unforeseen, the process may take an extended period.

Office or Division:	4Ps – RPMO The RPMO facilitate all data/research requests from different stakeholders, both internally and externally.			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Accomplished Data/Research Request Form		Pantawid Website, Pantawid NPMO (https://pantawid.dswd.gov.ph/citizens-charter)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends completely Filled out data/research request form	1. Receipt of completely filled-out data/research request form (with attachments such as letter of request etc.	None	3 hours	<i>Regional Monitoring and Evaluation Officer</i>
	1.2 Review and assess the research request/study in terms of its relevance to the 4Ps' mandate	None	2 days	
	1.3 Coordinate with the researcher in case of clarifications/ concerns on the research request	None	2 days	
	1.4 Prepare recommendations for endorsement to the National Program Manager through the	None	1 hour	

	Deputy Program Manager for Support			
	1.5 Approve or disapprove the request of the researcher	None	2 days	<i>Regional Program Coordinator</i>
	1.6 Provide feedback to the researcher on whether the request is approved or disapproved	None	3 hours	<i>Regional Monitoring and Evaluation Officer</i>
2. Receive the requested data and fill-out the client survey form	2.1 Inform the researcher if the research request is approved or disapproved	None	1 hour	
TOTAL		NONE	7 days	

c. Request for Administrative Data

This section describes the process of providing assistance to various stakeholders through the provision of administrative data. Administrative data refers to beneficiary personal information and statistical data (but not limited to beneficiary compliance and updates, targets, budget, program coverage). These are information for processing that requires statistical computation (such as multivariate, time series etc.) and name matching.

There is an expectation that all documentary requirements have been submitted by the requesting party. Otherwise, and in unprecedented instances (such as unavailable signatory due to some reason), the request will be processed for an extended time.

Office or Division:	4Ps – RPMO The RPMO facilitate all data/research requests from different stakeholders, both internally and externally.			
Classification:	Highly technical - Multi Stage			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Accomplished Data/Research Request Form		Pantawid Website, Pantawid NPMO (https://pantawid.dswd.gov.ph/citizens-charter)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends	1.1 Receipt of	None	4 hours	<i>Regional</i>

completely Filled out data/research request form	completely filled-out data/research request form (with attachments)			<i>Monitoring and Evaluation Officer</i>
	1.2 Endorse the request to concerned unit	None	15 minutes	
	1.3 Assess the request	None	4 hours	
	1.4 Provide initial feedback to the client and secure approval of the request	None	4 hours	
	1.5 Approve / Disapprove request	None	2 days	<i>Regional Program Coordinator</i>
	1.5.a If disapproved, provide feedback to the client	None	4 hours	<i>Regional Monitoring and Evaluation Officer</i>
	1.5.b If approved, prepare data/research requested	None	11 days	
	1.6 Prepare memo and submit to NPMO for approval of the release of the data	None	1 day	
	1.7. Signing of memo by NPMO	None	3 days	<i>Regional Program Coordinator</i>
	1.8. NPMO to return the signed memo to concerned staff	None	4 hours	<i>Administrative Assistant II</i>
2. Receive requested data and fill out the client survey form	2.1 Provide data request to the client and client satisfaction survey form	None	1 day	<i>Regional Monitoring and Evaluation Officer</i>
TOTAL		NONE	20 days, 4 hours, 15 minutes	

d. Data Request requiring MOA

There are instances where data requests would cover sensitive data such as lists of beneficiaries and/or members of the household with personal information. In this case a Memorandum of Agreement (MOA) would be required between the 4Ps - DSWD and the requesting party with no pre-existing MOA. Such a process would entail a longer time to process and would take more or less 40 days.

In processing the request, there is an expectation that all documentary requirements have been submitted by the requesting party. Otherwise, the start of processing may take an extended period of time.

Office or Division:	4Ps – RPMO The RPMO facilitate all data/research requests from different stakeholders, both internally and externally.			
Classification:	Highly technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Partner Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Accomplished Data/Research Request Form		Pantawid Website, Pantawid NPMO (https://pantawid.dswd.gov.ph/citizens-charter)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends completely Filled out data/research request form	1.1. Receipt of completely filled-out data/research request form (with attachments)	None	1 hour	<i>Regional Monitoring and Evaluation Officer</i>
	1.2 Endorse the request to concerned unit	None	15 minutes	
	1.3. Recommend approval to RPMO via memo	None	4 hours	
	1.4 Approve/ Disapprove request	None	2 days	<i>Regional Program Coordinator</i>
	1.4.a If disapproved provide feedback to partner agency	None	1 hour	<i>Regional Monitoring and Evaluation Officer</i>

	1.4.b. If approved, prepare data sharing MOA for RPMO's approval	None	3 days	<i>Regional Monitoring and Evaluation Officer</i>
2. Receive the draft MOA for review	2.1 Share to partner agency for the review of the draft MOA	None	1 hour	
3. Review of the draft MOA and provide feedback	3.1. Legal Unit to review the MOA and endorse back to RPMO for revision	None	3 days	<i>Legal Unit</i>
	3.2. Sharing of MOA with to partner agency	None	1 hour	<i>Regional Monitoring and Evaluation Officer</i>
4. Approve MOA returned to RPMO	4.1 Acknowledge submitted approved MOA from the Partner Agency	None	2 hours	
	4.2 Prepare communication to partner agency for signing of MOA	None	4 hours	
	4.3 Signing of MOA	None		
5. Receive requested data and fill-out the client survey form	5.1 Provision of data to partner agency and the client satisfaction survey form	None	1 hour	
	TOTAL	NONE	9 days, 6 hours, 15 minutes	

Note: Pantawid total processing days if disapproved: 4 days and 1 hour; If approved: 17 days and 5 hours
 Other DSWD OBSU's total processing days: 3 days
 Review of draft MOA and provide feedback from partner agency: 5 days
 Approval of partner agency for review of their Legal: 8 days

2. Grievance Intake and Response in 4ps Program

1. To set clear guidelines on how to record a grievance and provide the client an initial response, which usually involves an explanation about how the grievance will be processed by the DSWD and other actors.

2. This is a mechanism of the program to resolve grievances and utilize such grievance data for program development with the end view of minimizing incidence of grievance and improving beneficiary experience and satisfaction about the program.
3. It serves as a venue where both qualified household beneficiaries and the general public can report their grievances for resolutions.

Office or Division:		Pantawid Pamilyang Pilipino Program Management Division		
Classification:		G2G – Government to Government G2B- Government to Business		
Type of Transaction:		Simple		
Who may avail:		Public and Private Sectors		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Grievance Intake and Response				
1. Walk-In client	1.1 Receive the client, inquire what the grievance is all about and verify the client's identity. Refer to Grievance Redress Division Field Manual for the guidance on the intake of grievances.	None	2 minutes	<i>Officer of the day/ Assigned Focal Person</i> Pantawid Pamilya Pilipino Program Management Division
	1.2 Encode the grievance correctly and completely in the GRS Information system/tracker.	None	10 minutes	
	1.3. If the client is a beneficiary or a former beneficiary, check the			

	<p>status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).</p>			
	<p>1.4. Check the supporting documents provided, if available.</p>			
	<p>1.5. Assess all the data and information available and discuss with the beneficiary the findings and next steps to take.</p>			
	<p>1.6. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client.</p>			
	<p>1.7. If other information is needed and the grievance cannot be resolved immediately, explain to the client the process that will be undertaken in processing the grievance, and inform the client that he/she will be contacted thru his/her mobile number.</p>			

	2. Endorse the grievance to the concerned office for processing and feedback within three (3) days	None	1 day	<i>Officer of the day/ Assigned Focal Person</i> Pantawid Pamilya Pilipino Program Management Division
	3. Administer the client satisfaction measurement survey form.	None	2 minutes	
	4. Analyze the data collected and include in the Client Satisfaction Measurement Report			
	5. Dismiss the client gracefully.	None	0.5 minutes	
	6. Monitor the status of grievance and receive feedback report from the concerned office	None	2 days	<i>Assigned Focal Person</i> Pantawid Pamilya Pilipino Program Management Division
	7. Provide the client an update/feedback about the status of his/her grievance either thru SMS or Phone Call.	None	5 minutes	
	8. Update the status of grievance in the GRS Information System.	None	1 minute	
TOTAL		NONE	3 days, 16 minutes	

3. 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 2. 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 Approval and Signature of SWADO/PL	None	1 day	<i>Municipal Roving Bookkeeper (MRB)</i>
3. Wait for the Signed Endorsement Letter	2.1 (Provincial Operations Office Level Endorsement Letter to LBP for Signature of SWADO/PL	None	5 minutes	<i>SWADO / Provincial Link</i>
	2.1.2 Facilitate Logistic of Letter Going back to Municipal Level	None	1 day	<i>Admin Aide POO</i>
	(Letter Received at Municipal Level) 2.2 Inform (via SMS/Call) Requesting Party for Releasing of	None	5 minutes	

	Endorsement Letter			
3. Releasing of Endorsement Letter				
3.1 Received Endorsement Letter for Landbank then Proceed to LBP		None		
TOTAL		NONE	2 days, 25 Minutes	

4. Request for PHIC Certification

Philhealth Certification (For Philhealth Transaction Purposes)

Office or Division:	Promotive Services Division Pantawid Pamilyang Pilipino Program			
Classification:	G2C – 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	None	30 minutes	Regional: <i>Project Development Officer I</i> Provincial: <i>Beneficiary Data Management Focal</i> Municipal: <i>Municipal Link</i>
	1.2 If Active, print Certificate for PhilHealth			
	1.3 Facilitate document for signature.			

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 a feedback	<p>For inquiries and follow-ups, the client is advised to directly coordinate with the concerned division that received the request. The following contact details are however accessible in case the concerned division does not respond within reasonable time:</p> <p style="text-align: center;">Email: pantawidconcernsonse@dswd.gov.ph</p> <p>For completed services, the client is encouraged to fill out a Client Satisfaction Survey Form downloadable from https://pantawid.dswd.gov.ph/citizens-charter and submit it to the concerned division where the request was made or through any of the contact details provided above.</p>
How feedback is processed	<p>A technical staff is assigned to read daily all inquiries and follow ups sent to pantawidconcernsonse@dswd.gov.ph . These are forwarded to the concerned division who is expected to provide a response to the client via email or phone call within three (3) days from receipt of email from the client.</p> <p>On the other hand, satisfaction surveys for completed services are being analyzed by the concerned division as among the bases to improve its service delivery.</p>
How to file complaint	<p>The client may directly communicate through the contact details provided below:</p> <p style="text-align: center;">Email: pantawidconcernsonse@dswd.gov.ph</p>
How complaints are processed	<p>All complaints about service delivery received through any of the channels above are directly forwarded to the Office of the National Program Manager and are automatically treated as a confidential case. It shall be primarily guided by violations and penalties under the Ease of Doing Business Act https://arta.gov.ph/about/violations-and-penalties</p> <p>Service delivery complaints shall be automatically considered</p>

	<p>as highly technical transactions due to its nature. The client shall be provided feedback 20 days from the filing of the complaint.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/</p>
	<p>PCC: 8888</p>
	<p>ARTA: complaints@arta.gov.ph</p>

**Policy & Plans Division (PPD)
National Household Targeting Section
External Services**

NHTS.				
	1.2. Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.			
	1.3. Forward the request to the Director for approval.			
	1.4. Input comments and decide if the request is for processing or not then endorse it to the NHTO Operations Division Chief/ NHTS Policy and Plans Division Chief.	None	4 hours	<i>Regional Director DSWD FO XI</i>
	1.5. Input comments and endorse it to the Project Development Officer.	None	10 minutes	<i>NHTO Operations Division Chief/ NHTS PPD Chief</i>
	1.6. Inform the client on the approval or disapproval of the data request base on the DSWD MC 12, s. 2017. <ul style="list-style-type: none"> If approved- the orientation will be scheduled including preparation of 	None	30 minutes	<i>Project Development Officer</i>

	<p>documentary requirements for submission.</p> <ul style="list-style-type: none"> If disapproved- Inform the requesting party of the disapproval. End of process. 			
2. Requesting Party will attend the scheduled orientation with the NHTS Inspection Team.	2.1. Orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirements.	None	2 hours	<i>NHTO Advocacy and Capacity Building Section/ NHTS Inspection Team</i>
3. Compliance and Submission of signed Memorandum of Agreement and documentary requirements to the NHTS for review on completeness	3.1. Review all documentary requirements including MOA submitted by the requesting party.	None	2 hours	<i>NHTO Advocacy and Capacity Building Section/ NHTS Listahanan Inspection Team</i>
	3.2 Make a schedule with the requesting party on the inspection meeting			<i>NHTO IT Division Chief/ NHTS Listahanan Inspection Team</i>
4. Requesting party will present their IT facilities to the NHTO Inspection Team.	4.1 Inspection of IT facilities of the requesting party and issuance of Certifications (Physical Setup Certification and Organizational, Technical and Security Setup Certification)	None	1 day	<i>IT Inspection Team</i>
	4.2 Certifications will be attached to the MOA and endorsed by the NHTO Director to the Department's	None	2 hours	<i>NHTO Director/ RFC</i>

	Data Protection Officer.			
	4.3. Assess the MOA, its purpose, and attachments. Once approved, the DPO will endorse the MOA for the Department Secretary's signature.	None	1 day	<i>DSWD Data Protection Officer</i>
	4.4. Review and sign the MOA. The signed MOA will be endorsed to the NHTO/NHTS for data processing.	None	3 days	<i>DSWD Secretary/ NHTS Regional Director</i>
	4.5. Process the request.	None	3 days	<i>Information Technology Officer</i>
	4.6. Review result of the data generation	None	1 day	<i>NHTO QMS/ NHTS Information Technology Officer</i>
	4.7 Secure the data by adding password protection to the file.	None	1 day	<i>Information Technology Officer</i>
	4.7.1 Prepare Data Release Form (DRF), draft memo reply and burn results in a compact disc (CD). <ul style="list-style-type: none"> Other storage device may apply as long as it is approved by the IT Head and the storage device is 			

	provided by the requesting party			
	4.7.2. Counter sign in the DRF.			<i>NHTO DPS Head and QMS Head/ NHTS Section Head/ PDO</i>
	4.7.3 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative Unit.			<i>NHTO IT Division Chief/ NHTS PDO</i>
	4.8. Track and scan the documents before releasing the result to the requesting Party.	None	5 minutes	<i>Administrative Assistant</i>
5. Call NHTS for retrieval of password upon receipt of the result.	5.1. Provide the password of the file to the requesting party thru phone upon inquiry. And administer the CSMS form per CART guidelines.	None	5 minutes	<i>Information Technology Officer</i>
TOTAL		NONE	11 days, 2 hours, 55 minutes	

**with possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting.*

2. Data Sharing - Name Matching

Provision of data corresponding to the individual/s name matching request – to determine if a household is in the Listahanan database and its corresponding poverty status.

Office or Division:	National Household Targeting Section
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government G2B – Government to Business

	<p>Note: Administrative Staff will advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.</p>			
	<p>1.3. Decide if the request is for processing or not.</p> <ul style="list-style-type: none"> The Director/ PPD Chief input comments and decisions and endorse to the Operations Division Chief/NHTS PDO 	None	2 hours	<i>NHTO Director/ PPD Chief</i>
	<p>For NHTO: 1.4. Input comments and endorse request to the PDO.</p>	None	10 minutes	<i>NHTO Operations Division Chief</i>
	<p>1.5. Inform the requesting party on the approval/ disapproval of the data request based on the DSWD MC 12, s.2017</p> <ul style="list-style-type: none"> If approved- the inspection meeting will be scheduled including 	None	10 minutes	<i>Project Development Officer</i>

	<p>preparation of documentary requirements for submission.</p> <ul style="list-style-type: none"> If disapproved- Inform the requesting party of the disapproval 			
2. Requesting Party will attend the scheduled orientation with the PDO.	2.1. Orient the requesting party on Listahanan and discussion of the Salient Points of the Data Privacy Act.	None	2 hours	<i>NHTO PDO/ NHTS Inspection Team</i>
	2.2. Hand-over of the copy of the law, its IRR and the issuances of the NPC			
3. Compliance and Submission of signed Memorandum of Agreement and documentary requirements to the NHTS	3.1. Review all submitted documentary requirements including MOA submitted by the requesting party.	None	2 hours	<i>Project Development Officer</i>
	3.2. Make a schedule with the requesting party on the inspection Meeting			<i>Information Technology Officer</i>
4. Requesting party will present their IT facilities to the NHTS Inspection Team	4.1. Check on the capability of the second party to protect the Listahanan data	None	1 day	<i>NHTO IT Inspection Team/ NHTS Inspection Team</i>

	<ul style="list-style-type: none"> Inspect the IT facilities of the requesting party Collection of documentations based on data requirements <p>*Note: NHTS conduct signing of the certifications of the inspection completion and exit conference</p>			
	4.2. Certifications will be attached to the MOA and endorsed to the Department's Data Protection Officer.	None	35 minutes	<i>NHTO Director/ RFC</i>
	4.3. Assess the MOA, its purpose, and attachments.	None	1 day	<i>DSWD Data Protection Officer</i>
	4.4. Review and sign the MOA. The signed MOA will be endorsed to the NHTO for data processing.	None	3 days	<i>DSWD Office of the Secretary/ Regional Director</i>
	4.5. The approved request is endorsed to the ITO to assess if the attached electronic copy of names is in accordance with the template required.	None	1 hour	<i>Information Technology Officer</i>

	<ul style="list-style-type: none"> • If not in accordance with the required template- inform the requesting party for revision • If in accordance- ITO shall inform the Administrative staff of the schedule of release of the results 			
	4.6. Process the request on a set deadline, depending on the volume or number of names to be matched.	None	20 days (maximum 300,000 names)	<i>Information Technology Officer</i>
	4.7. Review result of name matching	None	3 days	<i>NHTO QMS/ NHTS Information Technology Officer</i>
	4.8. Secure the data by adding password protection to the file.	None	1 hour	<i>Information Technology Officer</i>
	4.8.1 Prepare Data Release Form (DRF), draft memo reply and burn results in a compact disc (CD). <ul style="list-style-type: none"> • Other storage 			

	device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party			
	4.8.2 Counter sign in the DRF.			<i>NHTO DPS Head and QMS Head/ NHTS Section Head/ PDO</i>
	4.8.3 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative Unit.			<i>NHTO IT Division Chief/ NHTS PDO</i>
	4.9. Sign the memo/ endorsement letter.	None	1 hour	<i>NHTO Director/ NHTS Regional Director</i>
	4.10. Track and scan the documents before releasing the result to the requesting Party.	None	5 minutes	<i>Administrative Assistant</i>
5. Call NHTO/ NHTS Office	5.1. Provide the password of the file to the requesting party thru phone upon inquiry. And administer CSMS form per CART guidelines.	None	5 minutes	<i>Information Technology Officer</i>

TOTAL	NONE	29 days, 2 hours, 10 minutes	
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**with possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting.*

3. Data Sharing - Statistics/Raw Data Request

Generation of source data, unprocessed anonymized data or numerical processed data as requested by the client.

Office or Division:	National Household Targeting Section			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (specify purpose and data requested)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party (NGAs, CSOs / NGOs, LGUs, academe etc.) sends a communication letter addressed to the NHTO Director/ NHTS Regional Director for request of statistical data/ raw data generated from <i>Listahanan</i> .	1.1 Receive and record the request in the document transaction/ tracking system. 1.1.1 Forward the request to the NHTO Director/ NHTS PPD Chief.	None	10 minutes	<i>Administrative Assistant</i>
	1.2. Review, input comments and approval in the request based on MC 12, s. 2017 then endorse to the NHTO Statistics section/	None	5 hours	<i>NHTO Director/ NHTS PPD Chief</i>

	NHTS RFC.			
	<p>1.3. Review the request, if the request is:</p> <p>a. <i>Not clear</i> – In case of vague data request, will coordinate with the data users to clarify the data requirements. He/ She shall provide recommendations on other possible data that can be requested if the requested data is not available in the <i>Listahanan</i> database.</p> <p>b. <i>Clear</i> – Endorse request to the Associates Statisticians for data generation.</p>	None	5 hours	<i>NHTO Head Statistician/ NHTS Regional Field Coordinator</i>
	<p>1.4. Generate the requested data from the <i>Listahanan</i> database. The generated statistical/ raw data can be in <i>excel</i> or in any format available.</p>	None	1 day	<i>Associate Statisticians</i>
	1.4.1. Draft reply letter/ memorandum			
	1.4.2. Submit to the NHTO Head Statistician/ NHTS RFC			
	1.5. Review generated statistical/ raw	None	5 hours	<i>NHTO Head Statistician / NHTS RFC</i>

	<p>data. If the statistical/ raw data. If the statistical/raw data is:</p> <p>a. <i>Not accurate</i> – Return the generated statistical/ raw data will be to the Associate Statisticians for revisions.</p> <p>b. <i>Accurate</i> – Submit the generated statistical/ raw data to the NHTO Operations Division Chief/ NHTS PPD Chief.</p>			
	<p>1.6. Review facilitated data, countersign reply letter/ memorandum and endorse to the NHTO Director/ NHTS Regional Director for approval and release.</p>	<p>None</p>	<p>5 hours</p>	<p><i>NHTO Operations Division Chief/ NHTS PPD Chief</i></p>
	<p>1.7. Further review the facilitated data request for approval to release. If the generated statistics/ raw data is:</p> <p>a. <i>Not accurate and acceptable</i> –</p>	<p>None</p>	<p>5 hours</p>	<p><i>NHTO Director/ NHTS Regional Director</i></p>

	<p>Return the facilitated data request to the Statistics section for revisions.</p> <p>b. <i>Accurate and acceptable</i> – Sign the reply letter/memorandum. The facilitated data request will be approved for release.</p>			
2. Receive the data requested	<p>2.1. Facilitate the release of the <i>approved</i> data request to the requesting party.</p> <ul style="list-style-type: none"> Administer the CSMS form per CART guidelines. 	None	10 minutes	<p><i>Administrative Assistant</i></p> <p><i>Associate Statisticians</i></p>
TOTAL		NONE	4 days, 1 hour, 20 minutes	

4. Walk-in Name Matching Data Request

Provision of data corresponding to the individual/s name matching request – to determine if a household is in the Listahanan database and its corresponding poverty status.

Office or Division:	National Household Targeting Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All walk-in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. (1) Valid Identification Card/Proof of Identity</p> <p>2. Walk-in Name Matching Form (1 original)</p>		<p>1. Provided by the Client</p> <p>2. National Household Targeting Office/ National Household Targeting Section Office – Administrative Assistant</p>		
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON

	ACTIONS	TO BE PAID	TIME	RESPONSIBLE
1. The Requesting Party will fill out the Walk-in Name Matching Form.	1.1 Receive and record the request in the document transaction/ tracking system.	None	5 minutes	<i>Administrative Assistant III</i>
	1.2. Endorse request to the Project Development Officer (PDO).			
	1.3. Interview the client to evaluate the validity of the request as to its purpose <ul style="list-style-type: none"> • <i>If not valid-</i> The PDO will inform the client on the grounds for the denial of the request based on the DSWD MC 12, s.2017. End of process. • <i>If valid –</i> Forward the request to the Information Technology Officer for matching Note: * In case,	None	10 minutes	<i>Project Development Officer</i>

	the ITO is on official travel, the client shall leave his/her contact details.			
	1.4. Process the name matching request. <ul style="list-style-type: none"> • Manual verification • Running of name matching application *Note: 1day processing time if the ITO is on official travel	None	5 minutes	<i>Information Technology Officer</i>
	1.5. Review and archive result.	None	5 minutes	<i>Information Technology Officer</i>
	1.6 Endorse result to the PDO			
2. Receive Name Matching Result	2.1. Present and explain the result of name matching and administer the CSMS form (per CART Guidelines)	None	5 minutes	<i>Project Development Officer</i>
TOTAL		NONE	30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated dropbox or email to nhtspr.npmo@dswd.gov.ph
How feedbacks are processed	Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.

	<p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to nhtspr.npmo@dswd.gov.ph</p>
How to file a complaint	<p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at nhtspr.npmo@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.</p>
How complaints are processed	<p>The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the NHTO Director for appropriate action.</p> <p>Complaints officer shall provide feedback to the client.</p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/</p> <p>PCC: 8888</p> <p>ARTA: complaints@arta.gov.ph</p>

**Policy & Plans Division (PPD)
Policy Development & Planning Section
External Services**

1. Approval for the Conduct of Research Studies in DSWD Offices, Centers, and Institutions

Approval is issued to internal and external researchers who intend to conduct research studies related to or involving the Department. The processing of requests to conduct research studies in DSWD Offices, Centers, and Institutions particularly applies to researchers who wish to acquire primary data through first-hand investigation, e.g., face-to-face interviews, survey questionnaires, focused group discussions, case study among others from the DSWD including clients/beneficiaries currently at its Centers/Institutions, and on-going DSWD programs, projects, and services wherein their main subject of research study involves DSWD as an organization. Request to conduct such activities need to undergo research protocol. Research in which target respondents **involves more than one (1) region** shall seek the approval of the PDPB Director. Research requests must be submitted to PDPB Director at least one (1) month before the projected start of data gathering activity.

On the other hand, research requests for the following need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the Regional Director:

- Observations and/or photo/video/audio shoots at DSWD premises, except those involving DSWD’s clients or beneficiaries. If a photo, audio or video of client or beneficiary is essential for the study, researcher shall secure the consent of the Center Head/Client/Beneficiary.
- Briefing/interview/orientation sessions with key focal persons on general information about DSWD programs, policies and projects. The Department however, discourages requests for “practice interviews” of DSWD personnel for the sole purpose of student’s acquisition of interview skills, in consideration of the valuable time taken away from the personnel when accommodating student researchers.
- Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the Department’s program operations.
- Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however shall adhere to the policies in undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

Office or Division:	Policy and Plans Division (PPD) – Policy Development and Planning Section (PDPS)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	Internal researchers (e.g., DSWD personnel researching to pursue higher academic education) and external researchers

	(e.g., students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions, and other independent researchers) who intend to conduct research studies related to or involving the Department.						
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE					
If request shall not undergo Research Protocol: 1. Request letter		Researcher					
If the request shall undergo Research Protocol: 1. Request letter 2. Research Request Form 3. Research Brief 4. Research Instruments		Researcher PPD-PDPS PPD-PDPS Researcher					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON			
1. Submit the request letter and/or the research request documents	1.1 Receive request	None	4 hours	<i>Administrative Staff</i> ORD			
	1.2 Receive the request letter addressed to the Regional Director and/or the research request documents and encode the details in the office's tracking system for incoming documents						
	1.3 Furnish researcher with a receiving copy of the request letter. If request is received through email, reply and acknowledge receipt.						
	1.4 Endorse to the Division Chief (PPD) for assignment and further instructions (if any) to the concerned technical staff						
	1.5 Review the request and assign to available technical staff				None	3. hours	<i>Division Chief or OIC</i> PPD
	1.6 Review the request as to area/region of coverage (<i>refer to MC</i>				None	4. hours	<i>Technical Staff</i> PDPS

	<p>10, s. 2019 Section VII. Item No. 4) to ensure that it is sent to the correct office. Otherwise, endorse to the correct office.</p>			
	<p>1.7 Assess the research request if the request shall undergo research protocol (i.e., approval of the Regional Director) using the <i>Checklist for Reviewing Research and SWD Data Requests</i></p>	None	5. hours	
	<p>1.7.1 For requests that need not go through the protocol, endorse researcher to the concerned DSWD Offices/ Divisions Sections/ Units (ODSUs) using the <i>Endorsement of Research and SWD Data Request Form</i> (either hard copy or soft copy via email) then request the researcher to fill out the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 3.</p>	None	2-4 days	
	<p>1.7.2 For requests that need to go through the protocol, review</p>	None	2 days	

	submitted documents as to completeness			
	1.7.3 If documents are complete, proceed to step 2. Otherwise, assist the researcher in the completion of documentary requirements and provide orientation on the research protocol.			
2. Submit complete documentary requirements (Request letter, Accomplished Research Request Form, Research Brief, and Research Instruments)	2.1 Review research request with concerned Offices/Divisions/Sections/Units (ODSUs)	None	7 days	<i>Technical Staff PDPS</i> <i>Concerned DSWD Offices/Divisions/Sections/ Units (ODSUs)</i>
	2.1.1 Review and assess the submitted documents in consultation with the concerned Office.			
	2.1.2 Receive the comments/ inputs and recommendations from other offices. These shall be the basis for decision to approve/ disapprove the request.	None	7 days	<i>Technical Staff PDPS</i>
	2.2 To recommend Approval?	None	1 day	<i>Technical Staff and Division Chief PPD</i>
	2.2.1 Yes - Prepare a recommendation for approval using the <i>Outline Memorandum of</i>			

	<p><i>Recommendation on the Research Request</i> for review and initial of the Division Chief. This shall include the consolidated recommendation from the concerned Offices/Divisions/Sections/ Units (ODSUs).</p>			
	<p>2.2.2 No – Communicate decision to the researcher and inform them of relevant revisions that are needed to be made. Two (2) days will be given to the researcher to officially respond, through a letter, if they will continue or terminate their request. If pursuing request, ask the researcher to re-submit the revised request based on DSWD's comments, then go back to step 2. Otherwise, request the researcher to fill out the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 3.</p>			
	2.3 Regional Director to	None	1 day	<i>Regional Director</i>

	approve/ disapprove request based on recommendations			
	2.3.1 To approve?			
	2.3.2 Yes – Inform researcher and endorse to the concerned Offices/Divisions/ Sections/ Units (ODSUs). Coordinate with the concerned office where the research request was endorsed and assist the researcher in matters in matters related to conduct of data-gathering activities, then request the researcher to fill out the <i>Client Satisfaction Measurement Survey</i> (either online of paper-based) and proceed to step 3.			<i>Technical Staff PDPS</i>
3. Accomplish the <i>Client Satisfaction Measurement Survey</i>	3.1 Receive the accomplished <i>Client Satisfaction Measurement Survey</i> (either online of paper-based)	None	15 minutes	<i>Technical/ Administrative Staff PPD/PDPS</i>
Total for request that will not undergo the research protocol		None	6 days, 15 minutes	
Total for request that will undergo the research protocol			15 days, 15 minutes	

2. Obtaining Social Welfare and Development (SWD) Data and Information

The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department. Request for SWD data and information need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the Regional Director. Secondary SWD data refers to data that has already been consolidated and/or published by DSWD and readily available as public document.

Office or Division	Policy and Plans Division (PPD) – Policy Development and Planning Section (PDPS)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Department.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Researcher		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the required document (<i>request letter</i>)	1.1 Receive and acknowledge request for SWD data	None	15 minutes	<i>Administrative Staff</i> PPD
	1.2 Receive the request letter then request the researcher to login into the Researcher's Logbook and provide the researcher with receiving copy of request, if walk-in client; or print the request letter and acknowledge receipt, if request is received via email			

	1.3 Check the completeness of information in the request (i.e., specific data, scope, coverage, and year)			
	1.4 Encode the details in the office tracking system for incoming documents	None	5 minutes	<i>Administrative Staff</i> PPD
	1.5 Endorse to the Division Chief (PPD) for assignment and further instructions (if any) to the concerned technical staff	None	5 minutes	<i>Administrative Staff</i> PPD
	1.6 Assign data request to concerned technical staff	None	5 minutes	<i>Division Chief or OIC</i> PPD
	1.7 Assess the data request if the data/information are available within the office	None	10 minutes	<i>Technical Staff</i> PDPS
	Data available within DSWD?			
	1.7.1 Yes, within PPD - Prepare the requested data/ information then proceed to step 1.8	None	Single data: 1-3 hours Multiple data: 1 day	<i>Technical Staff</i> PDPS

	<p>1.7.2 Yes, within other Offices/ Sections/Units (OSUs). - Endorse the request to the concerned OSU using the <i>Endorsement of Research and SWD Data Request Form</i> then request the researcher to fill out the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.</p>	None	30 minutes	<i>Technical Staff PDPS</i>
	<p>1.7.3 No - Inform the researcher of other sources of data then request the researcher to fill out the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.</p>			
	<p>1.8 Prepare response letter with the requested data for submission to the Division Chief for review, approval, and initial</p>	None	30 minutes	<i>Technical Staff PDPS</i>
	<p>1.9 Review, approve, and endorse response letter with the requested data to the Regional Director for approval and signature</p>	None	20 minutes	<i>Division Chief or OIC PPD</i>

	1.10 Approve and sign the response letter with the requested data	None	4 hours	<i>Regional Director</i>
	1.11 Send the signed/approved response letter with the requested data to the researcher then request the data user to fill out the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.	None	30 minutes	
2. Accomplish the <i>Client Satisfaction Measurement Survey</i>	2.1 Receive the accomplished <i>Client Satisfaction Measurement Survey</i> (either online or paper-based)	None	10 minutes	<i>Administrative/ Technical Staff</i> PPD/PDPS
Total for single data request		None	1 day 1 hour 10 minutes	
Total for multiple data request		None	1 day, 6 hours, 40 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Researchers/Data users are requested to accomplish the <i>Client Satisfaction Measurement Survey</i> to be provided by PDPS to monitor the implementation of the research protocol. The feedback form shall be accomplished after the processing of the request.
How feedbacks are processed	Feedbacks are monitored and consolidated by the assigned PDPS Technical Staff. Responses are analyzed and will form part of the <i>Client Satisfaction Measurement Report</i> . The recommendations from the researchers are considered to improve service delivery.
How to file a complaint	Feedback/remarks, including complaints, may be indicated in the <i>Client Satisfaction Measurement Survey</i> and will be coursed through the assigned technical staff's email for appropriate response/action.

	In case of an appeal, the researcher may file a written appeal within 10 working days from receipt of the notice of disapproval.
How complaints are processed	PDPS Technical Staff to receive the appeal and endorse recommendation with the Division Chief's initials to the Regional Director. An official response letter will be communicated to the researcher informing of the decision.
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888
	ARTA: complaints@arta.gov.ph

**Policy & Plans Division (PPD)
Standards Section (SS)
External Services**

1. Accreditation of Civil Society Organizations to Implement DSWD Projects and/or Programs Using DSWD Funds

The process of assessing the applicant to determine whether a Civil Society Organization is eligible to implement DSWD projects and/or programs using DSWD funds

Office or Division:	DSWD Field Office XI – Standards Section
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Social Work Agencies w/ at least one (1) year valid license to operate
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Duly Accomplished and Notarized Application Form (DSWD-SB-CSOA-001A)	<ul style="list-style-type: none"> • DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City • DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-001A-Application-Form-Implementing-CSO.doc or; • https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf
2. One (1) Photocopy of the Audited Financial Statements as received by the BIR/Authorized collecting bank for the past three (3) years	Applicant
3. One (1) original copy of the Duly Accomplished Data Sheet of the Directors, Trustees, Officers, and Key Personnel of the applicant CSO. (DSWD-SB-CSOA-003A)	<ul style="list-style-type: none"> • DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City • DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-003A-CSO-Data-Sheet-Implementing-CSO-1.doc or;

	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf
4. One (1) original copy or photocopy of the location sketches (spot/ satellite map) and photographs (façade and interior) of the principal office and/or satellite Offices	Applicant
5. One (1) Original Copy of the Certificate of Good Standing or Certificate of No Derogatory Information issued by SEC	Securities Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Maa-Road, Davao City
6. One (1) Original Copy of the Duly Accomplished Declaration of Commitment pursuant to AO No. 11 series of 2019	DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/Declaration-of-Commitment-Pursuant-to-AO-no.-11-s-2019.pdf or; https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf
ADDITIONAL REQUIREMENTS AS APPLICABLE: 1. One (1) Original Copy of the Duly Accomplished List of Projects and Programs funded by DSWD or any government agency. If applicable. (DSWD-SB-CSOA-002A)	DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-002A-List-of-Projects-Programs-Implementing-CSO.docx or; https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf
2. One (1) Original Copy of Certificate of No Default or Delay in Liquidating Funds signed by the DSWD Field Office Head and countersigned by the Finance Management Service or by the concerned government official of the other Government Agencies, if applicable. (DSWD-SB-CSOA-004A)	DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-004A-Certification-of-No-Unliquidated-Funds-Implementing-CSO.docx or; https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No.13 Series of 2019.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
<i>STEP 1:</i> The CSO representative files the Application Form together with other documentary requirements to the Standards Bureau of the DSWD CO.	1.1 Receives and records the application at the e-DTMS	None	*30 minutes	<i>Standards Bureau Administrative personnel (SCMD)</i> <i>Support/Technical Staff (Standards Section - DSWD Field Office XI)</i>
<i>STEP 2:</i> The applicant CSO awaits for notification relative to the application	2.1. If found complete, SB will request the Field Office to conduct a Virtual/ On-Site Validation Assessment. Posts notice to the public or invitation to submit derogatory report (Within three (3) working days from the receipt of a derogatory report, the Standards Bureau, through a formal letter shall notify the applicant and require the same to submit an explanation/ comment within ten (10) working days from the receipt thereof. Please also refer to Section VI. No. 2 of MC 13 series of 2019)	None	2 working days	<i>Standards Bureau assigned personnel (SCMD) through Standards Section - DSWD Field Office XI</i> <i>-Information and Communication Technology Management Services (ICTMS) Field Office XI</i>

	<p>2.2. If found incomplete, SB will return all submitted documents to the applicant CSO with a letter and attached checklist (DSWD-SB-CSOA-007A) indicating the lacking required documents</p>			
<p><i>STEP 3: Actual Virtual/On-site Validation Assessment.</i></p>	<p>2.3. If found with irregularities, documents will not be returned to applicant which shall serve as evidence and a ground for blacklisting</p> <p>3.1 Conducts Virtual/ On-Site/ Validation Assessment to the applicant CSO's address or location</p> <p>(If the applicant recently received its accreditation (as SWA) within six (6) months prior to the date of its application as an Implementing CSO, there is no need for a Virtual/ On-Site Validation Assessment., unless the declared projects and programs applied for accreditation requires further verification as per</p>	<p>None</p>	<p>1 working day <u>(per agreed schedule)</u></p>	<p><i>Standards Section – Field Office XI</i></p> <p><i>Standards Bureau for those operating in more than one region</i></p>

	assessment of the Standards Bureau staff.)			
STEP 4: Awaits approval or denial of the application for accreditation	4.1. Prepares and submit the Virtual/On-Site Validation Assessment report to SB	None	**4 working days	<i>Standards Section Head, Policy and Plans Division Chief and Regional Director DSWD Field Office XI</i>
	4.2. Conducts assessment and examination of application	None	4 working days, 1 hour, 30mins	<i>Standards Bureau assigned personnel (SCMD)</i>
	4.3. Final Review and evaluation (An Applicant may be required by the SB to submit additional sets of requirements which are deemed necessary to verify doubtful information and to establish compliance to appropriate policies.)	None	3 working days, 2 hours	<i>Standards Bureau assigned personnel (SCMD)</i>
	4.4. Confirmation letter on the result of the evaluation	None		<i>Standards Bureau assigned personnel (SCMD), SB Director</i>
	4.5. Approval of the Certificate of Accreditation	None	5 working days, 2 hours	<i>Standards Bureau assigned personnel (SCMD), SB Director, Cluster Heads and Department Secretary</i>

STEP 5: Receives the Certificate of Accreditation or the Denial Letter	5.1 Notify the Applicant Organization on the availability of the Certificate 5.2 Issues the Certificate of Accreditation or the Denial Letter	None	2 hours	Support Staff (Standards Bureau - SB), Support/Technical Staff Standards Section – DSWD Field Office XI
TOTAL		NONE	20 working days	
For Complete and Compliant:				

**The number of minutes shall be included on the total 20 working days.*

*** This does not include the travel time of documents from the DSWD Field Office to the Central.*

2. Accreditation of Social Welfare and Development Programs and Services (Licensed SWAs and Public SWDAs)

Refers to the process of assessing the Licensed Social Welfare Agency (SWA) and Public SWDA if their Programs and Services are compliant to set standards.

Office or Division:	DSWD Field Office XI – Standards Section Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	ALL Private Licensed SWA with Social Welfare and Development Programs and Services and Public SWDA in the region.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. One (1) original copy of the Duly Accomplished Application Form		<ul style="list-style-type: none"> DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City https://www.dswd.gov.ph/downloads-2/Annex 3. DSWD-RLA-F003 Application Form for Accreditation
B. Pre-accreditation assessment		

<ul style="list-style-type: none"> • For New Applicant, submit one (1) original copy of the pre-assessment conducted by concerned Field Office covering the Area of Operation • For Renewal, submit one (1) original copy of the assessment tool signed by the SWAs Head of Agency 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/#MCs • <i>For Residential</i> Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service • <i>For Community Based</i> Please email standards.fo11@dswd.gov.ph (Standards Section – F.O. XI) Revisions on Administrative Order No. 1 s. 2010 (Amended Standards for Community Based Services)
<p>C. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>a. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application <i>(not applicable for Public SWDA)</i>)</p> <p>b. 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> <p>For RAB President, the Standards Section shall be the one to issue the required certification.</p>	<ul style="list-style-type: none"> • Securities Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Maa-Road, Davao City • https://www.dswd.gov.ph/downloads-2/Annex 23. DSWD-RLA-F023 ABSNET Active Membership
<p>D. One (1) Original Copy of each of the following Documents Establishing Track Record and Good Standing</p>	

<ol style="list-style-type: none"> 1. Duly signed Work and Financial Plan for the two (2) succeeding years 2. Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organization's to operate for at least two (2) years. (not applicable for Public SWDA) 3. Annual Accomplishment Report previous year 4. Audited Financial Report of the previous year 5. Profile of Clients served for the preceding and current year 	<ul style="list-style-type: none"> ● https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan ● Board Resolution by the Organization ● https://www.dswd.gov.ph/downloads-2/Annex 6. DSWD-RLA-F006 Accomplishment Report ● https://www.dswd.gov.ph/downloads-2/Annex 8. DSWD-RLA-F008 Audited Financial Statement ● https://www.dswd.gov.ph/downloads-2/Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served
<p>E. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <ul style="list-style-type: none"> <input type="checkbox"/> Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003) 	<ul style="list-style-type: none"> ● https://www.dswd.gov.ph/downloads-2/AO 11 s2019 Annex A Declaration of Commitment
<p>One (1) Original Copy of each of the following Basic Documents</p> <ol style="list-style-type: none"> 1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others 2. Profile of Board Trustees (Not applicable to Public SWDAs) 	<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 21. DSWD-RLA-F021 Profile of Governing Board

<p>3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations</p> <p>4. Certified True Copy of General Information Sheet issued by SEC (not applicable for Public SWDA)</p> <p>Note: The first 4 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau.</p> <p>For those operating in more than one region:</p> <p>5. One (1) original copy of the List of main and satellite/branch offices with contact details, if any.</p> <p>For Applicant SWA's implementing Child Placement Services:</p> <p>6. One (1) Original Copy of the Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p>One (1) Original Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>7. Certified True Copy of General Information Sheet issued by SEC (not applicable for Public SWDA)</p> <p>8. For Center Based (Residential and Non-Residential Based) AND Community Based, Copy of the valid safety certificates namely:</p> <ol style="list-style-type: none"> Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) Fire Safety Inspection 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees • Securities Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Maa-Road, Davao City • https://www.dswd.gov.ph/downloads-2/Annex 7. DSWD-RLA-F007 List of Main and Satellite Office • https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees • Securities Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Maa-Road, Davao City • 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
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<p>Certificate Water</p> <p>c. Potability Certificate or Sanitary Permit</p> <p>9. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP</p> <p>10. For applicants with past and current partnership with the DSWD that involved transfer of funds.</p> <p>11. One (1) original copy of the Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation.</p>	<p>the City/Municipal Local Government Unit covering the SWDAs area of operation</p> <ul style="list-style-type: none"> • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider • National Commission of Indigenous People (NCIP) Regional Office where the NGO operates • 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.
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Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators on the Accreditation Tools based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
Note: The DSWD will implement a 3:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 3:00pm shall be considered as a next working day transaction.				
<i>STEP 1:</i> Secures application form thru the DSWD Website or Field Office XI thru Standards Section/Bureau.	1.1 Upload and make available of the necessary documents in the DSWD website/ Standards Section/Bureau.	None	None	<i>Support/ Technical Staff</i> (Standards Section – Field Office XI) Standards Bureau - SB
<i>STEP 2:</i> Submit/ file application and supporting documents	2.1 Receives the documentary requirements and shall provide the applicant SWDA with an application reference number	None	5 minutes	<i>Technical Staff</i> (Standards Section – Field Office XI) Support Staff in charge of all

	for easy tracking and reference.			incoming documents (Standards Bureau - SB)
<p>STEP 3: For applicant SWDA with complete requirements, shall have acknowledgement receipt of the submitted requirements, then proceed to step 4.</p> <p>For incomplete requirements, the applicant SWDA shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.</p>	<p>Determines whether the submitted documents are:</p> <p>3.1 If complete, provide the SWDA an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau.</p> <p>3.2 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant SWDA's compliance. Advise the applicant, that the application will not be processed until the lacking requirements are submitted.</p>	None	10 minutes	<p><i>Technical Staff</i></p> <p>(Standards Section – Field Office XI)</p> <p><i>Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Standards Bureau - SB)</i></p>
<p>STEP 4: Request for the billing statement.</p>	<p>4.1 Prepares Billing Statement and instructs applicants to proceed to the Cash Section (<i>DSWD Field Office XI Cashier</i>), R. Magsaysay Avenue Corner D. Suazo Street, Davao City</p>	None	**5 minutes	<p><i>Support/ Technical Staff</i></p> <p>(Standards Section – Field Office XI)</p> <p>Support Staff in charge on the issuance of Billing Statement (Standards Bureau - SB)</p>
<p>STEP 5: Proceed to the Cashier and present the Billing Statement and settle the</p>	<p>5.1 Processes payment and issues Official Receipt.</p>	₱1,000.00	**5 minutes	<p><i>Cashier</i></p> <p>(DSWD Field Office XI) or</p>

required fee.				(Finance Management Service-Cashier Division)
<i>Step 6:</i> Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	6.1 Receives the photocopy of the Official Receipt from the applicant SWDA.	None	5 minutes	<i>Support Staff/ Technical Staff</i> (Standards Section – Field Office XI) <i>Support Staff</i> (Standards Bureau - SB)
<i>STEP 7:</i> Awaits the result of the documents review and notice of Virtual Assessment.	Review the submitted documents as to completeness and compliance. 7.1 If found complete and compliant, shall prepare an Acknowledgement Letter notifying the conduct of a 2-day Virtual/on-site Assessment.	None	6 days, 7 hours, 40 minutes	<i>Support Staff/ Technical Staff/Standards Section Head/ Policy and Plans Division Chief</i> (DSWD Field Office XI) <i>Technical Staff/ Section Head/ Division Chief/ Bureau Director</i>
	7.2 If found incomplete or non-compliant, shall send an Acknowledgement Letter to the SWDA containing the checklist of documents for compliance to be secured or accomplished together with all the application documents submitted.			
<i>STEP 8:</i> Participates in the conduct of accreditation assessment	8.1 For those with requirements that are complete and compliant, conduct accreditation assessment.	None	Minimum of 2 working days depending on the Programs and Services for Accreditation	<i>Support Staff/ Technical Staff</i> (Standards Section – Field Office XI) <i>Technical Staff</i>

	Conducts the accreditation assessment (virtual or on-site) through the following activities: <ol style="list-style-type: none"> 1. Focus Group Discussion with Clients 2. Interview with the staff 3. Review of documents 4. Ocular Inspection 5. Action Planning/ Exit Conference 		1 working day for Senior Citizen Center	(Standards Bureau - SB) <i>Support Staff/ Technical Staff</i> (Standards Section – Field Office XI)
Step 9: Accomplish and submit Client Satisfaction Measurement Form	9.1 Provide the applicant Organization/SWDA the Client Satisfaction Measurement Form	None	Included in the time allotted in the actual assessment	<i>Support Staff/ Technical Staff</i> <i>Technical Staff</i> (Standards Bureau - SB)
STEP 10: Wait for the result of Assessment.	10.1 Prepare Confirmation Report If favorable, the Technical Staff shall prepare the confirmation Report and Certificate of Accreditation. Review and approval of the confirmation report and certification of accreditation. If not favorable, the Technical Staff shall detail the Assessors Findings to which the SWDA is expected to take action and comply with. Review and approval	None	11 working days	<i>Standards Section Head/Policy and Plans Division Chief/Regional Director</i> (DSWD Field Office XI) <i>Technical Staff</i> (Standards Bureau - SB)/ <i>Section Head/Division Chief/Bureau Director/ASEC/ USEC</i> <i>Support Staff/ Technical Staff</i> <i>Standards Section Head/Policy and Plans Division Chief/Regional Director</i> (DSWD Field

	of the confirmation report			Office XI) <i>Technical Staff</i> (Standards Bureau - SB) <i>Section Head/Division Chief/Bureau Director</i>
STEP 11: Receive the Certificate of Accreditation	Sends Confirmation Report 11.1. If favorable, send the Confirmation Report and certificate of accreditation. Notify the SWDA on the availability of the Certificate of Accreditation for release through various means per preference indicated in the application form. (direct pick-up or courier) 11.2.If not favorable, send the confirmation report.	None	Included in the time allotted under step 10	<i>Support Staff/ Technical Staff</i> (Standards Section – Field Office XI) <i>Support Staff</i> (Standards Bureau - SB)
TOTAL		1,000.00	20 working days	
Social Work Agency (Issuance and Held in Abeyance):				
Senior Citizen Center:			19 working days	
B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:				
Note: The DSWD will implement a 3:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 3:00pm shall be considered as a next working day transaction.				
STEP 1: Send the Application Form together with the prescribed	1.1 Log receipt into the Document Tracking System (DTS) for	None	1 hour	<i>Support Staff/ Technical Staff</i> (Standards Section – Field

documentary requirements for Accreditation: Standards Section DSWD Field Office XI, R. Magsaysay Avenue Corner D. Suazo St., Davao City	Standards Bureau. This shall be routed to the Assigned Technical Staff.			Office XI) <i>Support Staff in charge of incoming documents (Standards Bureau - SB)</i>
<i>STEP 2: Awaits the result of the documents review</i>	Determine whether the submitted documents are complete. If complete: <ul style="list-style-type: none"> • prepares acknowledgement letter indicating the payment of processing fee and schedule of accreditation assessment • Sends the approved acknowledgement letter • Proceed to step 3 If incomplete: <ul style="list-style-type: none"> • prepares acknowledgement letter and return all documents submitted accompanied by a checklist of requirements for applicant SWDA's compliance. • Sends the approved acknowledgement letter 	None	6 days, 7 hours	<i>Support Staff/Technical Staff/ Standards Section Head/ Policy and Plans Division Chief/Regional Director</i> (DSWD Field Office XI) <i>Support Staff/Technical Staff/ Section Heads/ Division chief/ Bureau Director</i> (Standards Bureau - SB)
<i>STEP 3: Billing statement</i> If cash: secure billing statement	3.1 For cash payment: Prepare and	None	**5 minutes	<i>Support Staff/ Technical Staff</i> (Standards Section – Field Office XI)

from the DSWD Field Office and Central Office	provide the applicant SWDA with the billing statement			<i>Support Staff</i> (Standards Bureau)
<p>STEP 4: Payment of processing fee</p> <p>If cash: Presents the Billing Statement at the Cashier and settles the required fee.</p> <p>If online: settle at any authorized service provider</p>	4.1 Process payment and issues Official Receipt.	₱1,000.00	<p>**5 minutes</p> <p>(Applicant's discretion)</p>	<p><i>Cashier</i> (DSWD Field Office XI)</p> <p><i>Cashier</i> (Finance Management Service-Cashier Division)</p>
<p>Step 5: Provide the DSWD Standards Bureau the copy of the Official Receipt (OR) through the following:</p> <p>5.1 Scanned copy of the Official Receipt srb@dswd.gov.ph with the subject: Name of the Organization_ Copy of OR for Accreditation.</p> <p>5.2 Hand-carry the Photocopy of Official Receipt to Standards Bureau.</p> <p>5.3 Courier the Photocopy of Official Receipt to Standards Bureau.</p>	<p>5.1.1 Acknowledge the copy of the Official Receipt from the SWDA.</p> <p>For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Bureau shall acknowledge the receipt of the Official Receipt and provide the copy to the Assigned Technical Staff.</p>	None	**5 Minutes	<p><i>Technical Staff</i> (Standards Section – Field Office XI)</p> <p><i>Support Staff in charge of incoming documents</i> (Standards Bureau - SB)</p>
STEP 6: Participate in the conduct of	For those with requirements that are	None	Minimum of 2 working days	<i>Support Staff/ Technical Staff</i>

accreditation assessment	complete and compliant, conduct accreditation assessment. Conducts the accreditation assessment (virtual or actual visit) through the following activities: <ol style="list-style-type: none"> 1. Focus Group Discussion with Clients 2. Interview with the staff 3. Review of documents 4. Ocular Inspection 5. Action Planning/ Exit Conference 		depending on the Programs and Services for Accreditation 1 working day for Senior Citizen Center	(Standards Section – Field Office XI) <i>Technical Staff</i> (Standards Bureau - SB)
<i>Step 7:</i> Accomplish and submit Client Satisfaction Measurement Form	7.1 Provide the applicant Organization the Customer’s Feedback Form	None	Included in the time allotted in the actual assessment	<i>Support Staff/ Technical Staff</i> (Standards Section – DSWD Field Office XI) <i>Technical Staff</i> (Standards Bureau - SB)
<i>STEP 8:</i> Awaits for the result of Assessment.	8.1 Prepare Confirmation Report If favorable, the Technical Staff shall prepare the confirmation Report and Certificate of Accreditation. Review and approval of the confirmation report and certification of accreditation	None	11 working days	<i>Support Staff/Technical Staff/ Standards Section Head/ Policy and Plans Division Chief/Regional Director</i> (DSWD Field Office XI) <i>Technical Staff</i> (Standards Bureau - SB) <i>Section Head/Division</i>

				<p><i>Chief/Bureau Director, Undersecretary, Assistant Secretary</i></p>
	<p>If not favorable, the Technical Staff shall detail the Assessors Findings to which the SWDA is expected to take action and comply with.</p> <p>Review and approval of the confirmation report</p>			<p><i>Technical Staff</i></p> <p>(Standards Section – Field Office XI)</p> <p><i>Technical Staff</i> (Standards Bureau - SB)</p> <p><i>Section Head/Division Chief/Bureau Director</i></p>
<p>STEP 9: Receive the Certificate of Accreditation</p>	<p>Sends Confirmation Report</p> <p>9.1 If favorable, send the Confirmation Report and certificate of accreditation. Notify the SWDA on the availability of the Certificate of Accreditation for release through various means per preference indicated in the application form. (direct pick-up or courier)</p> <p>9.2 If not favorable, send the confirmation report.</p>	None	Included in the time allotted under step 8	<p><i>Technical Staff</i></p> <p>(Standards Section – Field Office XI)</p> <p><i>Support Staff</i> (Standards Bureau - SB)</p>
<p>TOTAL</p>		<p>₱1,000.00</p>	<p>20 working days</p>	
<p>Social Work Agency (Issuance and Held in Abeyance):</p>				

Senior Citizen Center:	19 working days
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**The number of minutes shall be included on the total working days*

*** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

3. Accreditation of Social Workers Managing Court Cases (SWMCCs)

The process of assessing the Social Workers managing court-related cases as to their compliance to delivery of quality service.

Office:	Standards Section – DSWD Field Office XI Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office	
Type of Transaction:	Highly Technical	
Who may avail:	All Social Workers who are direct practitioners including supervisors from the DSWD Field Offices, residential, and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For New Applicants		
1. For Social Workers		
a. 2 copies of Application Form for Accreditation of Social Workers Managing Court Cases (Annex A)	<ul style="list-style-type: none"> ● DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City ● Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the form 	
b. 2 copies and original Valid Professional Regulations Commission Registration ID Card	Professional Regulation Commission (PRC) Region XI - Juna Subdivision, Calamansi St., corner 1st Street, Matina Pangi Rd, Davao City	
c. 2 copies of Certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions; <i>*In case of lost certificate, a certified true copy from the training provider may be presented</i>	Training Provider	

d. Summary documentation of four (4) cases managed (Annex B)	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template
e. Letter of Recommendation attesting to the competence of the social worker	Any of the following: <ul style="list-style-type: none"> • Supervisor of the applicant; • Philippine Association of Social Workers, Inc. (PASWI); • If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)
f. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client
2. For Supervisors	
a. First three (3) requirements stated under new applicants for social worker	(Same as stated above)
b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client
c. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client
B. For Renewal	
1. For Social Workers	
a. Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours	DSWD or recognized training institutions

b. Summary documentation (Annex B) of cases managed for the last six months	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template
c. Recommendation from the Supervisor attesting to the competence of social worker in managing court cases	Applicant/Client
d. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; and • Other relevant documentations pertaining to the cases 	Applicant/Client
2. For Supervisor	
a. First three (3) requirements stated under renewal for social worker	(As stated above)
b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client
c. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes/marginal notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Applications received through Walk-in Applicants				

<p>STEP 1: The Applicant shall file application (Annex A) at the concerned DSWD Field Offices (FO) XI –Standards Section together will the requirements stated above.</p>	<p>1.1The Field Office- Standards Section Support Staff shall receive submitted documents with its original copies. A Document Reference Number shall be provided to the applicant for easy tracking.</p> <p>If complete, the Technical Staff assigned by the Section Head will then proceed with the pre-assessment process. If incomplete, documents shall be returned accompanied by provision of technical assistance and checklist of requirements.</p>	<p>None</p>	<p>1 hour and 30 minutes</p>	<p><i>Technical Staff/Standards Section Head</i></p> <p><i>Standards Section - DSWD Field Office XI</i></p>
<p>B. Applications received through Mail/Courier</p>				
	<p>1.1.B The Field Office- Standards Section shall receive the submitted documents and shall then farms out to the Standards Head Section.</p> <p>If complete, the Technical Staff assigned by the Section Head will then proceed with the pre-assessment process.</p>	<p>None</p>	<p>4 hours 20 minutes</p>	<p><i>Technical Staff/Standards Section Head</i></p> <p><i>Standards Section – DSWD Field Office XI</i></p>
	<p>1.1.1 The technical staff shall conduct desk review of the received application as to completeness and</p>	<p>None</p>	<p>6 days and 1 hour</p>	<p><i>Standards Section Technical Staff/Standards Section Head/Policy and Plans Division Chief/Regional</i></p>

	compliance.			<i>Director</i> DSWD Field Office XI
	<p>1.1.2 If requirements are complete and compliant, the Field Office- Standards Section shall prepare pre-assessment report and/or endorsement report to Standards Bureau along with the acknowledgement letter to the applicant Social Worker on the status of the application.</p> <p>If incomplete or non-compliant, an acknowledgement letter shall be prepared indicating the checklist of lacking documents.</p>	None		
	<p>1.1.3 One set of copy of the application requirements and the signed/approved pre-assessment report and/or endorsement report shall be endorsed to DSWD- Standards Bureau, and file the other copy in the Field Office.</p> <p>The signed/approved acknowledgement letter shall also be</p>	None	1 hour	<i>Technical Staff</i> Standards Section – DSWD Field Office XI

	sent to the applicant Social Worker.			
	<p>1.1.4 The Standards Bureau- Support Staff shall receive the endorsed application and will endorse to Standards Compliance Monitoring Division (SCMD) thru the Section Head.</p>	None	2.5 hours	<p><i>Support Staff / SCMD Section Head</i> DSWD – Standards Bureau</p>
	<p>1.1.5 The Standards Compliance Monitoring Division (SCMD) Technical Staff shall review the application and documents submitted by the Applicant through Field Office.</p> <p>If complete and compliant, preparation of acknowledgement letter indicating the schedule and mode of accreditation shall be made:</p> <ul style="list-style-type: none"> • Under Normal circumstances actual accreditation visit shall be conducted; • During the state of calamity/ emergency, virtual accreditation shall be conducted <p>If incomplete or non-compliant, the</p>	None	1 day	<p><i>Assigned DSWD– Standards Bureau technical staff,</i> depending on the Field Office where the application was from.</p>

	<p>Technical Staff to also prepare an acknowledgement letter indicating the checklist of lacking documents.</p>			
	<p>1.1.6 If the submitted documents are complete and compliant, the signed and approved Acknowledgement letter shall be endorsed to the Applicant through the Field Office on the schedule of the assessment</p>	None	1 day, 5 hours, 30 minutes	<p><i>Support Staff / Assigned technical staff/ SCMD Section Head / Bureau Director</i></p> <p>DSWD- Standards Bureau</p>
<p>STEP 2: The Applicant shall coordinate with Standards Bureau through the Field Office on the schedule of the assessment.</p>	<p>2.1 The technical staff shall conduct assessment through review of case records, interview of the applicant and client/s, and conduct of other relevant activities.</p>	None	1 day (per agreed schedule)	<p><i>Assigned technical staff from DSWD- Standards Bureau</i></p>
	<p>2.2 Technical Staff shall prepare the Confirmation Report Certificate of Accreditation, Executive Summary for the Assistant Secretary and Undersecretary and the transmittal memo for review and approval of the Section Head and Division Chief.</p> <p><i>*If the applicant/s falls below the set standards, the said applicant/s shall</i></p>	None	5 days, 2 hours after conduct of assessment	<p><i>Support Staff / Assigned technical staff DSWD – Standards Bureau SCMD Section Head / SCMD Division Chief</i></p>

	<i>be given appropriate technical assistance on the areas needing improving. A re-assessment shall be conducted after six months.</i>			
Issuance of Accreditation Certificate. This shall be issued by the Department Secretary or his/her duly authorized representative if the applicant has qualified the accreditation standards.				
	2.3 Standards Bureau shall review and/or approve and endorse the Confirmation Report, Executive Summary, Certificate of Accreditation and transmittal memo to the Assistant Cluster Head. If with inputs/comments/corrections, the documents shall be returned to the technical staff.	None	1 day, 1 hour, 30 minutes	<i>Bureau Director</i> DSWD-Standards Bureau
	2.4 The Assistant Cluster Head to review and/or approve and endorse the Executive Summary, Certificate of Accreditation and transmittal memo to the Undersecretary. If there will be inputs/comments, it shall be returned to the Standards Bureau.	None	1 day, 1 hour	<i>Assistant Secretary/</i> <i>Cluster Head</i> DSWD-Standards and Capacity Building Group
	2.5 The Cluster Head to review and/or approve the Certificate of Accreditation and other approved attached documents.	None	1 day, 1 hour	<i>Undersecretary/</i> <i>Cluster Head</i> DSWD-Standards and Capacity Building Group
	2.6 Standards Bureau to endorse the approved	None	2 hours	<i>Support Staff</i> Standards

	Certificate of Accreditation to the qualified Social Worker through the Field Office. One set of copy of the approved Confirmation Report and Certificate of Accreditation shall be transmitted to Records Section			Compliance Monitoring Division (SCMD)
3. Qualified applicant shall receive/ pick-up the Accreditation Certificate from the Field Office where the application was filed.	3.1 Notify the Applicant Organization on the availability of the Certificate	None	30 minutes	Support Staff/ Technical Staff Standards Section – DSWD Field Office XI
	3.2 Issues the Certificate of Accreditation			
Total Processing Time		NONE	20 working days	

**The number of minutes shall be included on the total 20 working days.*

*** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

4. Accreditation of Pre-Marriage Counselors

The process of assessing the applicant eligible to conduct pre-marriage counseling pursuant to Article 16 of the Family Code of the Philippines.

Office or Division:	DSWD Field Office - Standards Section XI
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All qualified applicants per item VIII of MC 1 s. 2019 and as amended in MC 10 s. 2021

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For New Applicants	
1. One (1) Duly Accomplished Application Form.	DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City <ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex A. PMC Form_App</i>
<i>One (1) photocopy of the following documents (original copies must be presented):</i>	
1. Any of the following as proof that the applicant is a graduate of four (4) year course: <ol style="list-style-type: none"> Photocopy of Certificate of graduation/college diploma or transcript of records; or Certified photocopy of valid PRC ID. 	<ul style="list-style-type: none"> • Professional Regulation Commission (PRC) Region XI - Juna Subdivision, Calamansi St., corner 1st Street, Matina Pangi Rd, Davao City
2. Photocopy of Training Certificates/Certificates from seminars, conferences, training, and other related activities on basic counseling service for at least twenty-four (24) four hours. If original copy is unavailable, a certified true copy of the certificate of participation/attendance from the training provider will be accepted.	<ul style="list-style-type: none"> • Training Provider
3. Any of the following as proof that applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team, if applicable: <ol style="list-style-type: none"> Certification from immediate Supervisor; or An approved resolution 	<ul style="list-style-type: none"> • Local Government Office
4. Documentation of at least six (6) PMC sessions, which captures the role performed by the applicant as proof that he/she has assisted in the PM Counseling session.	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex C. Documentation Report Template</i>
<i>Other documents to be made available during the assessment visit:</i>	
Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present	

during the validation visit.	
B. For Renewal	
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.	<ul style="list-style-type: none"> • Training Provider
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 (<u>Annex D</u>);	<p>DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City</p> <ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex D. PMC Form</i>
3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (<u>Annex C</u>);	<p>DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City</p> <ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex C. PMC Form</i>
Other documents to be made available during the validation visit.	
a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.	
b. Accomplished and consolidated result of client feedback/satisfaction survey (<i>See <u>Annex F</u> for the template</i>) of about fifty (50) percent of the total number of counselled couple for the past year; and	<p>DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City</p> <ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex F. PMC Form</i>
c. A summary/record on the number of Certificate of Marriage Counseling issued.	

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 01 Series of 2019.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
<i>STEP 1:</i> Secures application form thru the DSWD Website/Field Office	1.1 Provides client application form, and checklist of requirements	None	*5 minutes	<i>Support Staff/ Technical Staff</i> (Standards Section – DSWD Field Office XI)
<i>STEP 2:</i> Submit/ file application and supporting documents at Field Office – Standards Section	2.1 Records receipt of application and forward the same to assigned staff.	None	*15 minutes	<i>Technical Staff</i> (Standards Section – DSWD Field Office XI)
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<i>STEP 3:</i> Awaits for acknowledgement or notification relative to the application.	3.1 Reviews and Assess the completeness of requirements/ documents submitted and prepare acknowledgement letter, to wit: 3.1.1 If found complete/ sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit.	None	5 working days, 2 hours	<i>Technical Staff</i> (Standards Section – DSWD Field Office XI)
	3.1.2 If found			

	<p>insufficient/ have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements and provide necessary technical assistance.</p>			
	3.2 Review and approval of Supervisor/Section Head			Standards Section Head/Policy and Plans Division Chief/Regional Director DSWD Field Office XI
	3.3 Review and approval of the Regional Director.			
Step 4: Accomplish and drop the Customer's Feedback Form on the dropbox.	4.1 Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff/Technical Staff Standards Section – DSWD Field Office XI
STEP 5: Actual Accreditation Assessment	<p>5.1 Conducts validation assessment with the applicable mode:</p> <ul style="list-style-type: none"> • Under Normal circumstances actual accreditation visit; • During the state of calamity/ emergency virtual assessment. <p>Activities to take place:</p>	None	1 working day	Support Staff/Technical Staff Standards Section – DSWD Field Office XI

	<ol style="list-style-type: none"> 1. Brief overview on the assessment process; 2. Observation on the counseling session; and 3. Exit Conference 			
STEP 6: Awaits the approval of the confirmation report/issuance of the Certificate	6.1 Final Assessment of the application documents and result of the actual accreditation assessment.	None	7 working days	<i>Support Staff/Technical Staff/Standards Section Head/Policy and Plans Division Chief/Regional Director</i> DSWD Field Office XI
	6.2 Prepares the confirmation report, with the following possible content: <ol style="list-style-type: none"> a. If favorable, inform applicant on the approval of his/her accreditation. b. If unfavorable, recommend for re-assessment. 			
	6.3 Forwards to the office of the RD for approval/signature.			
	6.4 Approval and signature of the documents			
STEP 7: Awaits for the approval and issuance of certificate, if favorable.	7.1 Prepares certificate for issuance, if favourable. Approval and signature of the Certificate	None	5 working days	<i>Support Staff/Technical Staff Regional Director</i> DSWD Field Office XI
STEP 8: Receives the Accreditation Certificate	8.1 Release of Certificate	None	1 working day	<i>Support Staff/Technical Staff Standards Section</i> – DSWD Field Office XI

TOTAL For Complete and Compliant:	NONE	18 working days, 2.25 hours	
For Complete Requirements with Areas for Compliance:		25 minutes	

**The number of minutes shall be included on the total number of working days.*

*** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

5. Endorsement of Duty-Exempt Importation of Donations to Social Welfare and Development Agencies

The process of assessing the applicant SWDA to determine whether its submitted requirements suffice their exemption from paying customs dues for the release of foreign donations consigned to them.

Office or Division:	Standards Section – DSWD Field Office XI Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail of:	Licensed and/or accredited private Social Welfare and Development Agencies (SWDAs) in accordance to section 800(m) of the Republic Act No. 10863, otherwise known as the Customs Modernization and Tariff Act (CMTA) of 2016, who wish to exempt from customs dues the foreign donations consigned to them.	
CHECKLIST OF REQUIREMENTS		
WHERE TO SECURE		
1. Application form (DSWD DFE Form 1)	<ul style="list-style-type: none"> ● DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City ● https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – DSWD DFE Form 1 	
2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin	Philippine Consular Office (i.e. embassy or consulate) of the country of origin	
3. Notarized Deed of Acceptance	Notary public	
4. Copy of valid DSWD Registration, License and/or Accreditation Certificate	Issued by the DSWD to the licensed and/or accredited SWDA	
5. Bill of Lading or Airway Bill	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee.	

6. Packing List	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
7. Plan of Distribution	https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – <i>DSWD DFE Form 2</i> <ul style="list-style-type: none"> To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution (DSWD Field Office XI)
OPTIONAL REQUIREMENTS	
1. Certification from Food and Drug Administration (FDA), in case of medicines	Food and Drug Administration, Regional Field Office XI - 31 Quimpo Blvd, Talomo, Davao City, Davao del Sur
2. Notarized distribution report on latest shipment, if not the first time to import foreign donations.	https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – <i>DSWD DFE Form 3</i> <ul style="list-style-type: none"> To be certified correct by the concerned DSWD Field Office
3. Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines	Appropriate government agencies

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 21 Series of 2019.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: The representative of the SWDA files the application form, together with the supporting documents/requirements at the respective DSWD-Field Office covering the region where the intended distribution of goods shall take place.	1. Reviews the completeness and correctness of the submitted application documents based on the checklist. <i>If complete, forward for tracking to Support Staff</i> <i>If incomplete, return to applicant, provide TA and checklist of requirements.</i>	None	*30 minutes	<i>Support Staff/Technical Staff</i> Standards Section – DSWD Field Office XI
	2. Logs its receipt into the document tracking system	None		

	3. Provides the walk-in applicant with document reference number for easy tracking.	None		
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<i>STEP 2:</i> The applicant shall pay the required processing fee at the Cash Unit of the concerned DSWD-Field Office; provides a copy to the Standards Section	2.1 Accounting Section for the order of payment then pay the necessary fee to Cash Section; Issues an official receipt.	P1,000.00	*10 minutes	<i>Cashier</i> DSWD Field Office XI
<i>STEP 3:</i> Awaits results of the assessment.	3.1 Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements; <i>Step 3a – If found compliant to eligibility and documentary requirements</i> Prepare for conduct of area visit	None	3 working days	<i>Technical Staff</i> Standards Section – DSWD Field Office XI
	<i>Step 3b – If found non-compliant to eligibility and documentary requirements</i> Return application documents to the applicant with a letter and checklist citing reasons for disapproval with technical assistance			

	<p>on how to rectify non-compliance and/or submit lacking requirements</p> <p>Provides the applicant the Client Satisfaction Measurement Form</p>			
<p>Note: While face-to-face is still prohibited during this pandemic situation, technical assistance shall be provided in written form. In the event that the return of documents cannot be facilitated due to unavailability of the service provider, acknowledgment letter shall indicate the checklist of documents for compliance to be secured or accomplished.</p>				
STEP 4: Validation Visit	4.1 Conducts area visit, obtains in-depth information concerning administrative and operational aspects of the program. <i>(Optional)</i>	None	2 working days (per agreed schedule)	<i>Technical Staff</i> Standards Section – DSWD Field Office XI
STEP 5: Endorsement to the DSWD Central Office.	5.1 Endorses the draft acknowledgment letter to the Regional Director for approval	None	1 working day	<i>Technical Staff</i> Standards Section – DSWD Field Office XI DSWD Regional Director DSWD Field Office XI
	5.2 Endorses the application to the Standards Bureau at the Central Office			<i>Regional Director</i> DSWD Field Office XI
	5.3 If deficient to return the application to the applicant and provide the necessary technical assistance to comply with the requirement/s.	None		
	Checks the completeness of the submitted application	None	3 working days	Standards Bureau: <i>SCMD Technical</i>

	<p>documents.</p> <p>1.1. Logs its receipt into the Document Transaction Management System (DTMS)</p>			<p><i>Staff/ Division Chief/ Bureau Director</i></p>
	<p>If incomplete, return the documents and inform the Field Office concerned that the application shall not be processed unless they have submitted the complete documents.</p> <p>If approved, forward the application to the Office of the Undersecretary supervising the Standards Bureau.</p>			
	<p>Prepares the following:</p> <ul style="list-style-type: none"> • Endorsement letter to the DOF • Conforme letter to applicant that it should comply with post-facilitation requirements • Letter to concerned DSWD Field Office informing them of the endorsement <p>If disapproved, return the documents and send a written communication to concerned DSWD Field Office, copy furnished the</p>			

	applicant, indicating reasons for disapproving the application.			
	Endorsement to the Secretary Affixes initial to the endorsement letter to DOF	None	1 working day	<i>DSWD Undersecretary supervising the Standards Bureau</i>
	Final Approval of the Endorsement Affixes signature to the endorsement letter to DOF	None	3 working days	<i>DSWD Secretary</i>
STEP 6: Approved applicants to pick up the Endorsement Letter	6.1 Informs the applicant and Field Office of the approval of endorsement. Preparation of the endorsement letter for pick-up of the applicant and the conforme letter for their signature.	None	*10 minutes	<i>SCMD Technical Staff Standards Bureau</i>
TOTAL Complete and Compliant:		₱1,000.00	14 days	
Complete but non-Compliant Submission:		₱1,000.00	8 days, 50 minutes	
For Incomplete Submission:		NONE	30 minutes	

***The number of minutes shall be included on the total 20 working days.**

**** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.**

6. Issuance of Certificate of Accreditation to Civil Society Organization (CSOs) Non-SLP Organized

The process of issuing Certificate of Accreditation to Civil Society Organizations (CSOs) Beneficiaries of DSWD Projects and/or Program.

Office or Division:	DSWD Field Office - Standards Section XI
Classification:	Highly Technical

Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All eligible beneficiary CSOs organized by the Department through DSWD project/s and/or program/s.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Duly accomplished and duly sworn Beneficiary CSO Accreditation Application Form	<ul style="list-style-type: none"> • DSWD Field Office XI- Standards Section
2. Proof of existence or presence of the CSO in its stated address and area of operation or organization, namely: <ol style="list-style-type: none"> a. Pictures of office and direction sketch; and b. At least one of the following documents: <ol style="list-style-type: none"> i. <i>Barangay certification</i> ii. <i>Certification or endorsement from at least two (2) publicly known individuals in the community</i> iii. <i>Other documents showing proof of existence</i> 	<ul style="list-style-type: none"> • CSO Beneficiary Applicant
3. Proof of organization, namely: <ol style="list-style-type: none"> a. Organizational chart or governance structure; and b. Date of organization, list of officers and members with their complete names, dates of birth (if known and or registered, complete address, and contact numbers, if available; 	<ul style="list-style-type: none"> • CSO Beneficiary Applicant
4. Certificate of Good Standing – if the CSO applicant has received public funds prior to its application; Specifically stating that the CSO has liquidated, in accordance with COA regulations, all fund transfers due for liquidation	<ul style="list-style-type: none"> • Government agency or agencies from which it has received public funds
5. Proof of having undergone Social Preparation	<ul style="list-style-type: none"> • Designated DSWD Regional Program/Project Officer of the DSWD Program or project where the CSO applicant is seeking funds

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 17 Series of 2017.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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STEP 1: Submit/ file application documents	1.1 Logs receipt into the document tracking system (DTS)/ Logbook Refer to the concerned unit.	None	*2 hours	Focal Person - Standards Section DSWD Field Office XI
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 2: Wait for the result of the assessment	If Complete and Compliant: 2.1 Receive and review the documentary requirements 2.2 Posting of applicant to DSWD website 2.3 Preparatory activities for the conduct of validation 2.4 Conducts validation as to the existence of the applicant beneficiary CSO including its on-going projects and/or programs as applicable. To include activities e.g. FGD, interviews, photo documentation of the validation site, interviewed persons and other related documents 2.5 Prepares and signs Validation Report and Abstract with supporting documents. 2.6 Evaluation and	None	*18 days, 6 hours	Focal Person - Standards Section DSWD Field Office XI

	<p>deliberation by the Field Office-Accreditation Committee.</p> <p>2.7 Prepares the Certificate of Accreditation</p> <p>2.8 Facilitates the signing of the Certificate of Accreditation</p> <p>2.9 Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board</p> <p>If found incomplete or non-compliant (in any part of the process)</p> <p>2.10 If found to be incomplete, prepares acknowledgment memorandum returning the application documents for compliance.</p> <p>2.11 If an irregularity, falsehood, fabrication or forgery is noted or found in the documents the applicant shall be required to explain not later than 3 days from receipt of notice issued by the Regional Director.</p>			
STEP 3: Receives the Certificate of Accreditation	<p>Release of the signed Certificate/s of Accreditation through:</p> <p>3.1) Befitting ceremony (e.g.</p>	None	*1 day	<i>Focal Person - Standards Section DSWD Field Office XI</i>

	during the flag-raising ceremony)			
	3.2) Pick-up by the CSO applicant			
	3.3) Pick-up by the CSO applicant			
	3.4) Hand-carrying of the Certificate/s of Accreditation whichever is practicable			
TOTAL		NONE	20 working days	
For Complete and Compliant:			30 minutes	
For Incomplete Submission:				

**The number of minutes shall be included on the total 20 working days.*

*** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

7. Issuance of Certificate of Accreditation to Civil Society Organization (CSO) Organized by the Sustainable Livelihood Program (SLP)

The process of issuing Certificate of Accreditation to Civil Society Organizations (CSOs) Beneficiaries of DSWD Projects and/or Program Organized by the Sustainable Livelihood Program (SLP).

Office or Division:	DSWD Field Office - Standards Section XI
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government
Who may avail:	All eligible beneficiary CSOs organized by the Department through SLP.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certified true copy of the Certificate of Eligibility (CoE) <i>*The issuance of COE is subject to compliance on SLP existing guidelines.</i>	<ul style="list-style-type: none"> DSWD Sustainable Livelihood Program-Regional Program Management Office XI (DSWD SLP-RPMO XI)
2. Endorsement of SLPAs with CoE signed by the Regional Program Coordinator (to include the project/s approved, address of the SLPA, and the budget approved for the project)	<ul style="list-style-type: none"> DSWD Sustainable Livelihood Program-Regional Program Management Office XI (DSWD SLP-RPMO XI)

Note to Applicant: *The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No.26 Series of 2020.*

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>STEP 1:</i> Submit/file application documents	1.1 Logs receipt into the document tracking system (DTS)/ Logbook Refer to the concerned unit.	None	*1 day	<i>Focal Person - Standards Section DSWD Field Office XI</i>
<i>Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.</i>				
<i>STEP 2:</i> Wait for the result of the assessment	<p>If Complete and Compliant:</p> 2.1 Receive the documentary requirements	None	*4 days	<i>Focal Person - Standards Section DSWD Field Office XI</i>
	<p>If found incomplete or non-compliant,</p> 2.1.1 If found to be incomplete, prepares memo to the SLP-RPMO returning the application documents for compliance.			
<i>STEP 3:</i> Issuance of Permit	3.1 Forwards the signed memo to SLP-RMPO with the signed certificates and secures receiving copy.	None	2 days	<i>Focal Person - Standards Section DSWD Field Office XI</i>

	3.2 Forwards signed memo to ICTMS for posting to FO website.			
	3.3 Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board			
TOTAL For Complete and Compliant:		NONE	7 working days	

	For Incomplete Submission:	30 minutes	

**The number of minutes shall be included on the total 7 working days.*

8. Issuance of National Solicitation Permit/Certificate Authority to Conduct Fund Raising Campaign to Person, Corporation, Organization or Association in Normal Situation

The process of assessing the applicant person/individual, corporation, organization or association eligibility to conduct fund raising campaign.

Office or Division:	Standards Section – DSWD Field Office XI Standards Compliance and Monitoring Division (SCMD)		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government		
Who may avail:	All eligible person/individual, groups whether organized or unorganized, Corporations whether profit or non-profit, Organizations or Agencies, Associations including Civil Society Organizations (CSOs), Registered, Licensed and/or Accredited SWDAs including Social Welfare Arms of religious Organizations desiring to solicit funds for charitable and public welfare purposes in more than one (1) region.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For Individuals, Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes			
1. Duly Accomplished Application Form	<ul style="list-style-type: none"> DSWD Field Office XI R. Magsaysay Avenue Corner D. Suazo Street, Davao City https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2: DSWD-SB- PSF-001: Application Form 		
2. Certified True Copy (CTC) of Certificate of Registration which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new application *Not applicable to Government Agencies and SWDAs with Valid RLA	<ul style="list-style-type: none"> Securities Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Maa-Road, Davao City 		
3. 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	<ul style="list-style-type: none"> Securities Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Maa-Road, Davao City 		

<p>regulate the applicant organization or agency. *Not applicable to Government Agencies and SWDAs with Valid RLA.</p>	
<p>4. Project Proposal on the intended public solicitation approved by the Head of Agency including the work and financial plan (WFP) of the intended activity indicating details of the methodology to be used.</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
<p>5. Updated Profile of the Governing Board or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. *Not applicable to Government Agencies and SWDAs with Valid RLA.</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 6: DSWD-SB-PSF-004: Profile of Governing Board</p>
<p>6. Notarized Written Agreement or any similar document signifying the intended beneficiary/ ies concurrence as recipient of the fundraising activities.</p> <p><i>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.</i></p>	<ul style="list-style-type: none"> • From the applicant signed by the intended beneficiary/recipients or its head/authorized representative
<p>7. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility.</p>	<ul style="list-style-type: none"> • From the Licensed and Accredited SWDA that allowed the applicant to solicit funds under their name or responsibility
<p>8. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency’s jurisdiction, as applicable:</p> <p>8.1. Director of Private Schools 8.2. Schools Superintendent of Public School 8.3. Head or authorized representative of National Government Agencies (NGAs) 8.4. Head or authorized representative of Local Government Unit (LGU) 8.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination 8.6 Others</p>	<ul style="list-style-type: none"> • From the agency that allows applicant to undertake solicitation activities in their jurisdiction
<p>9. Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by an Hospital</p>	<ul style="list-style-type: none"> • From the attending physician or Hospital Records Section

Records Section	
10. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)	<ul style="list-style-type: none"> From the Local Social Welfare and Development Officer who has jurisdiction on the area of the applicant
11. Signed Memorandum of Agreement (MOA) between the DSWD and the C/MSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office.	<ul style="list-style-type: none"> From the concerned DSWD Office and/or the C/MSWDO of the concerned LGU
12. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for Individuals (Annex 11)	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 10 - DSWD-SB-PSF-008: Board Resolution Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment
13. Fund Utilization Report (Annex 12) of proceeds and expenditures	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
14. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U)	<ul style="list-style-type: none"> From the Applicant as issued by the concerned Field Office
15. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> Concerned LGU where the applicant is based.

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Secure application form thru the DSWD Website or from the DSWD Field Office	1.1 Client secures or provided with application form and checklist of requirements	None	*5 minutes	Support/ Technical Staff - Standards Section DSWD Field Office XI
STEP 2: Payment of Processing Fee	2.1 Receive payment for the required	₱1,000.00	*10 minutes	Support Staff/Technical

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	processing fee and issue official receipt (OR)			<i>Staff</i> Cash Division Finance Service Unit - DSWD Field Office XI
STEP 3: Submit/file application documents	If Complete and Compliant: 3.1 Receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.	None	*15 minutes	<i>Technical Staff/Focal Person - Standards Section</i> DSWD Field Office XI
	If found incomplete or non-compliant			
	3.2 Communicate with the applicant citing reason/s for non-processing and denial.			

	3.3 Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for applicant Organization's	None	3 days	<i>Technical Staff/Focal Person - Standards Section</i> DSWD Field Office XI
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	compliance.			
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 4: Wait for the result of the assessment	4.1 Endorse complete application documents including copy of official receipt representing payment of processing fee together with the assessment report to the Standards Bureau – DSWD Central Office	None	7 days	Technical Staff/Focal Person - Standards Section/Section Head/Division Chief/Regional Director - DSWD Field Office XI
	4.2 Review and validate application documents for compliance to requirements, prepare Permit/Certificate of Authority to Conduct National Fund Raising Campaign and endorse the same to the Undersecretary concerned for recommending her approval	None	2 days, 6 hours and 30 minutes	Technical Staff – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office Assistant Secretary
	4.3 Endorse application documents and Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Undersecretary	None		

	with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign			
	Note: If disapproved, return to the Standards Bureau and provide reason for disapproval			
	4.4 Endorse application documents and Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign	None	1 day	<i>Undersecretary</i>
	Note: If disapproved, return to the Standards Bureau and provide reason for disapproval			
	4.5 Approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign by the Secretary or his/her authorized	None	2 days	<i>DSWD Secretary or Authorized Representative</i>

	representative. Note: If disapproved, return to the Standards Bureau and provide reason for disapproval			
	If disapproved to requirements: 1.1 Call the attention of the concerned DSWD Field Office and communicate citing reason/s for non-processing and denial.	<i>None</i>	<i>3 days</i>	<i>Technical Staff – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director</i> - Standards Bureau DSWD Central Office
	1.2 Provides the necessary technical assistance to rectify the gap and/or submit lacking requirements.			
STEP 5: Issuance of Permit	5.1 Notify the Applicant Organization on the approved National Fundraising Campaign Authority/Permit through Conforme Letter	<i>None</i>	<i>1 hour, 30 minutes</i>	<i>Focal Person – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director</i> - Standards Bureau DSWD Central Office
	5.2 Issues the National Fundraising Campaign Authority/Permit or the Denial Letter			
	5.3 Notify DSWD Field Office concern for monitoring and validate the conduct of solicitation			

	activities of applicants to determine whether solicitation activity is in accordance with the issued permit.			
TOTAL		₱1,000.00	14 working days	
Complete and Compliant:			14 working days	
Complete but Non-Compliant and/or Incomplete Submission:		₱1,000.00	Three (3) days	
Incomplete Submission:		NONE	30 minutes	

**The number of minutes shall be included on the total 14 working days.*

*** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

9. Issuance of National Temporary Solicitation Permit/Certificate Authority to Conduct Fund Raising Campaign to Person, Corporation, Organization or Association during State of Emergency/Calamity

The process of assessing the applicant person/individual, corporation, organization or association's eligibility for Temporary Solicitation Permit to conduct national fund raising campaign during State of National Emergency/Calamity.

Office or Division:	Standards Section – DSWD Field Office XI Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office
Classification:	Thru a Fast Lane Established for the Purpose
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All eligible persons, groups, corporations, organizations or associations desiring to solicit funds during State of National Emergency/Calamity
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City <ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form

<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
<p>3. Undertaking to comply with the remaining requirements for the issuance of Solicitation Permit</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 8 - DSWD-SB-PSF-007-B: Undertaking (Persons) Annex 9 - DSWD-SB-PSF-007-C: Undertaking (Corporations)
<p>4. Fund Utilization Report of proceeds and expenditures duly certified by the agency's auditor/bookkeeper/finance officer, if applying for <u>renewal</u> of permit/authority</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
<p>5. Sample of additional specific requirements for each methodology to be used, such as:</p> <p>5.1. Ticket, Ballots, Cards and similar forms</p> <p>5.2. Donation Boxes, Coin Banks and other similar forms</p> <p>5.3. Benefits show such as fashion show, concert and similar activities</p> <p>5.4. Photo or Painting Exhibits and similar activities</p> <p>5.5. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>5.6. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>5.7. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>5.8. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>5.9. Rummage sale, garage sale, sale of goods and other similar forms</p>	<ul style="list-style-type: none"> • Applicant
<p>6. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government</p>	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.

per Anti-Terrorism Act of 2020.

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
Step 1: Submit Application Documents	1.1 Determine whether the submitted documents are complete.	None	10 minutes	Technical/Support Staff Standards Section DSWD Field Office XI
	1.2 If complete, receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents			
	into the Document Tracking System.			
	1.3 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
	2. Forwards to Standards Compliance and Monitoring Division (SCMD) - Standards Bureau DSWD Central Office			

Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.

<p>Step 2: Awaits the result of Assessment</p>	<p>2.1 Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements; May conduct validation activities, collateral interview and/or agency visit, if necessary.</p>	<p>None</p>	<p>4 hours</p>	<p><i>NFRC Focal Person –</i> Standards Compliance and Monitoring Division (SCMD) - Standards Bureau DSWD Central Office</p>
	<p>Step 2a – If found compliant to eligibility and documentary requirements</p> <p>2a.1 Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary</p>			
	<p>2a.2 Sign and endorse the assessment report, complete application documents and Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Activity</p>			

	to the Division Chief for endorsement to the Office of the Bureau Director			
	Step 2b – If found non-compliant to eligibility and documentary requirements 2b.1 Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.		2 hours	<i>NFRC Focal Person –</i> Standards Compliance and Monitoring Division (SCMD) - Standards Bureau DSWD Central Office
	2b.2 Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.		3 hours	<i>Section Head/ Division Chief</i> SCMD Standards Bureau DSWD Central Office*
Step 3: Awaits the result of application	3.1 Review and Sign assessment report with the complete application documents	None	3 hours, 10 minutes	<i>Section Head/ Division Chief</i> SCMD Standards Bureau DSWD Central Office*
	3.2 Prepared Certificate of Authority to Conduct National Fund Raising			

	Campaign and endorse the same to the Office of the Bureau Director			
Step 4: Awaits the result of application	4.1 Review and Sign assessment report with complete application documents	None	2 hours	<i>Office of the Bureau Director Standards Bureau DSWD Central Office*</i>
	4.2 Prepared Certificate of Authority to Conduct National Fund Raising Campaign			
	4.3 Endorse to the Office of the Undersecretary of the Standards and Capacity Building Group (SCBG)			
Step 5: Awaits the result of application	5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct National Fund Raising Campaign	None	5 hours	<i>Undersecretary Standards and Capacity Building Group (SCBG) DSWD Central Office*</i>
	5.2 Endorse the same to the Office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign			

Step 6: Awaits the result of application	6.1 Approve and sign Solicitation Permit/ Certificate of Authority to Conduct National Fund Raising Campaign	None	1 day	<i>DSWD Secretary or Authorized Representative</i>
Step 7: Receive the Certificate	7.1 Release/ transmits the approved/signed permit to the concerned DSWD Field Office for issuance to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	1 hour	Standards Bureau DSWD Central Office
TOTAL Complete and Compliant:		NONE	3 working days	
Complete and Non-Compliant Submission:			4 hours, 50 minutes	
Incomplete Submission:			30 minutes	
A. Processing Procedures of Applications submitted at Standards Bureau through <u>Mail/Courier</u>				
<i>STEP 1:</i> Send the Application Form together with the prescribed documentary requirements through Mail or Courier to: Standards Bureau DSWD Central Office,	1.1 Log receipt into the Document Tracking System. This shall be route to the Assigned Technical Staff.	None	*10 minutes	<i>Support Staff in-charge of incoming documents</i>

IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City.				
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
Step 2: Awaits the result of Assessment	<p>2.1 Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;</p> <p>May conduct validation activities, collateral interview and/or agency visit, if necessary.</p> <p>Step 2a – If found compliant to eligibility and documentary requirements</p> <p>2a.1 Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary</p> <p>2a.2 Sign and endorse the assessment report, complete application documents and Solicitation Permit/ Certificate</p>	None	4 hours	NFRC Focal Person – Standards Compliance and Monitoring Division (SCMD) - Standards Bureau DSWD Central Office

	of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director			
Step 2: Awaits the result of Assessment	Step 2b – If found non-compliant to eligibility and documentary requirements 2b.1 Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.		2 hours	<i>NFRC Focal Person – Standards Compliance and Monitoring Division (SCMD) - Standards Bureau DSWD Central Office</i>
	b.2 Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.		3 hours	<i>Section Head/ Division Chief SCMD Standards Bureau DSWD Central Office*</i>
Step 3: Awaits the result of application	3.1 Review and Sign assessment report with the complete application documents	None	3 hours, 10 minutes	<i>Section Head/ Division Chief SCMD Standards Bureau DSWD Central Office*</i>
	3.2 Prepared Certificate of			

	Authority to Conduct National Fund Raising Campaign and endorse the same to the Office of the Bureau Director.			
Step 4: Awaits the result of application	4.1 Review and Sign assessment report with complete application documents	None	2 hours	Office of the Bureau Director Standards Bureau DSWD Central Office*
	4.2 Prepared Certificate of Authority to Conduct National Fund Raising Campaign			
	4.3 Endorse to the Office of the Undersecretary of the Standards and Capacity Building Group (SCBG)			
Step 5: Awaits the result of application	5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct National Fund Raising Campaign	None	5 hours	<i>Undersecretary</i> Standards and Capacity Building Group (SCBG) DSWD Central Office*
	5.2 Endorse the same to the Office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign			

Step 6: Awaits the result of application	6.1 Approve and sign Solicitation Permit/ Certificate of Authority to Conduct National Fund Raising Campaign	None	1 day	<i>DSWD Secretary or Authorized Representative</i>
Step 7: Receive the Certificate	7.1 Release/ transmits the approved/signed permit to the concerned DSWD Field Office for issuance to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	1 hour	Standards Bureau DSWD Central Office
TOTAL Complete and Compliant:		NONE	3 working days	
Incomplete and/or complete but non-Compliant Submission:			4 hours, 50 minutes	

**The number of minutes shall be included on the total number of working days.*

*** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

10. Issuance of Regional Solicitation Permit/Certificate Authority to Conduct Fund Raising Campaign to Person, Corporation, Organization or Association in Normal Situation

The process of assessing the applicant person, corporation, organization or association's eligibility for Solicitation Permit to conduct Regional Fund Raising Campaign in Normal Situation

Office or Division:	Standards Section – DSWD Field Office XI
Classification:	Complex Transaction
Type of	G2C – Government to Citizen

Transaction:	
Who may avail:	Person/s whose child, relative or friend ailing of chronic ailments as endorsed by the LSWDO or a SWDA; non-stock, non-profit organizations; regional offices of government agencies (GAs), GOCCs and LGUs; and, SWDAs with updated/valid Certificate of Registration, License to Operate and/or Accreditation
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by the Local Social Welfare and Development Office (LSWDO)	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> • DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity. For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.	<ul style="list-style-type: none"> • Applicant
4. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)	<ul style="list-style-type: none"> • Applicant
5. Medical Certificate/Abstract and/or Treatment Protocol signed by the attending physician or the hospital's records section	<ul style="list-style-type: none"> • Applicant

6. Signed Memorandum of Agreement (MOA) between the DSWD and the LSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office.	<ul style="list-style-type: none"> • Applicant
7. Pledge of Commitment (Annex 11)	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 11 - DSWD-SB-PSF-010: Pledge of Commitment
8. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul style="list-style-type: none"> • Applicant
9. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
10. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.
B. For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by a registered, licensed and/or accredited Social Welfare and Development Agency (SWDA)	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> • DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City • https://www.dswd.gov.ph/downloads-forms-

	<p>downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</p> <p>Annex 2 - DSWD-SB-PSF-001: Application Form</p>
<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
<p>3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity. For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.</p>	<ul style="list-style-type: none"> • Applicant
<p>4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility</p>	<ul style="list-style-type: none"> • Applicant
<p>5. Board Resolution or any document authorizing the conduct of public solicitation</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 10 - DSWD-SB-PSF-008: Board Resolution</p>
<p>6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)</p>	<ul style="list-style-type: none"> • Applicant

<p>7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p>
<p>8. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.
<p>C. For Non- Stock, Non-Profit Corporations, Organizations or Associations</p>	
<p>1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative</p>	<ul style="list-style-type: none"> • DSWD Field Office XI – Standards Section • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 2 - DSWD-SB-PSF-001: Application Form</p>
<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
<p>3. Certified True Copy (CTC) of Certificate of Registration with SEC which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new applicant</p>	<ul style="list-style-type: none"> • Applicant
<p>4. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/ Accomplished SEC General Information Sheet (GIS) from any of the above-mentioned regulatory government agency</p>	<ul style="list-style-type: none"> • Applicant

<p>that has jurisdiction to regulate the applying organization or agency.</p>	
<p>5. Updated Profile of Governing Board or its Equivalent in Government Organizations</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 6 - DSWD-SB-PSF-004: Profile of Governing Board
<p>6. Board Resolution or any document authorizing the conduct of public solicitation</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 10 - DSWD-SB-PSF-008: Board Resolution
<p>7. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities. For children beneficiaries, only the parent/s or maternal/paternal relative/s may sign the document in behalf of the child.</p>	<ul style="list-style-type: none"> • Applicant
<p>8. Pledge of Commitment</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment
<p>9. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable:</p> <p>a. Director of Private Schools b. Schools Superintendent of Public School c. Head or authorized representative of National Government Agencies</p>	<ul style="list-style-type: none"> • Applicant

<p>(NGAs)</p> <p>d. Head or authorized representative of Local Government Unit (LGU)</p> <p>e. Bishop/Parish Priest/Minister or Head of Sect or Denomination</p> <p>f. Others</p>	
<p>10. Fund Utilization Report of proceeds and expenditures.</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p>
<p>11. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U</p>	<ul style="list-style-type: none"> • Applicant
<p>12. Sample of additional specific requirements for each methodology to be used, such as:</p> <p>a. Ticket, Ballots, Cards and similar forms</p> <p>b. Donation Boxes, Coin Banks and other similar forms</p> <p>c. Benefits show such as fashion show, concert and similar activities</p> <p>d. Photo or Painting Exhibits and similar activities</p> <p>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>f. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p>	<ul style="list-style-type: none"> • Applicant

i. Rummage sale, garage sale, sale of goods and other similar forms	
13. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> Concerned LGU where the applicant is based.
D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
3. Written authorization from Head of Government Agency for the intended solicitation activity that also ensure strict compliance to the standard ratio of funds utilization	<ul style="list-style-type: none"> Applicant
4. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul style="list-style-type: none"> Applicant

<p>5. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p>
<p>6. Sample of additional specific requirements for each methodology to be used, such as:</p> <ol style="list-style-type: none"> a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms 	<ul style="list-style-type: none"> • Applicant
<p>E. For Social Welfare and Development Agency (SWDA) with updated/valid registration, licensing and/or accreditation</p>	
<p>1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative</p>	<ul style="list-style-type: none"> • DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ Annex 2 - DSWD-SB-PSF-002: Application Form

<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
<p>3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity.</p> <p>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.</p>	<ul style="list-style-type: none"> • Applicant
<p>4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility</p>	<ul style="list-style-type: none"> • Applicant
<p>5. Board Resolution or any document authorizing the conduct of public solicitation</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 10 - DSWD-SB-PSF-008: Board Resolution
<p>6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)</p>	<ul style="list-style-type: none"> • Applicant
<p>7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
<p>8. Sample of additional specific requirements for each methodology to be used, such as:</p>	<ul style="list-style-type: none"> • Applicant

<p>a. Ticket, Ballots, Cards and similar forms</p> <p>b. Donation Boxes, Coin Banks and other similar forms</p> <p>c. Benefits show such as fashion show, concert and similar activities</p> <p>d. Photo or Painting Exhibits and similar activities</p> <p>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>f. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>i. Rummage sale, garage sale, sale of goods and other similar forms</p>	
<p>9. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>	<ul style="list-style-type: none"> Concerned LGU where the applicant is based.

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Facilitation Procedures after receipt of complete application documents from the applicant of Regional Public Solicitation Permit at the concerned DSWD Field Office				
Step 1: Submit Application	1.1 Applicant submits application documents to the Standards	None	2 hours	Technical Staff - Standards Section

	<p>Section of the concerned DSWD Regional Office. Applications could be submitted personally or sent thru e-mail or courier. And wait for the response of the of the concerned DSWD Regional Office.</p> <p>a. Standards Section concerned Technical Staff reviews the completeness and correctness of the submitted application documents based on the checklist received either personally, thru courier or e-mail</p> <p>If complete, forward application documents to the Standards Section Support Staff, for tracking</p> <p>If incomplete, the Technical Staff of Standard Section of the concerned DSWD-FO shall then provide the applicant with the necessary technical assistance to rectify the gap and/or submit lacking requirements. Provides applicant with checklist of</p>			<p>DSWD Field Office XI</p>
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	requirements			
Step 2: Receives reference number for tracking	2a. Receives application documents and logs its receipt into the document tracking system	None	1 hour	<i>Support Staff - Standards Section DSWD Field Office XI</i>
	2b. Provides the applicant with document reference number for easy tracking either in person, courier or e-mail.			
	2c. Prepares billing statement for the payment of the processing fee to Cash Section			
	2d. Provide instruction to the applicant to pay the processing fee at the Cash Section of the DSWD Field Office If the application documents are received via courier or e-mail, inform the Standards Section Technical staff to inform applicant for the payment of the processing fee			
Step 3: Payment of processing fee	3a. Applicant proceeds to the Cash Section or to the nearest LBP Branch or via online and pay the processing fee of PhP500.00	PhP500.00	1 hour	<i>Applicant</i>
	3b. Cash Section accepts payment for processing fee and issue official receipt and provide instruction to return a photocopy of the			<i>Cash Section Cashier/ Support Staff</i>

	receipt to the Standards Section			
	3c. Applicant photocopies receipt and submit the same to the Standards Section of the concerned DSWD Field Office			<i>Applicant</i>
	3d. Waits for the release of Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to be released within two (2) days after receipt of complete application documents			
<i>Step 4:</i> Submission of the OR for attachment to the application	4a. Receives photocopy of the official receipt for the processing fee and attached the same to the application documents	None	1 hour	
	4b. Routes the complete application documents including photocopy of official receipt to the Head of the Standards Section			
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<i>Step 5:</i> Waiting for the result of the application	5a. Provides written notes/ instructions for appropriate action of the concerned Standards Section Technical Staff	None	4 hours	<i>Technical Staff Standards Section DSWD Field Office XI</i>
	5b. Endorse application documents to the concerned Standards Section Technical Staff, for appropriate action			

	<p>5c. Standards Section concerned technical staff receives application documents and conducts assessment of the application for the issuance of solicitation permit</p>			
	<p>5d. Acknowledges receipt of application documents and transmit it thru e-mail or courier</p> <p>If found eligible and compliant, facilitates the preparation of Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign and Conforme Letter and endorse the same to the Section Head for review.</p> <p>If found non-eligible, non-compliant or both, technical staff immediately or within the day of receipt of application provide the applicant with technical assistance on fund raising requirements per M.C. 5 series of 2021 to rectify the gap and/or submit lacking requirements.</p>			

	<p>5e. Takes proper action relative to the inputs/ comments/ correction provided by either the Section Head, Division Chief or the Regional Director for application documents and Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign not found in order and return the same to the Section Head for onward endorsement to the concerned Division Chief</p>	None	1 day and 1/2 days	<i>Technical Staff</i> Standards Section DSWD Field Office XI
	<p>5f. Section Head receives and reviews the application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign endorsed by the technical staff.</p> <p>If found in-order, affix her initial and endorse the same to the concerned Division Chief for further review and/or onward endorsement to the Office of the Regional Director, for approval and signature If found not in-order, provide comments/inputs/corrections and return the same to the technical staff</p>			
	<p>5g. Logs its receipt to the Document Tracking System</p>	None	1 day	<i>Standards Section</i> Head/Policy and Plans Division Chief DSWD Field

				Office XI
5h. Route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to the Division Chief	None	1 hour		<i>Policy and Plans Division Chief</i> DSWD Field Office XI
<p>Concerned Division Chief receives and reviews application for solicitation permit and the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Campaign.</p> <p>If found in-order, endorsed the same to the Office of the Regional Director for approval and signature</p> <p>If found not in-order, return the same to the Standards Section for proper action</p>		1 day		
5i. Logs its receipt to the Document Tracking System				
5j. Route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to the Regional Director		30 Minutes		<i>Office of the Regional Director Support Staff</i> DSWD Field Office XI
5k. The Regional Director reviews application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct Fund				

	<p style="text-align: center;">Raising Campaign</p> <p>If found in order, the Regional Director approves application for solicitation permit and signs the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign and transmit the same to the Standards Section for issuance</p> <p>If found not in order, return the same to the Standards Section through the concerned Division Chief for appropriate action</p>		<p style="text-align: center;">1 and 1/2 Days</p>	<p style="text-align: center;"><i>Regional Director</i> DSWD Field Office XI</p>
	<p>5l. Logs the receipt of the approved Solicitation Permit /Certificate of Authority to Conduct Fund Raising Campaign to the Document Tracking System</p>		<p style="text-align: center;">20 Minutes</p>	<p style="text-align: center;"><i>Policy and Plans Division Chief</i> DSWD Field Office XI</p>
	<p>5m. Endorse the same to the Standards Section Head, for further instructions</p>			
	<p>5n. Receives approves Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign and endorse the same to the concerned Standards Section Technical Staff and provide instructions to the Standards Section Technical Staff for its release to applicant</p>		<p style="text-align: center;">1 hour</p>	<p style="text-align: center;"><i>Standards Section Head</i> DSWD Field Office XI</p>
	<p>5o. Receives approved</p>		<p style="text-align: center;">4 hours</p>	<p style="text-align: center;"><i>Standards</i></p>

	<p>application for solicitation permit and the signed Solicitation Permit/ Certificate of Authority to Conduct Fund Campaign and issue the same to the eligible and compliant applicant</p> <p>5p. Issue and e-mail the approved Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign including the Conforme Letter to the applicant</p> <p>5q. Facilitates the accomplishment of the Customer Satisfaction Survey to the applicant for the services rendered and ensures its return to the Standards Section for consolidation</p> <p>5r. Provides a copy of the issued permit to the Records and Archives Management Unit (RAMU) of the Administrative Division</p>			<p><i>Section Technical Staff</i> DSWD Field Office XI</p>
<p><i>Step 6: Receipt of the signed and approved Solicitation Permit</i></p>	<p>6a. Issuance of the Solicitation Permit to the successful applicant</p> <p>6b. Acknowledge/receives signed and approved Solicitation Permit and sign Conforme Letter</p> <p>6c. Transmit signed Conforme Letter to the Standards Section, DSWD Regional Office</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Standards Section Technical/ Support Staff</i> DSWD Field Office XI</p>

Total No. of Days	₱500.00	Seven (7) Working Days	
Complete but Non-Compliant and/or Incomplete Submission:	₱500.00	Three (3) Working Days	
Incomplete Submission:	NONE	30 minutes	

**The number of minutes shall be included on the total 7 working days.*

*** This does not include the travel time of documents from the DSWD Field Office to the Applicant, and vice versa.*

11. Issuance of Regional Temporary Solicitation Permit/Certificate Authority to Conduct Fund Raising Campaign to Person, Corporation, Organization or Association During State of Emergency/Calamity

The process of assessing the applicant person, groups, corporation, organization or association's eligibility for Solicitation Permit to conduct Regional Fund Raising Campaign during State of Emergency/Calamity

Office or Division:	Standards Section – DSWD Field Office XI		
Classification:	Complex Transaction		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Person/s, group/s, corporations whether profit or non-profit, organizations or associations desiring to solicit or receive contributions for charitable, social and public welfare purposes		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For Person/s desiring to solicit or receive contributions for response to victims of state of emergency/calamity			
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 1 - DSWD-SB-PSF-001: Application Form 		
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project 		

	Proposal
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 7 - DSWD-SB-PSF-006: Undertaking
4. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
5. Additional Requirements for Persons a. Two valid government issued Identification Cards b. Barangay Certification attesting to the applicants integrity and capability to launch a fund raising activity	<ul style="list-style-type: none"> • Applicant
6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) Applicant	<ul style="list-style-type: none"> • Applicant
7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.
B. For Person/s representing an unorganized/unregistered group	

<p>1. One (1) Duly Accomplished Application Form signed by the applicant person or head of agency or his/her authorized representative</p>	<ul style="list-style-type: none"> • DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form
<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
<p>3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 7 - DSWD-SB-PSF-006: Undertaking
<p>4. Additional Requirements for Persons representing an informal/unorganized group</p> <p>a. Two valid government issued Identification Cards</p> <p>b. Barangay Certification attesting to the applicant's integrity and capability to launch a fund raising activity</p> <p>c. Endorsement Letter from the group the person is representing with</p>	<ul style="list-style-type: none"> • Applicant
<p>5. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)</p>	<ul style="list-style-type: none"> • Applicant

<p>6. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
<p>7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.
<p>C. For Corporations, Organizations or Associations including SWDAs and Religious Organizations</p>	
<p>1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative</p>	<ul style="list-style-type: none"> • DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form
<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
<p>3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf

	Annex 7 - DSWD-SB-PSF-006: Undertaking
4. Fund Utilization Report of proceeds and expenditures.	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
5. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U)	<ul style="list-style-type: none"> • Applicant
6. Sample of additional specific requirements for each methodology to be used, such as: <ol style="list-style-type: none"> a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms 	<ul style="list-style-type: none"> • Applicant
7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.

<p>or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>	
<p>D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds</p>	
<p>1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative</p>	<ul style="list-style-type: none"> • DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form
<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
<p>3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 7 - DSWD-SB-PSF-006: Undertaking
<p>4. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)</p>	<ul style="list-style-type: none"> • Applicant
<p>5. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MC

	s/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
6. Sample of additional specific requirements for each methodology to be used, such as: <ul style="list-style-type: none"> a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms 	<ul style="list-style-type: none"> • Applicant

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Facilitation Procedures for the Issuance of Temporary Regional Public Solicitation Permit at the Standards Section of the concerned DSWD Field Office XI (Walk-in)				
<i>Step 1:</i> Submission of Application	1.1 Determine whether the submitted documents are complete. If complete , receive the documentary requirements and	Php 500.00	30 minutes	<i>Support/ Technical Staff</i> DSWD Field Office XI - Standards Section

	<p>provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.</p> <p>1.1.1 Prepares billing statement for the payment of the processing fee to Cash Section</p>			
	<p>1.1.2 Instruct the applicant to settle the processing fee at the DSWD Field Office – Cash Unit.</p> <p>If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization’s compliance.</p>			
<p>Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.</p>				
<p>Step 2: Awaits the result of Assessment</p>	<p>2.1 Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;</p> <p>May conduct validation activities, collateral interview and/or agency visit, if necessary.</p> <p>Step 2a – If found compliant to eligibility and documentary</p>	<p>None</p>	<p>4 hours</p>	<p><i>Focal Person – Standards Section – DSWD Field Office XI</i></p>

	requirements 2a.1 Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary 2a.2 Sign and endorse the assessment report, complete application documents and Solicitation Permit/Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director			
Step 2: Awaits the result of Assessment	Step 2b – If found non-compliant to eligibility and documentary requirements 2b.1 Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.		2 hours	<i>Focal Person – Standards Section – DSWD Field Office XI</i>
	2b.2 Review and Sign the letter citing		3 hours	<i>Standards Section Head/ Division</i>

	reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.			<i>Chief/Regional Director – DSWD Field Office XI</i>
Step 3: Awaits the result of application	3.1 Review and Sign assessment report with complete application documents	None	3 hours	<i>Technical Staff/Standards Section Head</i> DSWD Field Office XI – Standards Section
	3.2 Prepared Certificate of Authority to Conduct Regional Fund Raising Campaign			
	3.3 Endorse to the Office of the Division Chief Supervising the Standards Section			
Step 4: Awaits the result of application	4.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign	None	3 hours	<i>Policy and Plans Division Chief</i> DSWD Field Office XI
	4.2 Endorse the same to the Office of the Regional Director with recommendation for approval and signing of Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign			

Step 5: Awaits the result of application	5.1 Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund Raising Campaign	None	5 hours	<i>DSWD Regional Director or Authorized Representative</i> DSWD Field Office XI
Step 6: Receive the Certificate	6.1 Release/ transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	30 minutes	<i>Technical Staff/Standards Section Head</i> DSWD Field Office XI
TOTAL Complete and Compliant:		₱500.00	Two (2) working days	
Complete but Non-Compliant and/or Incomplete Submission:		₱500.00	6 hours	
Incomplete Submission:		NONE	30 minutes	
B. Processing Procedures of Applications submitted at Field Office through Mail/Courier				
<i>STEP 1:</i> Send the Application Form together with the prescribed documentary requirements through Mail or Courier to the concerned DSWD Field Office who has jurisdiction on the area for Solicitation.	1.1 Log receipt into the Document Tracking System. This shall be route to the Assigned Technical Staff.	None	*10 minutes	<i>Technical Staff</i> DSWD Field Office XI - Standards Section
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
Step 2: Awaits the result of Assessment	2a. Review and conduct assessment of the submitted	None	4 hours	<i>Focal Person –</i> DSWD Field Office XI - Standards

	<p>application documents for eligibility and compliance to documentary requirements;</p> <p><i>May conduct validation activities, collateral interview and/or agency visit, if necessary.</i></p> <p>Step 2a – If found compliant to eligibility and documentary requirements</p> <p>2a.1 Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary</p> <p>2a.2 Sign and endorse the assessment report, complete application documents and Solicitation Permit/Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director</p>			Section
	<p>Step 2b – If found non-compliant to eligibility and documentary requirements</p>	None	2 hours	Focal Person – DSWD Field Office XI - Standards Section

	2b.1 Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.			
	2b.2 Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.	None	3 hours	<i>Standards Section Head/ Division Chief/Regional Director – DSWD Field Office XI</i>
Step 3: Awaits the result of application	3.1 Review and Sign assessment report with complete application documents	None	3 hours	<i>Technical Staff/Standards Section Head DSWD Field Office XI</i>
	3.2 Prepared Certificate of Authority to Conduct Regional Fund Raising Campaign			
	3.3 Endorse to the Office of the Division Chief Supervising the Standards Section			
Step 4: Awaits the result of application	4.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising	None	3 hours	<i>Policy and Plans Division Chief DSWD Field Office XI</i>

	Campaign			
	4.2 Endorse the same to the Office of the Regional Director with recommendation for approval and signing of Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign			
Step 5: Awaits the result of application	5.1 Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund Raising Campaign	None	5 hours	<i>DSWD Regional Director or Authorized Representative DSWD Field Office XI</i>
Step 6: Receive the Certificate	6.1 Release/ transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	30 minutes	<i>Technical Staff/Standards Section Head DSWD Field Office XI</i>
	TOTAL	₱500.00	Two (2) working days	
	Complete and Compliant:			
	Complete but Non-Compliant and/or Incomplete Submission:	₱500.00	6 hours	
	Incomplete Submission:	NONE	30 minutes	

Note 1: If the concerned FO is affected by the Emergency situation, the application can be filed directly at the DSWD Standards Bureau – DSWD Central Office

Note 2: Applications for Regional Temporary Solicitation Permit is waived during Disasters/

*Calamities amidst **State of National Emergency** shall follow the same facilitation procedures. However, during these instances, the payment of the processing fee is waived in favor of the Applicant*

12. Licensing of Private Social Welfare and Development Agencies (SWDAs) – Operating in One Region

The process of assessing the qualifications and authorizing a registered SWDA to operate as a Social Work Agency or as an Auxiliary SWDA operating in one region.

Office or Division:	DSWD Field Office – Standards Section XI
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	ALL Private SWDAs Intending to Operate in One Region
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. One (1) Duly Accomplished and Notarized Application Form	DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 2. <i>DSWD-RLA-F002 Application Form for Licensing</i>
2. One (1) set of the following Basic Documents: <ol style="list-style-type: none"> 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 Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others Profile of Board of Trustees Certified True Copy of General Information Sheet issued by SEC (One (1) copy) 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 22. <i>DSWD-RLA-F022 Profile of Employees</i> • https://www.dswd.gov.ph/downloads-2/ Annex 4. <i>DSWD-RLA-F004 Manual of Operation</i> • https://www.dswd.gov.ph/downloads-2/ Annex 21. <i>DSWD-RLA-F021 Profile of Governing Board</i> • Securities Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Maa-Road,

<p>e. 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</p> <p>f. Work and Financial Plan for the two (2) succeeding years</p>	<p>Davao City</p> <ul style="list-style-type: none"> Board resolution by the Organization https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan
<p>3. ADDITIONAL REQUIREMENTS</p> <p>a. Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others</p> <p>b. For Applicant SWA's implementing Child Placement Services Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p>c. Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>1. For Center Based (<i>Residential and Non-Residential Based</i>) 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> <p>c. Water Potability Certificate or Sanitary Permit</p>	<ul style="list-style-type: none"> Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees 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

<p>2. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.</p> <p>3. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <p>a. Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</p>	<ul style="list-style-type: none"> • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider • National Commission of Indigenous People (NCIP) Regional Office where the NGO operates. • DSWD Field Office – Financial and Management Division, R. Magsaysay Avenue Corner D. Suazo Street, Davao City • Government Agency where the Organization implemented or implements projects and programs.
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Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Licensing based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secure application form thru the DSWD Website/ Standards Section – Field Office	1.1 Provides client application form, and checklist of requirements	None	*10 minutes	Support/ Technical Staff (Standards Section- Field Office XI)
STEP 2: 2.2 Submit/ file application and supporting documents.	2.2.1 Receive the documentary requirements and provide the applicant organization with an application reference number for easy tracking and reference.	None	*20 minutes	Technical Staff (Standards Section- Field Office XI)

<p>2.3 For applicant organization with complete requirements, shall have acknowledgment receipt of the submitted requirements.</p>	<p>2.3.1 Determine whether the submitted documents are complete.</p>			
<p>2.4 For incomplete requirements, the applicant organization shall sign the acknowledgment of the returned documents and the checklist of the lacking requirements.</p>	<p>2.4.1 If complete, provide the organization an acknowledgment receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section – Field Office.</p>			
	<p>2.4.2 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization’s compliance.</p>			
<p><i>STEP 3:</i> If Complete, Settle the required processing fee.</p>	<p>3.1 Prepare Billing Statement and instruct applicant to proceed to the Cash Section of DSWD Field Office</p>	<p>None</p>	<p>*20 minutes</p>	<p><i>Support/ Technical Staff (Standards Section- Field Office XI)</i></p>

	3.2 Process payment and issues Official Receipt.	₱1,000.00	*15 minutes	Cashier/Cash Section DSWD Field Office XI
STEP 4: Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	4.1 Acknowledge the photocopy of the Official Receipt from the applicant Organization.	None	*15 Minutes	Support/ Technical Staff (Standards Section- Field Office XI)
Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.	5.1 Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support/ Technical Staff (Standards Section- Field Office XI)
Note: Applications received after 3:00pm shall be considered as a next working day transaction.				
STEP 6: Wait for the result of the documents review and notice of validation assessment.	6.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria: i. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer.	None None	2 working days 2 working days	Technical Staff (Standards Section- Field Office XI)

	<p>ii. 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 development activities and/or social work interventions in accordance with the set standards.</p>			
	<p>iii. 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.</p>			
	<p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p>			
	<p>v. Applicant keeps record of all social development and/or welfare</p>			

	<p>activities it implements.</p> <p>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</p>			
	<p>6.2 If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p>			
	<p>6.3 If found incomplete or non-compliant, the Acknowledgment Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
	<p>6.4 Review and approval of the Acknowledgment Letter including its</p>			<p><i>Standards Section Head/Policy and Plans Division Chief/Regional Director</i></p>

	attachments.			DSWD Field Office XI
<i>STEP 7: Confirm the Availability on the proposed Validation Visit</i>	7.1 For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	*30 minutes	<i>Technical Staff (Standards Section- Field Office XI)</i>
<i>STEP 8: Assist the Assessor during the conduct of Validation visit.</i>	8.1 Conduct of Validation visit	None	1 working day per agreed schedule	<i>Technical Staff (Standards Section- Field Office XI)</i>
<i>Step 9: Accomplish and place the Customer's Feedback Form on a sealed envelope.</i>	9.1 Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Technical Staff (Standards Section- Field Office XI)</i>
<i>STEP 10: Awaits the result of the licensing assessment</i>	10.1 Prepare Confirmation Report	None	3 working days	<i>Technical Staff (Standards Section- Field Office XI)</i>
	10.1.2 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.			
	10.1.3 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.			

	10.2 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.		Favorable; 8 working days	<i>Standards Section Head/Policy and Plans Division Chief</i> DSWD Field Office XI
	10.3 If unfavorable, review and approval of the Confirmation Report.		Unfavorable; 7 working days	
	10.4 If favorable, for approval and signature of the Certificate of License to Operate.		Favorable; 3 working days	<i>Regional Director</i> DSWD Field Office XI
	10.5 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Unfavorable; 2 working days	<i>Technical Staff</i> (Standards Section- Field Office XI)
STEP 11: Acknowledge the receipt of the Certificate of License to Operate.	11.1 Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	<i>Support/ Technical Staff</i> (Standards Section- Field Office XI)

TOTAL		₱1,000.00	20 working days	
For Complete and Compliant:		00		
For Incomplete Submission:		NONE	17 working days	
B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				
<p><i>STEP 1:</i> Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to: Standards Section of concerned DSWD Field Office</p>	<p>1.1 Log receipt into the Document Tracking System (DTS) for Standards Section – Field Office. This shall be route to the Assigned Technical Staff.</p>	<p>None</p>	<p>*15 minutes</p>	<p><i>Support/ Technical Staff</i> (Standards Section- Field Office XI)</p>
<p><i>STEP 2:</i> Wait for the result of documents review.</p>	<p>2.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:</p> <p>i. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. (e.g. Situationer)</p>	<p>None</p>	<p>2 working day</p>	<p><i>Technical Staff</i> (Standards Section- Field Office XI)</p>

	<p>ii. 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 development activities and/or social work interventions in accordance with the set standards.</p>			
	<p>iii. 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.</p>			
	<p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p>			
	<p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p>			

	<p>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</p>			
	<p>2.2 If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p>			
	<p>2.3 If found incomplete or non-compliant, the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
<p><i>STEP 3:</i> Settle the required processing fee.</p>	<p>3.1 If found both complete and compliant, notify the Applicant Organization that they have to</p>	<p>₱1,000.00</p>	<p>*15 minutes</p>	<p><i>Technical Staff</i> (Standards Section- Field Office XI)</p>

	<p>settle their processing fee.</p> <ul style="list-style-type: none"> Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Section the copy of the Official Receipt. 			
<p>STEP 4: Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following:</p> <ol style="list-style-type: none"> Scanned copy of the Official Receipt to the concerned DSWD Field Offices' official email address with the subject: Name of the 	<p>4.1 Acknowledge the copy of Official Receipt from the SWDA.</p> <p>1.1 For the Copy of OR sent through email: the Support</p>	<p>None</p>	<p>*15 Minutes</p>	<p><i>Technical Staff (Standards Section- Field Office XI)</i></p>

Organization _ Copy of OR for Licensing.	Staff managing the Official email of the Standards Section shall acknowledged its receipt.			
2. Hand-carry the Photocopy of Official Receipt	4.3. For the Copy of OR sent through mail/courier: the assigned technical Staff shall acknowledged its receipt.			
3. Courier the Photocopy of Official Receipt		None	*5 minutes	<i>Technical Staff (Standards Section- Field Office XI)</i>
<i>Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.</i>	5.1 Provide the applicant Organization the Customer's Feedback Form			
Note: Applications received after 3:00pm shall be considered as a next working day transaction.				
STEP 6: Wait for the notice of validation assessment.	6.1 Review and approval of the Acknowledgement Letter including its attachments. For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	3 working days	<i>Technical Staff (Standards Section- Field Office XI)</i>
STEP 7: Confirm the Availability on the proposed Validation Visit	7.1 For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	1 working day	<i>Technical Staff (Standards Section- Field Office XI)</i>
STEP 8: Assist the Assessor during the	8.1 Conduct of Validation visit	None	1 working day per agreed schedule	<i>Technical Staff (Standards</i>

conduct of Validation visit.				Section- Field Office XI)
<i>Step 9: Accomplish and place the Customer's Feedback Form on a sealed envelope.</i>	9.1 Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Support/ Technical Staff (Standards Section- Field Office XI)</i>
<i>STEP 10: Wait for the result of the Validation visit.</i>	10.1 Prepare Confirmation Report	None	3 working days	<i>Technical Staff (Standards Section- Field Office XI)</i>
	10.1.2 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.			
	10.1.3 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.			
	10.2 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.	None	Favorable; 8 working days Unfavorable; 7 working days	<i>Standards Section Head/Policy and Plans Division Chief (Standards Section- Field Office XI)</i>
10.2.1 If unfavorable, review and approval of the Confirmation Report.				

	10.3 If favorable, for approval and signature of the Certificate of License to Operate.		Favorable; 3 working days Unfavorable; 1 working days	<i>Regional Director</i> DSWD Field Office XI <i>Support/ Technical Staff</i> (Standards Section- Field Office XI)
	10.3.1 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.			
<i>STEP 11: Wait on the release of the Certificate of License to Operate.</i>	11.1 Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	<i>Support/ Technical Staff</i> (Standards Section- Field Office XI)
TOTAL		₱1,000.00	20 working days	
For Complete and Compliant:		NONE	17 working days	
For Incomplete Submission:				

**The number of minutes shall be included on the total working days*

*** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

13. Pre-Accreditation of the Social Welfare and Development Programs and Services of Licensed Private SWA and Public SWDA Operating Within the Region

Refers to the process conducted by the Standards Section of the concerned DSWD Field Office to determine the readiness of the SWDA to meet the set standards on SWD programs and services being delivered to its client prior to SBs accreditation.

Office or Division:	DSWD Field Office - Standards Section XI
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	New applicant Registered and licensed SWDA operating within the region.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. One (1) original copy of the Duly Accomplished Application Form	DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City <ul style="list-style-type: none"> • https://www.dswd.gov.ph/download-s-2/ Annex 3. DSWD-RLA-F003 Application Form for Accreditation
2. Pre-accreditation assessment <ul style="list-style-type: none"> • For New Applicant, submit one (1) original copy of the pre-assessment conducted by concerned Field Office covering the Area of Operation • For Renewal, submit one (1) original copy of the assessment tool signed by the SWAs Head of Agency 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/#MCs • For Residential Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service • For Community Based Please email standards.fo11@dswd.gov.ph
3. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance <p>a. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application (not applicable for Public SWDA))</p> <p>b. ABSNET Membership</p>	<ul style="list-style-type: none"> • Securities Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Maa-Road, Davao City • https://www.dswd.gov.ph/download-s-2/ Annex 23. DSWD-RLA-F023

<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> <p>For RAB President, the Standards Section shall be the one to issue the required certification.</p>	<p>ABSNET Active Membership</p>
<p>4. One (1) Original Copy of each of the following Documents Establishing Track Record and Good Standing</p> <ol style="list-style-type: none"> 1. Duly signed Work and Financial Plan for the two (2) succeeding years 2. Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organization's to operate for at least two (2) years. (not applicable for Public SWDA) 3. Annual Accomplishment Report previous year 4. Audited Financial Report of the previous year 5. Profile of Clients served for the preceding and current year 	<ul style="list-style-type: none"> ● https://www.dswd.gov.ph/download-s-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan ● Board Resolution by the Organization ● https://www.dswd.gov.ph/download-s-2/ Annex 6. DSWD-RLA-F006 Accomplishment Report ● https://www.dswd.gov.ph/download-s-2/ Annex 8. DSWD-RLA-F008 Audited Financial Statement ● https://www.dswd.gov.ph/download-s-2/ Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served
<p>5. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <p><input type="checkbox"/> Declaration of Commitment from the applicant of no support to tobacco in</p>	<ul style="list-style-type: none"> ● https://www.dswd.gov.ph/download-s-2/ AO 11 s2019 Annex A Declaration of Commitment

<p>compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p>	
<p>One (1) Original Copy of each of the following Basic Documents</p> <ol style="list-style-type: none"> 1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others 2. Profile of Board Trustees (Not applicable to Public SWDAs) 3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations 4. Certified True Copy of General Information Sheet issued by SEC (not applicable for Public SWDA) <p>Note: The first 4 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau.</p> <p>For Applicant SWA's implementing Child Placement Services:</p> <ol style="list-style-type: none"> 4. One (1) Original Copy of the Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired RSW related to child placement service. 5. Certified True Copy of General Information Sheet 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/download-s-2/ Annex 4. DSWD-RLA-F004 Manual of Operation • https://www.dswd.gov.ph/download-s-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board • https://www.dswd.gov.ph/download-s-2/ Annex 22. DSWD-RLA-F022 Profile of Employees • Securities Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Maa-Road, Davao City • https://www.dswd.gov.ph/download-s-2/ Annex 22. DSWD-RLA-F022 Profile of Employees • Securities Exchange Commission

<p>issued by SEC (not applicable for Public SWDA)</p> <p>6. For Center Based (Residential and Non-Residential Based) AND Community Based, Copy of the valid safety certificates namely:</p> <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 Water c. Potability Certificate or Sanitary Permit h. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP i. For applicants with past and current partnership with the DSWD that involved transfer of funds. j. Signed Data Privacy Consent Form 	<p>– Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Maa-Road, Davao City</p> <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 ● City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider ● National Commission of Indigenous People (NCIP) Regional Office where the NGO operates ● Field Office- Financial and Management Service Unit or concerned Government Agency where the Organization implemented or implements projects and programs. ● Applicant
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Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Accreditation based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE
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		PAID		
A. Request received through courier/email (7 days)				
STEP 1: Secures application form thru the DSWD Website/ Field Office	1.1 Upload and make available of the necessary documents in the DSWD website	None	None	SWDA/ Standards Section Support Staff/ Technical Staff – DSWD Field Office XI
STEP 2: Submits the application documents, get a stamped receiving copy of the documents submitted and reference number for follow up of the request.	2.1 Receives the documentary requirements, stamped the receiving copy and provide the applicant SWDA with an application reference number for easy tracking.	None	30 minutes	Support Staff/ Technical Staff (Standards Section – DSWD Field Office XI)
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 3: Awaits the result of the documents review and notice of pre-accreditation assessment.	3.1 Conducts desk review of the documentary requirements:	None	6 days, 7 hours, 30 minutes	Technical Staff/ Standards Section Head/ Policy and Plans Division Chief/Regional Director (DSWD Field Office XI)
	3.1.1 If complete, prepares acknowledge ment letter indicating the schedule of the pre-assessment;			
	3.1.2 If Incomplete, prepares an acknowledgem ent letter indicating the checklist of documents to be submitted			

<p>Step 4: Receive the acknowledgment letter from the DSWD Field Office:</p> <p>If the acknowledgment letter indicates that the submitted documents are complete and compliant, confirm the schedule of the pre-accreditation assessment to the DSWD Field Office.</p> <p>If the acknowledgment letter indicates that the submitted documents submitted are incomplete and non-compliant, comply and submit the lacking requirements.</p>	<p>4.1 Prepare necessary documents: pre-assessment tool, power point presentation, special order, etc.</p>	<p>None</p>	<p>Depends on the SWDA</p>	<p><i>Technical Staff</i></p> <p>(Standards Section – DSWD Field Office XI)</p>
<p>Step 5: For the SWDA with complete and compliant documents, participate in the conduct of pre-accreditation assessment</p>	<p>5.1 Conducts the pre-accreditation assessment (virtual or actual visit) through the following activities: Focus Group Discussion with</p>	<p>None</p>	<p>Minimum of 2 working days depending on the Programs and Services for Accreditation</p>	<p><i>SWDA/ Technical Staff</i></p> <p>(Standards Section – DSWD Field Office XI)</p>

	<p>Clients</p> <ol style="list-style-type: none"> 1. Interview with the staff 2. Review of documents 3. Ocular Inspection 4. Action Planning/ Exit Conference 			
<p>Step 6: Answer the Client Satisfaction-Measurement Form (CSMF) and submit to DSWD Field Office.</p>	<p>6.1 Provide the SWDA with a Client Satisfaction Measurement Form for them to answer and submit to the DSWD Field Office.</p>	<p>None</p>	<p>After the pre-accreditation assessment</p>	<p><i>SWDA/ Technical Staff</i></p> <p>(Standards Section – DSWD Field Office XI)</p>
<p>Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.</p>				
<p>Step 7: Wait for the result of assessment.</p>	<p>7.1 If the result of the pre-accreditation assessment is favorable, the technical staff to prepare the following:</p> <ul style="list-style-type: none"> • Confirmation Report to the SWDA • Transmittal memo to Standards Bureau attached the confirmation report, complete documentary requirements including the accomplished pre-accreditation assessment tool. 	<p>None</p>	<p>11 working days</p>	<p><i>Technical Staff/ Standards Section Head/ Policy and Plans Division Chief/Regional Director</i></p> <p>(DSWD Field Office XI)</p>

	If the result of the pre-accreditation is not favorable, prepares a confirmation report to the SWDA and Standards Bureau highlighting the indicators / requirements for compliance of SWDA.			
TOTAL		NONE	20 working days	
Social Work Agency:			19 working days	
Senior Citizen Center:				

**The number of minutes shall be included on the total number of working days.*

*** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

14. Registration of Social Welfare and Development Agencies (SWDAs) Operating in One Region

The process of assessing the applicant person/individual, corporation, organization or association operating only in one region whether its intended purpose is within the purview of social welfare and development.

Office or Division:	DSWD Field Office – Standards Section XI
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government
Who may avail:	All eligible person/individual, corporation, organization or association intending/ already engaging in SWD activities in One (1) region
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. For applicant person/individual, corporation, organization or association intending/already engaging in SWD activities	
1. One (1) Duly Accomplished and Notarized Application Form (Note: Per Secretary’s advisory, during state of public health emergency, Application need not be notarized)	DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City • https://www.dswd.gov.ph/downloads-

	2/publications1 Annex 1. DSWD-RLA-F001 Application Form for Registration
2. 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. *Not applicable to Government Agencies.	10. Securities Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Maa-Road, Davao City
3. Copy of any of the following:	
3.1 Handbook or Manual of Operations of its programs, policies and procedures to attain its purposes.	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/publications1 Annex 4. DSWD-RLA-F004 Manual of Operation
3.2 Brochure	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/publications1 Annex 5. DSWD-RLA-F005 Brochure
3.3 Duly signed Work and Financial Plan (for two succeeding years) by the Head of Agency	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/publications1 Annex 9. DSWD-RLA-F009 Work and Financial Plan
4. Copy of Official Receipt (OR) of processing fee on registration amounting to P 1,000.00	<ul style="list-style-type: none"> • Applicant

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Registration based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Registration Procedures for Walk-in Applicants				
STEP 1: Secure application form thru the DSWD Website or from the DSWD Field Office	1.1 Provided the client with application form and checklist of requirements	None	--	Support/Technical Staff (Standards Section- Field Office XI)

<p>STEP 2:</p> <p>2. Submit/ file application and supporting documents.</p>	<p>2.1. Determine whether the submitted documents are complete.</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Technical Staff</i> (Standards Section- Field Office XI)</p>
<p>2.1 For applicant organization with complete requirements, receive the acknowledgement receipt of the submitted requirements.</p>	<p>2.1.2 If complete, receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.</p>			
<p>2.2 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.</p>	<p>2.2.1 Logs its receipt in the document tracking system (DTMS).</p> <p>2.3 Provides the walk-in applicant with document reference number for easy tracking.</p> <p>2.4. If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>			
<p>STEP 3: If Complete, Settle the required processing fee and make payments to</p>	<p>3.1 Prepares billing statement</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Support/ Technical Staff</i> (Standards Section- Field</p>

Cash Section or thru online.				Office XI)
	3.2 Process payment and issues Official Receipt.	₱1,000.00	20 minutes	Cashier (Cashier Section-FO XI)
STEP 4: Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	4.1 Attach the photocopy of the official receipt of the processing fee.	None	5 minutes	Support/ Technical Staff (Standards Section- Field Office XI)
STEP 5: Ensure that the Client Satisfaction Measurement Form is duly accomplished and emailed/via courier by the applicant to the Standards Bureau	5.1 Provides the applicant the Client Satisfaction Measurement Form	None	5 minutes	Support/ Technical Staff (Standards Section- Field Office XI)
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 6: Wait for the result of the assessment.	6.1 Routes to Standards Section the Application Documents.	None	25 minutes	Technical Staff (Standards Section- Field Office XI)
	6.2 Receives incoming applications and assigns to concerned technical staff.	None	30 minutes	Standards Section Head DSWD Field Office XI
	Activities. Other supporting documents may be requested to the applicant SWDA to support the said criteria. If complete and compliant, notify the applicant SWDA on the payment for processing fee.			

	6.3.1 If incomplete, prepares an acknowledgment letter with checklist of documents indicating the lacking requirement.			
	6.4 Preparation of the Confirmation Report with attached draft Certificate of Registration and printing of Security Paper(SECPA).	None	5 hours, 25 minutes	<i>Technical Staff</i> (Standards Section- Field Office XI)
	6.5 Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate	None	7 hours	<i>Standards Section Technical Staff/ Standards Section Head/ PPD Chief/ ORD Support Staff/ Regional Director</i> DSWD Field Office XI
STEP 7: Signs in the logbook for received certificate thru pick-up.	7.1 Releasing of the Certificate of Registration to the SWDA	None	30 minutes	<i>Support/Technical Staff</i> (Standards Section- Field Office XI)
TOTAL		₱1,000.00	3 working days	
For Complete and Compliant:				
For Incomplete Submission				
Walk-in:		None	30 Minutes	
Courier:			2 days	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				
<i>STEP 1:</i> Send the Application Form together with the prescribed documentary	1.1 "Received" stamp the document and logs its receipt into the	None	30 minutes	<i>Support/ Technical Staff</i> (Standards Section- Field Office XI)

requirements through Mail or Courier to: Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City.	document tracking system. 1.2 Endorse the document to section head.			
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 2: Wait for the result of documents review.	2.1 Receives incoming applications and assigns to concerned technical staff. Provides notes/ instructions for action to concerned technical staff.	None	30 minutes	<i>Standards Section Head</i> DSWD Field Office XI
	2.2 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support the said criteria.	None	3 hours	<i>Technical Staff</i> (Standards Section- Field Office XI)

	<p>2.2.1 If complete and compliant, notify the SWDA on the payment for processing fee.</p> <p>2.2.2 If incomplete, an acknowledgment letter with checklist of requirements shall be returned to the applicant.</p>			
<p><i>STEP 4: Wait for the result of the assessment.</i></p>	<p>4.1 Prepares the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy.</p>	<p>None</p>	<p>5 hours and 25 minutes</p>	<p><i>Technical Staff (Standards Section- Field Office XI)</i></p>
	<p>4.2 Reviews and provides inputs and endorses the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy to the PPD Chief for initial.</p>		<p>2 hours and 25 minutes</p>	<p><i>Standards Section Technical Staff/ Standards Section Head/ PPD Chief/ ORD Support Staff/ Regional Director DSWD Field Office XI</i></p>
	<p>4.3 Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate</p>		<p>4 hours, 10 minutes</p>	
<p><i>Step 5: Receive the</i></p>	<p>5.1 Send the</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Support/</i></p>

Certificate and confirmation letter.	Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)			<i>Technical Staff</i> (Standards Section- Field Office XI)
TOTAL		₱1,000.00	3 working days	
For Complete and Compliant:				
For Incomplete Submission				
Walk-in:		NONE	30 Minutes	
Courier:			2 days	

**The number of minutes shall be included on the total 3 working days.*

*** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ul style="list-style-type: none"> Concerned citizen/concerned agencies send letter/email to the DSWD Field Office XI – Standards Section. DSWD Field Office XI – Standards Section Technical Staff send memo/email to Standards Bureau.
How feedbacks are processed	<ul style="list-style-type: none"> DSWD Field Office XI – Standards Section Technical Staff send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback. Standards Bureau shall send reply letter/memo to the FO XI/concerned citizen within three (3) days upon receipt of the feedback.
How to file a complaint	Complaints can be filed thru sending a letter or email to DSWD Field Office XI – Standards Section or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> The DSWD Field Office XI – Standards Section will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.

	<ul style="list-style-type: none"> • Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/DSWD Field Office XI – Standards Section. • The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.
Contact information of: ARTA, PCC, CCB	CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888
	ARTA: complaints@arta.gov.ph

Promotive Services Division

KALAHI-CIDSS NCDDP

External Services

1. 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:	G2C – 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	FEE 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	

2. 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:	G2C – 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	None	1 day	GRS Officer KC-NCDDP,

	AC/CEF (ACT) concern for the activation of Barangay GRS (for Barangay level complaint) and Municipal GRS for Municipal level GRS) for validation & resolution process			RPMO
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 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	
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3. 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:	G2C – 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	<i>GRS Officer</i> KC-NCDDP, RPMO
2. Client waiting	2. Registration of the complaint to the Program Database	None	5 minutes	<i>GRS Officer</i> KC-NCDDP, RPMO
3. Client waiting	3. Activation of GRS Regional TWG & review of the complaint	None	4 hours	<i>GRS TWG (RPM)</i> <i>Assistant Regional Director for Operations</i>
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	None	1 day	<i>GRS Officer</i> KC-NCDDP, RPMO

	Municipal level GRS) for validation & resolution process			
5. Client received official letter of acknowledgment & initial actions taken	5. Send official letter to complainant for acknowledgement and initial update	None		<i>GRS Officer</i> KC-NCDDP, RPMO
6. Client waiting	6. GRS Volunteers, ACT & GRS Regional TWG conducts validation, interview, review of the concern of the complaint	None	3 days	<i>ACT</i> KC NCDDP (Name of Barangay, Municipality)
7. Client waiting	7. First follow through on the result of complaint validation and resolution process	None	1 day	<i>GRS Officer</i> 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	<i>GRS Officer</i> KC-NCDDP, RPMO
9. Client waiting	9.1 Update program database on the resolution status	None	5 minutes	<i>GRS Officer</i> KC-NCDDP, RPMO
	9.2. GRS Volunteers and ACT & GRS Regional TWG conducts second phase of resolution process	None	1 day	<i>ACT, KC NCDDP</i> (Name of Barangay, Municipality)
	9.3 Second follow through on the update of the second phase resolution	None	1 day	<i>GRS Officer</i> KC-NCDDP, RPMO

	process			
10. Client received 2nd official letter of updates on actions taken	10.1 Send official letter to complainant for the updates on actions taken and resolutions	None	1 day	GRS Officer KC-NCDDP, RPMO
11. Client waiting	11.1 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	12.1 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</p> <p>with hotline Number 0916-317-9110 or email to: kcmeregiionxi@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>
<p>How to file a complaint</p>	<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>
<p>How complaints are processed</p>	<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
<p>Contact Information of CCB, PCC, ARTA</p>	<p>CCB: 0908-881-6565 (SMS)</p> <p>Call: 165 56</p> <p style="padding-left: 40px;">P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Facebook: https://facebook.com/civilservicegovph/</p> <p>Web: https://contactcenterngbayan.gov.ph/</p> <hr/> <p>PCC: 8888</p> <hr/> <p>ARTA: complaints@arta.gov.ph</p>

Promotive Services Division

Sustainable Livelihood Program (SLP)

External Services

1. SLP Referral Management Process

Office or Division:	Sustainable Livelihood Program – Grievance and Referral Management Unit (GRMU)	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – 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, phone calls and text messages	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>
	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	<p>CCB: 0908-881-6565 (SMS)</p> <p>PCC: 8888</p> <p>ARTA: complaints@arta.gov.ph</p>

**Protective Services Division
Adoption Resource Referral Section (ARRS)
External Services**

1. Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA)

The Certification Declaring a Child Legally Available for Adoption (CDCLAA) is a document signed by the DSWD Secretary or his/her duly authorized representative, administratively declaring the child legally available for adoption.

Office or Division:	Field Office XI - Protective Services Division Adoption Resource and Referral Section	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen	
Who may avail:	All Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Abandoned and Foundling Children:		
1. Endorsement Letter from Petitioner to FO Regional Director	Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities	
2. Notarized Petition with Endorsement letter from Petitioner to Field Office	Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities	

3. Updated Social Case Study Report (with PRC License Number and Validity)	Licensed Social Worker from Provincial/City or Municipal Social Welfare and Development Office or Child Caring/Placing Agency; and DSWD Residential Care Facilities
4. Written Certification from radio/ TV station	Radio or TV station
5. One (1) newspaper publication and/or Affidavit of Publication	Newspaper publisher
6. Either police clearance, barangay certification or certified copy of tracing report issued by PNRC	Police or Barangay where the child was found/abandoned or Philippine National Red Cross (PNRC)
7. Returned registered mail	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office
8. Birth /Foundling Certificate certified true copy from LCR or SECPA (if the document is available) Child's Profile	Philippine Statistics Authority (PSA) Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office
9. Recent photograph	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office
10. Photograph of the child upon admission/abandonment	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office
11. Notice of Petition	DSWD-Regional Director where the Petition was filed
12. Certificate of Posting	Local Social Welfare Office or Barangay, Health Center, etc. who caused the posting ordered by the DSWD-Director
For surrendered Cases:	
1. Letter of recommendation addressed to DSWD Regional Director	Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities
2. Social Case Study Report	Licensed Social Worker from Provincial/City or Municipal Social Welfare and Development Office or Child Caring/Placing Agency; and DSWD Residential Care Facilities
3. Notarized Deed of Voluntary Commitment	To be executed by the child's birthparent/s; or in the absence of the birthparent/s per Article 216 of the Family Code the succession will apply as to who will exercise substitute parental authority in signing the DVC
4. Birth Certificate (Certified True	Philippine Statistics Authority (PSA)

Copy from LCR or SECPA, whichever is available)	
5. Recent whole body photograph	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or City/Municipal Social Welfare Office
6. Photograph of the child upon relinquishment/admission to agency	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or City/Municipal Social Welfare Office
For Neglected/Abuse Children	
1. Letter of Recommendation to the Secretary	DSWD-Regional Director
2. All original copy of the court order re: Termination of Parental Rights and certified true copy of the other supporting documents presented in court	Family court where the case was filed
<p>Per Administrative Order No. 12, Series of 2011 or the Guidelines for the issuance of the DSWD Certification, the following additional documents may be required to support the report/case of the child if it is for the best interest of the child to be issued with CDCLAA.</p> <ol style="list-style-type: none"> 1. Endorsement Letter to DSWD Secretary 2. Copy of the ID used by the child's birth parents/relatives in signing the DVC (refer to Article 216 of Family Code, who will exercise substitute parental authority in default of child's birthparent/s.) 3. Death Certificate of Birth Parent/s (if deceased) 4. Psychiatric/ Psychological Evaluation Report (if birthparents/ is/ are/ or diagnosed to be intellectually challenged) 5. DVC of legal husband (if child was born out of extra marital affair); if whereabouts is unknown, comply the requirements for petition 6. Copy of marriage certificate or Certificate of No Marriage (if necessary) 7. Medical Certificate/ Bone and/or Dental Ageing Result (for foundling cases) 8. Birth Certificate of the child's birthmother (if the DVC was signed by the child's maternal grandparents/s to establish the relationship of the child's birth mother and maternal grandmother) 9. Affidavit of Discrepancy signed by the child's birth mother (if the signature of the birthmother in the birth certificate and DVC are different as well as the child's birth order in the Birth Certificate was incorrect) 10. Affidavit of Two Disinterested Person/s (if the informant in the child's birth certificate is not the child's birthmother) 11. Certificate of Authority for a Notarial Act (CANAA) for surrendered cases 12. If necessary, the DSWD may require other documents to support the facts/information indicated/claimed in the report. <p>Other Supporting/Additional Documents for CDCLAA of Children Qualified under RA 11222</p>	

1. Affidavit of Admission from the Adopter(s)-Petitioner(s) and/or with the 3rd person
2. Negative Certification of Birth Record from (LCR and PSA)
3. Written consent to Adoption of the following:
 - prospective adoptee, aged 10 years old and above
 - legitimate and adopted children aged 10 years old and above
 - Illegitimate children, aged 10 years old and above, of the adopter(s) if any, if living with the adopter(s)
4. Certificate of Authority for a Notarial Act (CANA)
5. Undertaking and Oath accomplished by the petitioner(s) holding permanent residence abroad and/or one of the petitioners is of foreign citizenship who is married to a Filipino and who prefer RA 11222 process

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Field Office				
1. DSWD residential care facilities/child caring/placing agencies/Local Social Welfare Office endorse the Petition/ Application and supporting documents to Field Office	For Abandoned/ Dependent/ Foundling Children 1. The Adoption Resource and Referral Section (ARRS) shall review and examines the petition if sufficient in form and substance	None	3 working days	<i>Social Worker FO-ARRS</i>
	2. Posting of notice of petition & picture in conspicuous places in the locality where the child was found. The Local Social Welfare Office or other offices/ person/s who facilitated the actual posting shall issue a Certificate of Posting.	None	5 working days	<i>Local Social Welfare Office and/or other offices such as Post Office, Bgy. Hall, Police Station, Health Center, etc.</i>
	3. From completion of Posting, upon finding merit in the Petition, the Regional Director renders	None	5 working days	<i>Regional Director</i>

	recommendation			
	4. From the time the Regional Director signs the recommendation, the Regional Director forward the same with the original supporting documents to the DSWD-Central Office.	None	2 working days	<i>Field Office – Records Section</i>
	For Surrendered Children			
	1. The ARRS shall review the Application together with the supporting documents	None	3 working days	<i>Social Worker FO-ARRS</i>
	2. The Regional Director shall render recommendation on the Application	None	2 working days	<i>Regional Director</i>
	3. The Regional Office shall transmit the same to Central Office-PMB from the time the Regional Director signs the recommendation	None	2 working days	<i>Field Office – Records Section Note: The number of signatories in the documents shall be limited to only 3 signatories</i>
	For Neglected/ Abuse Cases			
	1. The ARRS shall review the Petition together with the supporting documents	None	3 working days	<i>FO-ARRS Social Worker</i>
	2. The Regional Director shall render recommendation on the Petition	None	2 working days	<i>Regional Director</i>
	3. The Regional	None	2 working days	<i>Field Office –</i>

	Office shall transmit the same to Central Office-PMB from the time the Regional Director signs the recommendation			<i>Records Section</i>
Central Office				
DSWD Field Offices endorse the Petition/ Application and supporting documents to DSWD-PMB	A. Program Management Bureau-PMB 1. PMB Admin staff receives and tracks the document to the Document Transaction Management System (DTMS) and endorses to ARRD technical staff for review.	None	4 working days	<i>Administrative Staff PMB –ARRD</i>
	2. PMB technical staff acknowledges and reviews the dossier for issuance of CDCLAA. If, incomplete in form and substance, prepare memo to the concerned indicating comments and recommendations to FO.	None		<i>Social Worker PMB-ARRD</i>

	3. Prepare and endorse the documents (Executive Summary, endorsement to the Secretary and draft e-copy of CDCLAA) to OIC Division Chief of Adoption Resource and Referral Division (ARRD) of PMB for review copy furnished PMB-ARRD Admin staff for tracking in the DTMS.	None		<i>Social Worker</i> <i>PMB-ARRD</i> <i>Administrative Staff</i> <i>ARRD</i>
	4. OIC Division Chief reviews the documents and if found to be compliant, will forward to Bureau Director (BD) for approval/ disapproval.	None		<i>OIC-Division Chief</i> <i>Administrative Staff</i> <i>ARRD</i>
	5. Prints and tracks the Executive Summary ,draft e-copy of CDCLAA, endorsement letter to the Secretary and endorse to the Bureau Director	None		<i>Administrative Staff</i> <i>ARRD</i>
	6. Bureau Director (BD) Admin staff receives, track and endorse the documents to the BD for review.	None		<i>Administrative Staff</i> <i>ARRD</i>
	7. PMB Director renders decision and recommendation.	None		<i>BD</i> <i>BD Administrative Staff</i>
	8. Admin. Staff tracks and	None	1 working day	<i>Administrative Staff</i>

	endorse the documents to the Office of Undersecretary			PMB
	B. Undersecretary Level			
	9. Reviews, approve and endorsement of the petition/ application and by the Undersecretary for Operations Group to the Secretary.	None	2 working days	<i>DSWD-Undersecretary</i>
	10. If with comment, returns to PMB with comments/ note			
	11. PMB TS responds to comments/ notes and return to the Undersecretary			<i>PMB ARRD-TS Staff</i>
	C. Secretary Level			
	12. Office of the Secretary (OSEC) Technical staff review the dossier before the endorsement to the Head of Executive Assistant (HEA)	None		<i>Technical staff OSEC</i> <i>DSWD-Secretary</i>
	13. Secretary signs the Certificate Declaring the Child Legally Available for Adoption, if application is meritorious.			
	TOTAL	NONE	7 working days	

PMB transmits the endorsement and signed CDCLAA to Field Office	D. PROGRAM MANAGEMENT BUREAU	None	5 minutes	<i>Administrative staff ARRD</i>
	14. Receives the signed CDCLAA from OSEC and tracks to DTMS.			
	15. Send thru email an advance copy of the signed CDCLAA to the FO			
	16. Drafts memo to the FO endorsing the signed CDCLAA			
	17. Approves by the Bureau Director the memo to the FO			
	18. Endorse to the Records Unit/Section approved memo of endorsement of signed original and/ or Certified True Copy of CDCLAA			
19. Transmit the signed original CDCLAA to the FO		3-5 working days	<i>DSWD CO Records Officer</i>	
TOTAL PROCESSING TIME AT THE FIELD OFFICE LEVEL		15 days		
TOTAL PROCESSING TIME AT THE CENTRAL OFFICE LEVEL	NONE	12 days, 55 minutes		

“Service is covered under RA 9523”

2. Licensing of Foster Parent/s

Foster Family Care License (FFCL) is issued upon thorough assessment to the prospective Foster Parents. Issuance of FCL is based on the eligibility of the applicants

in accordance with the R.A. 10165 or the Foster Care Act of 2012 and the Memorandum Circular No. 21, series of 2018 or the Omnibus Guidelines on Foster Care Service.

Office/Division:	DSWD Field Office XI - Protective Services Division (PSD) Adoption Resource and Referral Section (ARRS)	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who May Avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. 1 Copy of Original Duly Accomplished Application Form	Adoption Resource and Referral Section (ARRS) or DSWD Website https://adoption.dswd.gov.ph	
2. 1 Copy of Original Security Paper (SecPa) Copy of Birth Certificate or at least Certified True Copy from the original	Philippine Statistics Authority (PSA)	
3. 1 Copy of Original Security Paper (SecPa) Copy of Marriage Certificate, Declaration of Nullity of Marriage, Legal Separation Documents or at least Certified True Copy from the original	Philippine Statistics Authority (PSA)	
4. 1 Copy of Original Medical Certificate issued at least 6 months	Public or Private Clinics/Hospitals	
5. 1 Photocopy of Income Tax Return (ITR) or Certificate of Employment (CoE)	Bureau of Internal Revenue (BIR)/ Applicant's Company/Employer	
6. 1 Copy of Original National Bureau of Investigation (NBI) Clearance or Police Clearance	National Bureau of Investigation (NBI) / Philippine National Police (PNP)	
7. 1 Copy of Original Barangay Certificate stating that the applicant is a resident of the barangay, the length of his/her residence therein, he/she is of good moral character	Barangay where the applicant/s reside	
8. 3x5 inch sized Whole Body Photos of the applicant and, where applicable, his/her family taken at least 6 months	Applicant	
9. 1 Photocopy of Certificate of Attendance at Foster Care Forum	Adoption Resource and Referral Section (ARRS)	
10. Other Requirements based on Social Worker's Assessment, as applicable. 1 certified true copy of Marriage Contract (if married), among others	Philippine Statistics Authority Applicant	

<p>Note: Other document/s may be required is/are necessary on the case management of intensive cases</p>				
Additional Requirements for Alien Applicants:				
1. 1 Photocopy of Certificate of Residence in the Philippines		Bureau of Immigration (BI) or Department of Foreign Affairs (DFA)		
2. 1 Original Copy of Letter of two (2) Character References from non-relatives who know the applicants in the country of which he or 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		Applicants *Bureau of Immigration/Department of Foreign Affairs		
3. At least 1 Certified True Copy of Documents such as but not limited to Passport , among others showing citizenship		Applicant		
4. 1 Original Copy of Certificate of Travel Records		Bureau of Immigration (BI)		
<p>Note: An Alien must resided in the Philippines for at least 12 continuous months at the time of the application</p>				
5. 1 Original Copy of the Affidavit of Undertaking to maintain residence until termination of placement of the Foster Child/ren by the DSWD or expiration of Foster Care License		Applicant		
6. Such other documents that the Department/Agency/Local Government Units may require		Applicant		
<p>Note: Other document/s may be required is/are necessary on the case management of intensive cases</p>				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance to Foster Care Forum	1.1. Conduct of orientation on R.A. No. 10165 or Foster Care Act of 2012	None	4 hours	<i>Social Worker ARRS</i>

	1.2. Issuance of Certificate of Attendance to Foster Care Forum		30 minutes	<i>Administrative Assistant II</i>
2. Filling-up of Application Form and Submission of Documents	2.1. Receipt of the duly accomplished application form and documentary requirements from the client	None	10 minutes	<i>Administrative Assistant II</i>
	2.2. Database logging of the application form and list of documentary requirements for onward endorsement to the Section Head		15 minutes	<i>Administrative Assistant II</i>
	2.3. Review of application and delegation of case to the ARRS Social Worker		1 hour, 30 minutes	<i>Social Worker ARRS</i>
	2.4. Review of the application and submitted documentary requirements and preparation of letter acknowledging the receipt thereof and informing the applicant on a scheduled home visit		1 hour, 30 minutes	<i>Social Worker ARRS</i>

	2.5. Database logging of the Acknowledgment Letter for onward endorsement to the Section Head		10 minutes	<i>Administrative Assistant II</i>
	2.6. Review and recommending approval of the Section Head		1 hour	<i>ARRS Head</i>
	2.7. Database logging of the Acknowledgment Letter for onward endorsement to the Division Chief		10 minutes	<i>Administrative Assistant II</i>
	2.8. Review and recommending approval of the Division Chief	None	1 hour	<i>PSD Chief</i>
	2.9. Database logging of the Acknowledgment Letter for onward endorsement to the Assistant Regional Director for Operations	None	10 minutes	<i>Administrative Assistant II</i>
	2.10. Review and recommending approval of the Assistant Regional Director for Operations	None	1 hour	<i>Assistant Regional Director for Operations</i>
	2.11. Database logging of the Acknowledgment Letter for onward endorsement to the Regional Director	None	2 hours	<i>Regional Director</i>
	2.12. Approval of the Regional Director		2 hours	<i>Regional Director</i>

	2.13. Endorsement of the approved Acknowledgment Letter to the Records Section and furnishing of a copy of the same document to the ARRS Social Worker		20 minutes	<i>Administrative Assistant II</i>
3. Participation of the applicant in the interview on the assessment and preparation of comprehensive Home Study Report	3.1. Conduct of scheduled visit to the applicant's abode for home study and pre-signing of FFCL, and to the applicant's community for collateral interviews and coordination with barangay.		1 day	<i>Social Worker ARRS</i>
	3.2. Preparation of the Home Study Report (HSR)		Within 20 days	<i>Social Worker ARRS</i>
	3.3. Submission of HSR, pre-signed FFCL, and draft letter to developing agency re: signed FFCL and Foster Care ID		8 Hours	<i>Social Worker ARRS</i>
	3.4. Database logging of the draft HSR, pre-signed, and draft letter for onward endorsement to the Section Head	None	10 minutes	<i>Administrative Assistant II</i>
	3.5 Review and recommending for approval of the Section Head		4 hours	<i>Section Head</i>

	3.6. Database logging of the draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Division Chief		10 minutes	<i>Administrative Assistant II</i>
	3.7. Review and recommending approval of the Division Chief		4 hours	<i>PSD-Chief</i>
	3.8. Database logging of draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Assistant Regional Director for Operations		10 minutes	<i>Administrative Assistant II</i>
	3.9. Review and recommending approval of the Assistant Regional Director for Operations		4 hours	<i>Assistant Regional Director for Operations</i>
	3.10. Database logging of the draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Regional Director		10 minutes	<i>Administrative Assistant II</i>
	3.11. Approval of the Regional Director		4 hours	<i>Regional Director</i>
	3.12. Assignment of FFCL Reference Number and Foster Care ID Number and database logging of above information		10 minutes	<i>Administrative Assistant II</i>

	3.13. Endorsement of the approved letter with 2 original copies of signed FFCL and Foster Care ID to the Records Section		20 minutes	<i>Administrative Assistant II</i>
TOTAL		NONE	21 days, 41 hours, 55 minutes	

“Service is covered under R.A. 10165”

3. Placement of Children to Foster Parents

Foster Placement Authority (FPA) is issued upon thorough assessment on the eligibility of the child to be placed under Foster Care and/or upon issuance of the Regional Foster Care Matching Certificate and submission of the Acceptance Letter of the Licensed Foster Parents. Issuance of FPA is in accordance with the R.A. 10165 or the Foster Care Act of 2012 and the Memorandum Circular No. 21, series of 2018 or the Omnibus Guidelines on Foster Care Service.

Office or Division:	ARRS-Foster Care Section (FCS)	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen	
Who May Avail:	Children eligible for Foster Care from the DSWD Residential Care Facilities (RCFs), Child Caring Agencies (CCAs), Child Placing Agencies (CPAs), and Local Government Units (LGUs) and matched to licensed Foster Families	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. 1 Original Copy of Child Case Study Report	Residential Care Facility, Child Caring/Placing Agencies, and Local Government Units where the child is admitted/originated	
2. 1 Original Copy of Health and Medical Profile with Immunization Records issued within 6 months	Public or Private Clinics/Hospitals	
3. 1 Original SECPA copy of Birth Certificate/Foundling Certificate Child’s Profile	Philippine Statistics Authority (PSA) Case Manager from the Residential Care Facility, Child Caring Agency, Local Government Units where the child is admitted/originated	
4. Recent Photograph	Residential Care Facility, Child Caring Agencies, Child Placing Agencies, and Local	

		Government Units where the child is admitted/originated		
5. 1 Original Copy of Psychological Evaluation for children five (5) years old and above		Child Psychologist		
6. 1 Photocopy of School Records for Children in School Age		School where the child is enrolled		
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Pre-Matching	1.1. Receipt of the dossier of the child from the concerned Agency	None	15 minutes	<i>Administrative Assistant II</i>
	1.2 Encoding of the application in the database then forward it to the concerned technical staff for review	None	15 minutes	
	1.3. Review and endorsement of the dossier of Child/ren to the Matching Secretariat	None	2 days	<i>Social Worker ARRS</i>
	1.4. Review and assessment of the substance of the Child Study Report and completeness of documentary requirements to determine inclusion in the roster of cases for the Foster Care Matching Conference	None	2 days	

	1.5. Preparation of the Acknowledgement Letter notifying the concerned Agency on the schedule of the Matching Conference or on the comments, if necessary	None	30 minutes	
	1.6. Database logging of the Acknowledgment Letter for onward endorsement to the Section Head	None	10 minutes	<i>Administrative Assistant II</i>
	1.7. Review and affixing of initials by the Section Head	None	1 hour	<i>ARRS Head</i>
	1.8. Database logging of the Acknowledgment Letter for onward endorsement to the Division Chief	None	10 minutes	<i>Administrative Assistant II</i>
	1.9. Review and affixing of initials by the Division Chief	None	1 hour	<i>PSD Chief</i>
	1.10. Database logging of the Acknowledgment Letter for onward endorsement to the Assistant Regional Director for Operations	None	10 minutes	<i>Administrative Assistant II</i>

	1.11. Review and affixing of initials by the Assistant Regional Director for Operations	None	1 hour	<i>Assistant Regional Director for Operations</i>
	1.12. Database logging of the Acknowledgment Letter for onward endorsement to the Regional Director	None	10 minutes	<i>Administrative Assistant II</i>
	1.13. Approval of the Regional Director	None	1 hour	<i>Regional Director</i>
	1.14. Endorsement of the approved Acknowledgment Letter to the Records Section and furnishing of a copy of the same document to Foster Care Matching Secretariat	None	20 minutes	<i>Administrative Assistant II</i>
	1.15. Invitation to the Foster Care Matching Committee	None	1 day	<i>Matching Secretariat</i>
	1.16. Preparation of the roster of available children/foster parents for presentation in the matching conference, agenda, attendance	None	1 day	

	sheet, and visual presentation of cases to be presented in the matching conference			
	1.17. Reproduction and sending out of hard/scanned copies of documents of children/foster parents to the foster care committee members	None		
2. Matching Phase	2.1. Introduction of the foster care matching committee members, foster care matching secretariat, and social workers participating in the conference	None	10 minutes	<i>Matching Secretariat, Regional Child Welfare Specialist Group (RCWSG)</i>
	2.2. Brief visual presentation of each case of foster parents and children	None	4 hours	<i>Case Managers from ARRS, RCFs, CPAs, CCAs, and LGUs</i>
	2.3. Discussion/provision of comments, observations, and inputs on the case presented	None	2 hours	<i>Matching Secretariat, RCWSG, Case Managers from ARRS, RCFs, CPAs, CCAs, and LGUs</i>
	2.4. Deliberation of the matching of children and foster parents (for regular foster care cases) and/or placement of	None	1 hour	<i>Matching Secretariat, RCWSG</i>

	children to foster parents (for direct entrustment and kinship care cases) based on the needs of the child/ren and the capacity/ resources of the foster parents			
	2.5. Preparation and signing of Resolution declaring the matching and Certificate of Matching of children matched	None	30 minutes	<i>Matching Secretariat, RCWSG</i>
3. Post- Matching	3.1. Database logging of the Resolution, Certificate of Matching, and Transmittal Memo to concerned agency for onward endorsement to the Section Head	None	10 minutes	<i>Administrative Assistant II</i>
	3.2. Review and affixing of initials by the Section Head	None	2 hours	<i>ARRS Head</i>
	3.3. Database logging of the Resolution and Certificate of Matching for onward endorsement to the Division Chief	None	10 minutes	<i>Administrative Assistant II</i>

	3.4. Review and affixing of initials of the Division Chief	None	2 hours	<i>Division Chief PSD</i>
	3.5. Database logging of the Resolution and Certificate of Matching for onward endorsement to the Assistant Regional Director for Operations	None	5 minutes	<i>Administrative Assistant II</i>
	3.6. Review and affixing of initials of the Assistant Regional Director	None	4 hours	<i>Assistant Regional Director for Operations</i>
	3.7. Approval of the Transmittal letter, Resolution, and Matching Certificate of Regional Director	None	4 hours	<i>Regional Director</i>
	3.8. Endorsement of the approved Acknowledgment/Transmittal Letter to the Records Section and furnishing of a copy of the same document to Foster Care Matching Secretariat	None	20 minutes	<i>Administrative Assistant II</i>
	3.9. Receipt of the Acceptance Letter from Foster Parents as the basis for the issuance of Foster Placement Authority	None	5 minutes	<i>Administrative Assistant II</i>

<i>Upon Receipt of Acceptance Letter from FPs</i>				
	3.10. Receipt of the pre-signed FPA from the Foster Parents and preparation of transmittal letter	None	5 minutes	<i>Administrative Assistant II</i>
	3.11 Preparation of draft transmittal letter of signed FPA	None	30 minutes	<i>Social Worker ARRS</i>
	3.12. Database logging of the pre-signed FPA and the transmittal letter for onward endorsement to the Section Head	None	5 minutes	<i>Administrative Assistant II</i>
	3.13. Review and recommending	None	1 hour	<i>ARRS Head</i>
	3.14. Database logging of the pre-signed FPA and transmittal letter for onward endorsement to the Division Chief	None	5 minutes	<i>Administrative Assistant II</i>
	3.15. Recommending Approval of the Division Chief	None	2 hours	<i>Division Chief PSD</i>
	3.16. Database logging of the pre-signed FPA and transmittal letter for onward endorsement to the Assistant Regional Director for Operations	None	5 minutes	<i>Administrative Assistant II</i>

	3.17. Review and recommending Approval of the Assistant Regional Director for Operations	None	1 hour	<i>Assistant Regional Director for Operations</i>
	3.18. Database logging of the pre-signed FPA for onward endorsement to the Regional Director	None	5 minutes	<i>Administrative Assistant II</i>
	3.19. Approval of the Regional Director	None	2 hours	<i>Regional Director</i>
	3.20. Sending of the signed FPA and transmittal letter to the foster parent (either face to face, email, or mail through the Records Section	None	1 hour (for face to face or email)	<i>Administrative Assistant II/Records Officer</i>
4. Placement and supervision of the foster child with the foster parent	4.1. Conduct a discharge conference to brief the foster parent/s on the background of the case or needs of the foster child/ren, and turn over custody of the child to the foster parent	None	1 day	<i>Social Worker of the Child and Foster Parents; Foster Parent; Child</i>

	4.2. Provision of monthly foster care subsidy for foster parent/s based on the approved parameters, as recommended	None	1 day	<i>Social Worker ARRS</i>
	4.3 Conduct home visits to monitor the foster child's adjustment in the foster home until foster placement is terminated	None	Frequent for the first three months; Bi-monthly for the succeeding months Short term - less than 6 months Long-term - 6 months or more	<i>Social Worker ARRS</i>
TOTAL (EXCLUDING THE SUPERVISORY PERIOD)		NONE	9 days, 10 hours, 25 minutes	

4. Processing of Adoption Application

Per Republic Act 8552. It is the policy of the State to ensure that every child remains under the care and custody of his/her biological parents and be provided with love, care, understanding and security toward the full development of his/her personality. When care of the biological parents is unavailable or inappropriate and no suitable alternative parental care or adoption within the child's extended family is available, adoption by an unrelated person shall be considered. However, no direct placement of a child to a non-related shall be countenanced.

Adoption is the most complete means whereby permanent family life can be restored to a child deprived of his/her biological family.

The child's best welfare and interest shall be the paramount consideration in all questions relating to his/her care and custody.

Office or Division:	Field Office XI – Protective Services Division Adoption Resource and Referral Section
Classification:	Highly Technical

Type of Transaction:	G2G – Government to Government G2C – Government to Citizen
Who may avail:	Child Caring Agencies (CCAs), Child Placing Agencies (CPAs), Local Government Units (LGUs) and Field Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>Prospective Adoptive Parent/s (PAP/s) Dossier</i>	
1. Home Study Report (HSR);	DSWD FOs, CCAs, CPAs, LGUs
2. Certificate of Attendance to Adoption Forum;	DSWD Field Office/CCAs/CPAs
3. Birth Certificate of the prospective adoptive parent/s in security paper (SECPA) and their child/ren;	Philippine Statistics Authority (PSA)
4. Marriage Certificate in SECPA form, if married or in case of termination of marriage, Authenticated Divorce papers with copy of court decision and Certificate of Finality by their Consulate if foreign applicant; Annulment Decree with Certificate of Finality, Declaration of Nullity, or Legal Separation Documents for Filipino applicant;	Philippine Statistics Authority (PSA) Philippine Courts
5. Written Consent to the Adoption by the legitimate and adopted sons/daughters and illegitimate sons/daughters if living with the applicant, who are at least 10 years old;	Applicant
6. Physical and Medical Evaluation/Certification by a duly licensed physician. Certification should: (a) indicate that the applicant has no medical condition that prevents him/her in acting or assuming parental responsibilities; (b) taken at least six months from the time of preparation of the Home Study Report;	Licensed Physician
7. Psychological Evaluation Report (when appropriate, as assessed by the social worker)	Licensed Psychologist
8. NBI or Police Clearance issued at least one year before the preparation of the Home Study Report;	National Bureau of Investigation (NBI) Police Station
9. Latest Income Tax Return (ITR) or	Bureau of Internal Revenue Bank

any other documents showing financial capability, e.g. Certificate of Employment, Bank Certificate or Statement of Assets and Liabilities;	Company/Organization of Employment
10. Three (3) letters of Character References (e.g. the local church/Minister, the employer and a non-relative member of the immediate community who have known the applicant(s) for at least 3 years);	Bureau of Internal Revenue Bank Company/Organization of Employment
11. 3x5 inch-sized photos of the applicants and his/her immediate family members, taken within the last three (3) months from the date of submission of application; and	Applicant
12. Affidavit of temporary Custody	Applicant
<i>Additional Requirements for Foreign Nationals</i>	
<p>13. Certification that the applicant(s) have legal capacity to adopt in his/her country and that his/her country has a policy or is a signatory of an international agreement, which allows a child adopted in the Philippines by its national to enter his/her country and permanently reside therein as his/her legitimate child, which may be issued by his/her country's diplomatic or consular office or central authority on inter-country adoption or any government agency that has jurisdiction over the child and family matters.</p> <p>In the absence of any of the foregoing, the applicant may submit a Certification issued by the Intercountry Adoption Board (ICAB), stating that the Philippines and the applicants' country have an existing agreement on inter-country adoption whereby a child who has been adopted in the Philippines or has a pre-adoption placement approved by the</p>	Embassy / Foreign Adoption Agency / ICAB

<p>Board is allowed to enter and remain as permanent resident in the applicants' country as his/her legitimate child.</p> <p>For countries that have neither signed nor adhered to the 1993 Hague Convention on the Protection of Children and Cooperation in Respect of Intercountry Adoption, the Department may accept as an alternative based on its assessment, any document issued by the embassy notifying the Department on the legal capacity to adopt of the PAPs in the Philippines and/or the child's possible entry to the PAP's country of origin.</p>	
<p>14. Certificate of Residence in the Philippines as appropriate; Bureau of Immigration or Department of Foreign Affairs</p>	<p>Bureau of Immigration (BI) or Department of Foreign Affairs (DFA)</p>
<p>15. Two (2) character references from non-relatives who knew the applicant(s) 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 fifteen (15) years.</p>	<p>Character Reference</p>
<p>16. Police Clearance from all places of residence in the past years prior to residing in the Philippines.</p>	<p>Police Station</p>
<p>If necessary, the DSWD may require other documents to support the facts/information indicated /claimed in the report.</p>	
<p><i>Child's Dossier</i></p>	
<p><i>Surrendered Children</i></p>	<p><i>Where to Secure</i></p>
<p>1. Child Study Report (updated within the last 6 months or more recent if there is significant progress or development)</p>	<p>DSWD FOs/LGUs/ CCAs/CPAs</p>
<p>2. Two (2) SECPA copies of Birth Certificate</p>	<p>Philippine Statistics Authority (PSA)</p>
<p>3. Two (2) original copies of the CDCLAA (numbered)</p>	<p>DSWD FOs/DO</p>
<p>4. One (1) original copy of the Notarized Deed of Voluntary</p>	<p>DSWD FOs/LGUs/CCAs/CPAs</p>

Commitment (DVC)	
5. One (1) Original copy of Notarial Act (CANA)	Office of the Clerk of Court which has jurisdiction over the place where the DVC was signed
6. Health and Medical Profile (updated within the last 6 months or more recent if there is significant progress/development in the child's medical condition)	Attending licensed pediatrician/physician of the child
7. Regional Adoption Clearance (RAC) for Interregional Matching	DSWD FOs
8. Psychological Evaluation Report (if 5 years old and above)	Attending licensed Psychologist of the child
9. Recent Photograph	DSWD FOs/LGUs/CCAs/CPAs
10. Consent to Adoption (if 10 years old and above)	DSWD FOs/LGUs/CCAs/CPAs
<i>Abandoned/Foundling/Neglected Children</i>	
1. Child Study Report (updated within the last 6 months or more recent if there is significant progress or development)	DSWD FOs/LGUs/ CCAs/CPAs
2. Two (2) SECPA copies of Birth Certificate	Philippine Statistics Authority (PSA)
3. Two (2) original copies of the CDCLAA (numbered)	DSWD FOs/CO
4. Health and Medical Profile (updated within the last 6 months or more recent if there is significant progress/development in the child's medical condition)	Attending licensed pediatrician/physician of the child
5. Child Profile	DSWD FOs/LGUs/CCAs/CPAs
6. Regional Adoption Clearance (RAC) for Interregional Matching	DSWD FOs
7. Psychological Evaluation Report (if 5 years old and above)	Attending licensed Psychologist of the child
8. Recent Photograph	DSWD FOs/LGUs/CCAs/CPAs
9. Consent to Adoption (if 10 years old and above)	DSWD FOs/LGUs/CCAs/CPAs
<i>Additional Supporting Documents</i>	
1. Death Certificate of Birthparents (if deceased)	
2. Psychiatric/ Psychological Evaluation Report	
3. DVC of husband (if child was born within a valid marriage(Marriage Certificate (if necessary)	
<i>For Relative Adoption</i>	
1. Same as the requirements stated above for Surrendered/Abandoned/Foundling/Neglected children	
2. Notarized Oath and Undertaking by the guardian/relatives	
3. Family Genogram with Birth Certificate	
<i>For Cases of Children with Finalized Domestic Adoption</i>	

1. Same as the requirements stated above for Surrendered/Abandoned/Foundling/Neglected Children except for the Birth Certificate	
2. Certified True Copy of the Adoption decree	<ul style="list-style-type: none"> • Court where the domestic adoption was finalized
3. Certified True Copy of the Finality/Entry of Judgment	<ul style="list-style-type: none"> • Court where the domestic adoption was finalized
4. One (1) SECPA copy of New Birth Certificate of the child	<ul style="list-style-type: none"> • Philippine Statistics Authority (PSA)
5. Photograph of the Child with the Adoptive Parents	<ul style="list-style-type: none"> • Adoptive Parents
In addition, for an applicant who is residing abroad but is otherwise qualified to adopt in the Philippines under the provisions of RA 8552; HSR prepared by an accredited Foreign Adoption Agencies (FAAs)	Foreign Adoption Agencies (FAAs)
Certification that the said FAA is accredited by ICAB	Inter-Country Adoption Board (ICAB)

If necessary, the DSWD may require other documents to support the facts/information indicated /claimed in the report.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Processing of Adoption Application				
1. The Prospective Adoptive Parent/s inquire (either thru phone/ walk-in/ email/ DSWD dashboard)/ file application to the concerned Field Office.	1.1 Convene/conduct pre-adoption seminar/forum for adoptive applicants and issue a Certificate of Attendance to participants.	None	Within the day after the Pre-adoption seminar/ forum	FO ARRS/SWAD
	1.2 Upon the receipt and acceptance of the case of the PAP/s for management, managing social workers shall gather information on	None	Within the day upon receipt of the PAP/s case One (1) day	FO ARRS/SWAD

	the PAP/s and assess their motivation to adopt (a) child/ren.			
	1.3. Facilitate the accomplishment of the application form and advise the applicant to submit the requirements to the FO	None		<i>PAP/s/DSWD FO ARRS</i>
	1.4. Conduct personal interviews and counselling with the adoptive applicant/s' family members and significant others.	None		<i>FO ARRS/SWAD</i>
	1.5. Prepare a Home Study Report based on all information gathered, along with a complete set of requirements.	None	Within a month from the date of filing of application for adoption of the PAPs	<i>FO ARRS/SWAD</i> Note: The number of signatories in the documents shall be limited to only 3 signatories
	1.6 If not approved, the PAP/s shall be informed on the result of the assessment (if necessary conduct re-assessment)			
	1.7. Once approved, the PAP/s will be informed and case will be included to the Regional Matching			

	TOTAL	NONE	1 month, 2 days	
2. Endorsement of the Dossier of the PAPs and child for Regional Matching	2.1. Acknowledges and reviews the Home Study Report and Child Study Report and other supporting documents	None	Within two (2) working days from the receipt of CDCLAA	<i>Social Worker FO-ARRS</i>
	2.2. Inform the concerned agency on the comments and recommendations through an official memo.	None	Within three (3) days upon receipt of dossier	<i>Social Worker FO-ARRS Regional Director</i>
	2.3 Inform and invite the managing social worker of the child and PAP/s to present the case for matching	None	At least three (3) days prior to the scheduled matching conference.	<i>Social Worker FO-ARRS</i>
	2.4 Invite the RCWSG members to the matching conference.	None	At least three (3) days prior to the scheduled matching conference	<i>Social Worker FO-ARRS Regional Director</i>
	2.5. Provide the RCWSG members advance copies of dossier of Children/PAP/s	None	At least three (3) working days before the matching conference.	<i>Social Worker FO-ARRS</i>
	2.6. Conduct / present the child and PAP/s' case in the matching conference	None	One (1) day (Matching Conference at least twice a month but not exceeding four times a month)	<i>Child and PAP/s handling social worker</i>

	2.7 Provide substantial comments/ observations and inputs on the cases presented and deliberate matching of children and PAP/s	None	During the matching conference	<i>RCWSG, FO-ARRS. CCAs/CPAs 'Social Workers</i>
	2.8 Once the matching of a child to the PAP is approved, issued a Certificate of Matching	None	After the matching conference	<i>Regional Director</i>
	2.9 For cases of children not matched after the second presentation, an approved Regional Clearance for interregional matching together with the child/PAP/s' dossier will be transmitted to the Central Office. All relative inter-country adoption cases of children shall not be presented in the regional matching conference and shall be issued Regional Clearance based on the favorable assessment and recommendation	None	Within three (3) days from the date of matching	<i>Social Worker FO-ARRS Regional Director</i>

	by the social worker managing the case.			
	<p>2.10. Inform the PAP/s on the result of the matching (if matched) Submit a written explanation citing the reasons for non-acceptance of the matched. Acceptability on the reasons shall be based on the result of the evaluation of the Regional Director.</p>	None	<p>A day after the matching conference Within two (2) days after receipt of the notice of the result of matching</p>	<p><i>PAP/s'/SWAD Social Worker</i></p> <p><i>PAP/s</i></p>
	<p>2.11. Pre-Adoptive Placement Authority (PAPA) shall be issued once received the written acceptance letter of the PAP/s.</p>	None	<p>Within two (2) days after the receipt of the acceptance letter of the PAPs</p>	<p><i>Social Worker FO-ARRS</i></p>
	<p>2.12 Facilitate and coordinate on the physical transfer of the child to PAP/s. Schedule of the actual transfer of the child, shall be agreed upon by the concerned parties.</p>	None	<p>Within 10 days from the receipt of PAPA duly conformed by the PAP/s'</p>	<p><i>PAP/s' and child Social Workers</i></p>

	<p>2.13. Conduct/ monitor a monthly post-placement supervisory visits and recommend for the issuance of Certificate of Consent to Adoption (CA) at the final supervisory report or recommend to shorten, lengthen or waive the supervisory report.</p>	None	Three (3) months after the placement of the child to the custody of PAPs	<i>PAP/s' Social worker</i>
	<p>2.14. Facilitate the issuance of Certificate of Consent to Adoption, as approved by the Regional Director. Ensure filing of Petition of Adoption in court by the PAP/s through their legal counsel.</p> <p>Note: End of process for Administrative Phase.</p>	None	<p>A day after receipt of the final post-placement supervisory report Within 30 days after the receipt of CA.</p>	<p><i>Social Worker FO-ARRS Regional Director PAP/s Social Worker</i></p>
CO Level Placement of Child/ren and PAP/s through Inter-regional Matching Conference/Issuance of ICA	<p>Upon receipt of the child and PAP/s' dossiers, the PMB-ARRD matching secretariat shall conduct the following:</p> <p>1. Acknowledge and review the Child/ Home Study Report and other documentary</p>	None	Within a day upon receipt of the dossier	<i>Social Worker PMB ARR D</i>

	requirements and make assessment and recommendation.			
	2. Inform the concerned FO, copy furnished the concerned agency, on the comments through an official letter or memorandum, approved by the Bureau Director	None	Within three (3) days upon receipt of the dossier	<i>Social Worker</i> PMB ARRD <i>PMB Director</i>
	3. Prepare a roster of children and PAP/s available for interregional matching. Inform and invite and request the handling social worker of the child/PAP/s to prepare a visual/PowerPoint presentation of their cases for matching.	None	At least five (5) days prior to the scheduled matching conference	<i>Social Worker</i> PMB ARRD
	4. Inform and invite the NCWSG members to the matching conference.	None	At least five (5) days prior to the scheduled matching conference	<i>Social Worker</i> PMB ARRD
	5. Provide the NCWSG members advance copies of the child/ren and PAP/s' dossier for review	None	At least five (5) days before the matching conference	Child/PAP/s Social Worker
	6. Conduct/present the case of the child/ren and PAP/s in the matching conference.	None	On the day of scheduled matching conference (At least once a	

	Ensure a quorum of the NCWSG members (three (3) out of five (5)).		month, but not exceeding four (4) times a month)	
	<p>5. Provide substantial comments, observations, comments/inputs on the cases presented. Deliberate matching of children and PAP/s.</p> <p>Include in the roster of children and PAP/s that are not matched for presentation in the next matching conference.</p>	None	<p>On the day of matching conference</p> <p>After the matching conference</p>	<p>NCWSG</p> <p>Social Worker PMB ARRD</p>
	<p>8. Children not matched during the presentation for interregional matching shall be issued with Inter-Country Adoption Clearance (ICA), except for children below three (3) years old.</p> <p>All cases for relative intercountry adoption cases with finalized Domestic Adoption, shall not be presented in the interregional matching conference and shall be issued with ICA clearance based on the assessment and recommendation by</p>	None	Within two (2) days after the matching conference	Social Worker PMB ARRD

	<p>the social worker. Endorsed immediately to ICAB the original copy of child's dossier, along with the original copy of ICA clearance, as signed by the Bureau Director</p>			
	<p>9. Facilitate the signing of Certificate of Matching for children matched by the NCWSG members and endorse to the Bureau Director or his/her duly authorized representative for his/her approval.</p> <p>If any party declines/opposes the proposed placement of the child to the PAPs as recommended by the NCWSG, the PAP/s shall submit a written explanation citing the reasons for non-acceptance. Acceptability on the reason/s shall be based on the evaluation of the Bureau Director.</p>	None	<p>A day after the matching conference</p> <p>Within two (2) days upon receipt the notice of matching result</p>	<p><i>Bureau Director</i> PMB</p> <p><i>PAP/s</i></p>
	<p>10. Once accepted the matched, submit Acceptance Letter to PMB</p>	None	<p>Within the day, after the receipt of the result of the matching</p>	<i>PAP/s</i>
	<p>11. Facilitate the approval of the PAPA by the Bureau Director or his/her duly</p>	None	<p>Within the day from the receipt of Acceptance Letter from the PAP/s</p>	<p><i>Social Worker</i> PMB-ARRD</p> <p><i>Bureau Director</i> PMB</p>

	authorized representative, upon receipt of the Acceptance Letter from the PAP/s and endorse to DSWD residential facilities/CCAs/ CPAs concerned			
	12. Facilitate the approval of the Pre-Adoption Placement Authority (PAPA), signed by the Bureau Director	None	Within the day after the receipt of the PAP/s' Acceptance Letter	<i>Social Worker PMB-ARRD</i>
	13. Coordinate and facilitate child's actual physical transfer to the PAP/s	None	Within 10 days after the receipt of the PAPA	<i>PAP/s' Social Worker</i>
	14. Conduct/monitor post-placement supervisory visits (3 months) and recommend for the issuance of Certificate of Consent to Adoption (CA) at the final supervisory report.	None	Three (3) months after placement of the child	<i>PAP/s' Social Worker</i>
	15. Facilitate the issuance of Certificate of Consent to Adoption (CA) attached the Final Post-Placement Supervisory Report	None	Within the day, after the receipt of the third/final post placement supervisory report	<i>DSWD Undersecretary for Operations</i>

	Note: End of process for Administrative Phase. Filing of Petition of Adoption in court is outside the jurisdiction of the Department			
TOTAL PROCESSING TIME AT THE FIELD OFFICE LEVEL (EXCLUDING THE SUPERVISORY PERIOD)	NONE	2 months and 4 days	Maximum depending on the case of the child	
TOTAL PROCESSING TIME AT THE CENTRAL OFFICE LEVEL (EXCLUDING THE SUPERVISORY PERIOD)		1 month and 7 days		

“Service is covered under RA 8552”

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	CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888
	ARTA: complaints@arta.gov.ph

**Protective Services Division
Center and Residential Care Facility
External Services**

1. Case Management in Center and Residential Care Facility

Refers to the provision of case management to residents of the Reception and Study Center for Children, Group Home for Girls, Regional Rehabilitation Center for Youth, Home for the Aged, and Angel's Haven. Its ultimate goal is to facilitate the restoration of normal functioning of the residents and their consequent reintegration to their respective family. This entails individual counseling, family therapy, group sessions, case conferences, home visitations as well as practical skills development.

Office or Division:	Field Office XI – Center and Residential Care Facility	
Classification:	Highly Technical	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	Abandoned, Neglected, Foundling, Sexually Abuse, Physically abuse Children, Children In conflict with the Law, Children with Special Needs and Elderly Persons	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<i>For Admission at the Angel's Haven</i>		
1. Referral Letter – 1 original copy	1. Referring Party-LGUs	
2. Certificate of Live Birth -1 certified true copy	2. Philippine Statistic Office	
3. Medical Certificate – 1 original copy	3. City /Municipal Health Center	
4. RTPCR – 1 original copy	4. Department of Health/LGU	
6. Social Case Study Report – 1 original copy	5. Referring Party	
<i>For Admission at the Home for the Aged</i>		
1. Referral Letter – 1 original copy	1. Referring Party-LGUs	
2. Certificate of Live Birth - 1 Certified True Copy	2. Philippine Statistic Office	
3. Medical Certificate - 1 original copy	3. City/Municipal Health Center	
4. Police Blotter – 1 original copy	4. Police National Police	
5. Psychological Evaluation – 1 original copy	5. Department of Health-IPBM	
<i>For Admission at Home for Girls and Women</i>		
1. Referral Letter – 1 original copy	1. Referring Party-LGUs	
2. Certificate of Live Birth - 1 Certified True Copy	2. Philippine Statistic Office	
3. Medical Certificate – 1 original copy	3. City /Municipal Health Center	
4. Police Blotter – 1 original copy	4. Police National Police	
<i>For Admission at the Reception & Study Center for Children</i>		
1. Referral Letter – 1 original copy	1. Referring Party-LGUs	
2. Certificate of Live Birth - 1 photocopy	2. Philippine Statistic Office	
3. Medical Certificate – 1 original copy	3. City /Municipal Health Center	
4. Police Blotter – 1 original copy	4. Police National Police	
5. Social Case Study Report – 1 original copy	5. Referring Party-LGUs	
<i>For Admission at the Regional Rehabilitation Center for Youth</i>		
1. Referral Letter – 1 original copy	1. Referring Party-LGUs	
2. Certificate of Live Birth – 1 original copy	2. Philippine Statistic Office	
3. Medical Certificate – 1 certified true copy	3. City /Municipal Health Center	

4. Police Blotter – 1 original copy			4. Police National Police	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. PRE-ADMISSION PHASE/INITIAL CONTACT				
1. Referring Party coordinate with CRCF for clients Pre-admission	1.1 Access/Entry to Agency (Facility) Client admitted in the CRCF are either walk-in, outreached, referral from the Local Government Unit (LGU), law enforcement agency, hospital, court, and or other Social Welfare Agencies, individuals and government agencies.	None	15 minutes	<i>Social Worker on duty</i> CRCF
2. Wait for the reply of DSWD	2.1 The Social Worker (SW) conducts initial interview with the client to determine eligibility to receive services in the CRCF. If yes, the Social Worker accomplish the Intake Sheet, and the client and the SW signs the informed consent portion for further data gathering activities. If no, the Social Worker refers to the client to the other agency if his/her needs are beyond the service	None	4 hours	

	capacity of the CRCF			
CONDUCTS PRE-ADMISSION CONFERENCE				
3. Participate during the Pre-admission conference	3.1 The Social Worker facilitates conduct of pre-admission with the referring party, client's family and other center staff to discuss the problem of the client in the line with his/her admission of the facility	None	2 hrs.	<i>Social worker, Referring Party, Parents of any available</i>
	3.2 Orient the referring party and client on the programs and services of the facility and health and safety protocols in times of pandemic.	None	2 hours	<i>Social Worker on Duty/Houseparent CRCF</i>
II. ADMISSION PHASE				
4. Participate and Present the pertinent documents during the admission conference	4.1 Facilitates conduct of admission conference, Contract Setting with referring party and orientation on the general rules and policies of the facility (<i>In times of COVID-19 pandemic, the facility requires a negative RT-PCR test result of client prior to admission</i>)	None	2 hours	<i>Rehabilitation Team</i>
	4.2 The Social Worker accomplish Admission Slip,	None	30 minutes	<i>Social Worker CRCF</i>

	<p>and requires referring party's signature. Client of legal age is required to affix his/her signature as an expression of conformity. Parent/relative of minor client should sign the admission slip witnessed by the referring party.</p>			
	<p>4.3 Orients client about the facility and the existing house rules and policies of the facility, and introduces his/her to the Rehabilitation Team/Multi-disciplinary Team.</p>	None	30 minutes	<i>Social Worker on Duty/Houseparent CRCF</i>
	<p>4.4 Conducts Inventory of Client's Belongings</p> <p>The Houseparent conducts an inventory of the client's belongings and records it. The client, referring party and or parents are required to affix their signature in the Inventory of Belongings.</p>	None	30 minutes	<i>Houseparents</i>
	<p>4.5 Provides set of clothing, toiletries, footwear, and the like to</p>	None	30 minutes	<i>Medical Officer/ Nurse CRCF</i>

	<p>client/resident</p> <p>The Houseparent provides the client with the set of clothing, toiletries, footwear, etc.</p>			
	<p>4.6 Conducts initial medical examination and check-up in case client is pregnant. Refer client for natal check-up. In the absence of medical personnel in the CRCF, the client is being brought to the Municipal or City Health Office for Medical check-up.</p>	None	15 minutes	<i>Social Worker</i> CRCF
	<p>4.7 Endorses the Client to the Houseparent on Duty</p> <p>The Social Worker endorses the client to the Houseparent on duty, and brief the latter on the client's disposition as well as the case background to enable the Houseparent duty, and brief the latter on the client's disposition as well as the case background .</p>	None		
	<p>4.8 Conducts Intake Interview</p>			
III. CENTER-BASED INTERVENTION PHASE				

	<p>III.A. Exploration Phase Assessment and Planning</p> <p>The Social Worker conducts interview with the client to gather additional relevant information on the problem presented as basis for assessment and recommendation.</p>			
	<p>4.9 Conducts initial psychological assessment</p> <p>The Psychologist or Psychometrician conducts initial psychological assessment of the client.</p> <p>Psychological assessment will only be administered to children who are 5 years old and above.</p>			
	<p>4.10 Drafts initial social case study report and intervention plan</p> <p>The Social Worker drafts the Initial Social Case Study Report, and Intervention Plan with the client.</p>			

	<p>The Social Worker addresses the client's problems by formulating a structured plan for achieving both short and long term goals.</p>			
	<p>4.11 Gathers information from other sources</p> <p>Gathers additional information from the client, significant others and the worker's own observation on the client. It guides the Social Worker's focus and in the formulation of intervention Plan.</p>	None	2 hours	<i>Social Worker</i> CRCF
	<p>4.12 Conducts Case Conference</p> <p>The Social Worker present the case to the Rehabilitation Team, and gathers updates on the adjustment of the client in the facility and result of the assessment of the other members of the team and share their professional knowledge, information and</p>	None	2 hours	<i>Rehabilitation Team</i> CRCF

	<p>concern of the case. The result of the case conference shall be the basis for the formulation and implementation of the Intervention Plan.</p>			
	<p>4.13 Reviews the Intervention Plan</p> <p>The Rehabilitation Team in the case conference review and update the Intervention Plan based on the result of the case conference, if necessary.</p>	None	2 hours	<i>Rehabilitation Team CRCF</i>
	<p>4.14 Implements intervention as planned</p> <p>III.B. Implementation of Plan and Monitoring</p> <p>The Rehabilitation Team implements and facilitates provision of services to the client towards improvement of social functioning and rehabilitation goal.</p>	None	1 day	<i>Rehabilitation Team, Social Worker CRCF</i>
	<p>4.15 Monitors Progress of Client</p>	None	2 hours	<i>Social Worker, Rehabilitation Team CRCF</i>

	<p>The Social Worker monitors the progress of the client in the relation to achievement of goals.</p> <p>The Rehabilitation Team conducts regular case conference as part of the monitoring the case.</p>			
	<p>4.16 Re-assesses and modifies intervention plan</p> <p>The Social Worker reassesses and modifies the intervention plan per developments/ changes along helping process and based on the assessment of other members of the Rehabilitation Team.</p>	None	2 hours	<i>Social Worker</i> CRCF
5. Referring party participates on the case evaluation of the referred client	<p>Conducts Case Evaluation</p> <p>III.C. Evaluation and Termination</p> <p>5.1 The Social Worker conducts session with clients to evaluate outcome and process</p>	None	3 hours	<i>Social Worker</i> CRCF
	5.2 Prepares plan for	None	30 minutes	<i>Social Worker</i>

	<p>Termination</p> <p>The Social Worker informs the referring party regarding the client's achievement of rehabilitation/ helping goals, and requests for Parental Capability Assessment Report (PCAR). For CICL cases, the Social Worker informs the court of the achievement of the rehabilitation goals of the client.</p>			CRCF
6. Referring party participates on the pre-discharge conference	<p>Conduct Pre-discharge Conference</p> <p>6.1 The Rehabilitation Team together with the accepting party conducts pre-discharge conference either through virtual meeting or in person.</p>	None	2 hours	<i>Rehabilitation Team</i> CRCF
	<p>6.2 The Rehabilitation Team prepares After Care Plan. The result of the case review and assessment of the Rehabilitation Team and referring party shall be the basis for the client's transfer to the other agency, placement to</p>	None	1 hour	<i>Social Worker</i> CRCF

	<p>other form of alternative care or reunification to the family and community</p> <p>If the family is assessed to be not yet ready for the reunification, the LGU is requested to provide the necessary intervention. Likewise, the receiving agency is hereby informed of the necessary preparation for the transfer of the client.</p>			
	<p>6.3 Prepares Termination and Transfer</p> <p>The Social Worker prepares Termination Report if client is for reintegration, and Transfer Summary if the client is for transfer to the other SWA</p>			
<p>7. Referring party prepares the receiving family/relatives for the reintegration of the client</p>	<p>7.1 Conducts Discharge Conference and Turn-over</p> <p>The Social Worker facilitates discharge conference for the turn-over of the client either to the LGU, family, SWA, placement of independent living, group home living arrange adoption or foster</p>	<p>None</p>	<p>2 hours</p>	<p><i>Rehabilitation Team</i> <i>CRCF</i></p>

	care. Occur when a client is ready to operate in a fully independent way without further service from CRCFs.			
8. Submits Quarterly progress report to CRCF	<p>Request Progress/After Care Service Report</p> <p>IV. Post Center-based Intervention Phase</p> <p>IV.A Follow-up and After Care Services</p> <p>8.1 The Social Worker sends request to the concerned LGU for the submission of detailed progress report on the adjustment of the client in his/her family and community likewise the status implementation of after-care services provided based on the agreed After Care Plan.</p> <p>In some facility, the request for LGU to submit aftercare report is incorporated in the Final Report submitted to Honorable Courts.</p>	None	3 months to 6 months after discharge 30 minutes	<i>Social Worker</i>
	<p>8.2 Evaluates After Care Service Report</p> <p>The Social Worker reviews and evaluates the after-care service</p>	None		

	report, and check if the agreed after care plan/integration agreement is achieved or not			
	8.2.1 After receipt of Progress Report, the Social Worker recommends to the Rehabilitation Team the closing of the case or for referral to other agencies for other support services	None	30 minutes	<i>Social Worker</i> CRCF
	8.3 Prepares Closing Summary The Social Worker prepares Closing Summary Report in the line with the achievement of the agreed helping plans for the client as part of the provision of the after care services	None	30 minutes	
9. Received endorsement from DSWD	9.1 Refers client to other agencies for other support services The Social Worker together with the LGU concerned discusses for the referral of the client to other	None	30 minutes	

	SWA or other agencies for the provision of other assistance towards achieving the agreed after care plan/reintegration plan of the client.			
TOTAL FOR PRE-ADMISSION PHASE/INITIAL CONTACT		NONE	1 day, 15 minutes	
TOTAL FOR ADMISSION PHASE		NONE	3 days, 6 hours, 45 minutes	
TOTAL FOR PROGRESS/AFTER CARE SERVICE		NONE	3-6 months, 2 hours	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Clients can send a feedback either through e-mail or snail mail addressed to the DSWD Official email ad or through the Client's Satisfaction Measurement Survey Form and drop it at the designated drop box inside the <u>CRCF</u>
How feedbacks are processed	Before end of the month, the Staff in-charge opens the drop box and consolidate all feedback submitted.
	For feedback requiring answers, the concerned staff will then respond immediately through contact number of the concerned party
	For inquiries and follow-ups, clients may contact the following telephone number: Angel's Haven – 09165237014; Home for the Aged (084) 216-0738; Home for Girls & Women – 244-0576; Reception & Study Center for Children – 222-2873; Regional Rehabilitation Center for Youth – 293-0306
How to file a complaint	Clients can file complaint either thru e-mail or snail mail addressed to the Regional Director or through SMS. Client who file the complaint should provide the following information:
	- Name of person being complained
	- Incident
	- Evidence
	-Specific Date and Time
	For inquiries and follow-ups, clients may contact the following telephone number: Angel's Haven – 09165237014; Home for the Aged (084) 216-0738; Home for Girls & Women – 244-0576; Reception & Study Center for Children – 222-2873; Regional Rehabilitation Center for Youth – 293-0306
How complaints are processed	Upon receipt of the complaints, social worker/concerned staff conducts interview to the clients regarding the complaints and

	<p>assess/evaluate client's complaints.</p> <p>After evaluation of the complaints, staff in-charge will create a report and submit it to the Section Head for information and appropriate action.</p> <p>The staff in-charge will then provide feedback to the client. A consultation meeting may be done with the complainant depending on the degree of complaint.</p> <p>For inquiries and follow-up, clients may contact the following telephone number: Angel's Haven – 09165237014; Home for the Aged (084) 216-0738; Home for Girls & Women – 244-0576; Reception & Study Center for Children – 222-2873; Regional Rehabilitation Center for Youth – 293-0306</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>CCB: 0908-881-6565 (SMS)</p> <p>Call: 165 56</p> <p style="padding-left: 40px;">P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Facebook: https://facebook.com/civilservicegovph/</p> <p>Web: https://contactcenterngbayan.gov.ph/</p> <hr/> <p>PCC: 8888</p> <hr/> <p>ARTA: complaints@arta.gov.ph</p>

**Protective Services Division
Community Based Services Section (CBSS)
External Services**

1. Auxiliary Social Services for Persons with Disabilities

As a part of Auxiliary Social Services and in support to the Magna Carta for Persons with Disabilities the DSWD through our Field Offices provides augmentation support under the Persons with Disability budget in assistive devices, medical assistance, Educational assistance, Burial Assistance and Livelihood Assistance for Persons with Disabilities specifically with those Physical Disabilities, Visual Disability and Learners with Disabilities. In doing this, the Department's aim to contribute on the Physical Restoration, self and social enhancement of Persons with Disabilities to attain a more meaningful and contributing members of the society.

Office or Division:	Field Office XI – Protective Services Division, Community Based Services Section	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	Filipino Children and Persons with Disabilities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Provision of Assistive Devices		
1.) Medical Certificate (Indicating the specific assistive devices needed)	Attending Physician (Hospital, Clinic, Barangay Health Worker)	
2.) Barangay Certificate of Indigency	Barangay Hall	
3.) Social Case Study Report/ Case Summary	Local Government Unit or Medical Social Service	
4.) 2x2 Picture or 1 whole body picture	Client	
5.) Request letter	Client	
<i>*Provision of the assistance is still based on the record of ailments of the client and assessment of Social Worker.</i>		
<i>*Documents is still subject for verification and additional documents may be required depending on the case.</i>		
For Medical Assistance		
1. Any valid government issued identification card (2 photocopies)	Post Office/ DFA/SSS/UMID/ GSIS/Barangay Hall/ Local Police Station/ Municipality/ LTO/ COMELEC/NBI	
2. Certificate of Indigency or Barangay Certification Declaring Client is in Crises Situation (1 original, 1 photocopy)	Barangay Hall – Front Desk Secretary Attending Physician with License no.	
3. Social Case Study Report signed by a licensed social worker and approved by head of agency (1 original)	Licensed Social Worker from: (1) City /Municipal / Provincial Social Welfare and Development Office or (2) Non-government social welfare and development agencies.	
4. Physician's Certification declaring client's medical condition requiring medical treatment and/or diagnostic procedures or Medical Abstract with date of issuance, complete name, signature and license number of the attending physician issued w/in 3 months (1 original, 1 photocopy)	Hospital – Medical Records Section Clinic – Attending Physician	
For Food Assistance		
1. Any valid government issued identification card (2 photocopies)	Post Office/DFA/SSS/UMID/ GSIS/ Barangay Hall/ Local Police Station/ Municipality/ LTO/ COMELEC/NBI	

2. Certification Declaring Client is in Crises Situation (1 original, 1 photocopy)		Barangay Hall – Front Desk Secretary		
Cash Assistance for Other Support Services				
1. Any valid government issued identification card (2 photocopies)		Post Office/DFA/SSS/UMID/ GSIS/ Barangay Hall/ Local Police Station/ Municipality/ LTO/ COMELEC/NBI		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Persons with Disabilities or Family member of Person with Disability may Visit to Field Offices (Walk in Clients) to submit their complete requirements	For walk in clients	None	2 minutes	<i>Administrative Staff</i> CBSS
	1.1 Social Worker or Focal Person receives the client	None	2 minutes	<i>PWD Focal</i> CBSS
	1.2 Provide list of requirements	None	2 minutes	<i>PWD Focal</i> CBSS
	1.3 Social Worker/ Focal Person conducts an interview and assessment of Persons with Disability needs	None	2 minutes	<i>PWD Focal</i> CBSS
	1.4 Social Worker/ Focal person decides with the Person with Disability/ family member what services can be provided	None	2 minutes	<i>PWD Focal</i> CBSS
1.5 Screening of documents; if documents are complete, Social Worker/ Focal Person conducts assessment and based on the assessment, the Worker decides with the client what	None	2 minutes		

	services be provided.			
	1.6 Social Worker or Focal Person to prepare the general intake sheet, certificate of eligibility, voucher (service provider) for the approval of Division Chief	None	5 minutes	
	1.7 For assistive device and technology available, PSD/ CBSS/and Supply Officer recommend the provision of assistance Release of the assistive device <i>Note: If the assistive device is available in the FO, focal Person will also prepare the gate pass or Requisition and Issue Slip for approval of Division Chief</i>	None	2 minutes	
	1.8 For assistive device and technology available, releasing of	None	2 minutes	

	approved Request Issuance Slip (RIS).			
	1.9 For assistive devices and technology not available, refer or endorse client to Crisis Intervention Unit (CIU) for financial assistance in purchasing the said item.	None	2 minutes	
2. Receipt of the assistive device	2.1 Log the transaction in a distribution sheet signed by the receiving person/client	None	2 minutes	
3. Fill-out the Client Satisfaction Measurement Survey Form	3.1 Facilitate filling out of Client Satisfaction Measurement Survey Form	None	2 minutes	
Total if assistance is available		None	23 minutes	
Total if assistance is not available			2 minutes	

2. Extension of Social Welfare Services to Distressed Overseas Filipinos, and their Families in the Philippines.

This is to ensure effective and efficient service delivery to distressed overseas Filipino (OF) migrants and their families, including those returned distressed OFs, where their rights and welfare are protected and upheld through the establishment of step-by-step service delivery protocol. This was established in consideration of the provision of AO No.7, s. 2016 or the “Guidelines in the Operation of the DSWD’s International Social Services Office (ISSO) in the Philippines and in Foreign Post” and RA 11299 otherwise known as the Act Establishing the Office for Social Welfare Attaché, Amending Republic Act No. 80-24, Otherwise known as the “Migrant Workers and Overseas Filipinos Act of 1995”.

Office or Division:	International Social Services Office – Field Office
Classification:	Simple

Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Repatriated/ Distressed Overseas Filipinos			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Barangay Certificate (1 original and 1 photocopy within 3 months from the date of the issuance) Note: whatever legal purpose is acceptable		Barangay Hall		
2. 1 Photocopy of Passport/Travel Documents (when necessary)/Gov't issued ID		Client		
3.1 Photocopy of Medical Records including Medical Certificate (when necessary)		Client/Hospital/Clinic		
4. Original/ Photocopy of Referral Letter (when available)		Client/SWAtt/LGU/CO ,and other concerned agencies/entities		
6.Filled out Intake Form/s		FO/provincial Sub-Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client visits FO or ISS Alternate Focal contacted the client through various means	1.1. With security guard on duty (walk-in/referred) for service sequence number.	None	2 minutes	<i>Security Guard/ Alternate Focal</i> ISS – CBSS
	1.2. Security guard endorses the client to SW on duty.			
2. Proceed to ISSO Alternate Focal for the Submission of documentary requirements	2.1 Review/ Initial screening of client's documentary requirements	None	2 minutes	<i>Alternate Focal</i> ISS – CBSS
3. Client fills out intake form and/or responds to the questions of SW	3.1 Intake interview and assessment	None	28 minutes	<i>Alternate Focal</i> ISS – CBSS
	3.2 Intervention Identification			
	3.2.1 Identification of concerned unit/service that will handle the client			
	3.2.2 ISS Alternate Focal Person provides needed			

	<p>services if under his/her responsibility</p> <p>3.2.3 ISS Alternate Focal refers the case to concerned unit/service if not under his/her responsibility</p>			
4. Receives services provided and fill out Crisis Intervention Forms	4.1 Service Delivery	None	20 minutes	<i>Alternate Focal</i> ISS – CBSS
	4.1.1 ISSAFP direct services- psychosocial, airport assistance, home visitation, and referral to other agencies)			
	4.1.2 Other unit/service using their established SOPs			
5. Clients fills out CSMF	<p>5.1 When there is no need for further assistance:</p> <ul style="list-style-type: none"> • Case closure in case it was assessed that there is no need for further assistance/intervention • Administration of CSMF • Encode the details of the distressed/repatriated OF to FO profile of client (Note: If there is a need for further assistance, continue the next step) 	None	6 minutes	<i>Alternate Focal</i> ISS – CBSS

6. Notes and follows instruction of SW	6.1 Provision of continuous services in the ROFs hometown. Includes referral (when necessary) of the returned OF and his/ her family to concerned FO units/LGUs/ partner agencies for support services/ reintegration services.	None	20 minutes	<i>Alternate Focal</i> ISS – CBSS
7. Fills out CSMF	7.1 Administration of CSMF and analysis	None	6 minutes	<i>Alternate Focal</i> ISS – CBSS
	7.2 Inclusion to client's profile			
	7.3 Monitoring, and Feedbacking to referring parties/ agencies/ entities.	None	20 minutes	
TOTAL		NONE	1 hour, 34 minutes	

3. Facilitation of Referral on Child in Need of Special Protection to Field Offices and other Intermediaries

Facilitation of Referral on Children in Need of Special Protection (CNSP) to Field Offices and Other Intermediaries

Office or Division:	Protective Services Division-Community Based Services Section
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who may avail:	Families with Children in Need of Special Protection
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
a. Police Blotter; or Police Certification (For those clients who filed a Police Blotter Report)	a. Police Station/ Court /Local City Registrar
b. One valid Government Issued or Company I.D	b. Any of the following: Philhealth, GSIS, TIN, UMID, SSS, Voter's, Voter's Certification, Pag-ibig, Barangay, Company issued ID

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client visits Office and seek for possible assistance	1.1 CNSP cases may be received by the Focal Person through walk-in, email, phone-in inquiries and endorsed referrals from the MANCOM, other personnel and inter-agency.	None	1 day	CNSP Focal/Worker on duty CBSS
2. Submit required documents for assistance	2.1 Checking of the authenticity and completeness of presented documentary requirements, along with the valid ID	None	30 minutes	CNSP Focal/Worker on duty CBSS
3. Initial Interview and Assessment	3.1 Focal Person conducts initial interview and assesses the needs of the clients	None	30 minutes	CNSP Focal/Worker on duty CBSS
	Provision of Psychosocial support (when necessary)	None	30 minutes	
	3.2 Conduct counseling			
	3.3 Refer to C/MSWDO for further intervention (when necessary)	None	1 day	CNSP Focal/Worker on duty/CBSS Head/ PSD Chief/RD
	3.4 If referral letter is needed Submit referral letter to the	None	2 days	CNSP Focal/Worker on duty CBSS

	concerned City/Municipal Social Welfare and Development Office, or other intermediaries, or response letter to the referring agency.			
4. If referral letter is not needed	4.1 Provides information relative to the inquiry/ies of the client/s.	None	25 minutes	
	4.2 Requests the client to respond/fill-up the Client Satisfaction Measurement Form (CSMF).	None	10 minutes	
	4.3 Accomplished CSMF is submitted to the CSMF Focal Person for consolidation.	None		
TOTAL		NONE	4 days, 2 hours, 5 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Clients can send a feedback either through e-mail or snail mail addressed to the DSWD Official email ad or through the Client's Satisfaction Measurement Survey Form and drop it at the designated drop box inside the <u>CBSS Office</u>
How feedbacks are processed	Before end of the month, the Staff in-charge opens the drop box and consolidate all feedback submitted.
	For feedback requiring answers, the concerned staff will then respond immediately through contact number of the concerned party
	For inquiries and follow-ups, clients may contact the following telephone number: 227-1964 local 1124.
How to file a complaint	Clients can file complaint either thru e-mail or snail mail

	<p>addressed to the Regional Director or through SMS. Client who file the complaint should provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence - Specific Date and Time <p>For inquiries and follow-ups, clients may contact the following telephone number: 227-1964 local 1124.</p>
How complaints are processed	<p>Upon receipt of the complaints, social worker/concerned staff conducts interview to the clients regarding the complaints and assess/evaluate client's complaints.</p> <p>After evaluation of the complaints, staff in-charge will create a report and submit it to the Section Head for information and appropriate action.</p> <p>The staff in-charge will then provide feedback to the client. A consultation meeting may be done with the complainant depending on the degree of complaint.</p> <p>For inquiries and follow-up, clients may contact the following telephone number: 227-1964 local 1124.</p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS)</p> <p>Call: 165 56</p> <p style="padding-left: 40px;">P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Facebook: https://facebook.com/civilservicegovph/</p> <p>Web: https://contactcenterngbayan.gov.ph/</p> <p>PCC: 8888</p> <p>ARTA: complaints@arta.gov.ph</p>

4. Implementation of Government Internship Program (GIP) in Field Offices

The Government Internship Program (GIP) of the Department aims to provide opportunities to poor/deserving in-school youth and out-of-school youth to be trained in government operation by providing them a venue for actual experience in government office operations during summer months.

Office or Division:	DSWD Field Office XI-Community Based Services Section
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Client
Who may avail of:	Disadvantaged Youth (15 to 24 years old)
CHECKLIST OF REQUIREMENTS	
1. 2x2 ID picture, 1 piece	Client
WHERE TO SECURE	

2. PSA Birth Certificate , 1 photocopy	Client Philippine Statistics Authority			
3. Income Tax Return	BIR Client			
4. Application Form	DSWD-Field Office XI			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements: a. duly accomplished application form b. Photocopy of PSA Birth Certificate c. Recent registration form or certification of school d. Photocopy of ITR	1.1. Receive and review the attachments and signatures; and Record the document in the Tracking System	None	2 days	<i>Administrative Staff CBSS</i> <i>Youth Focal/TWG for Children & Youth Sectors</i>
	1.2. Consolidate and screen the forms and forward to the TWG/Focal			
	1.3 Interview of qualified applicants and final screening			
	1.4 Program Orientation with the qualified participants and approval for the final lists of participants			
2. Program participants submit duly accomplished DTR, MPOR and Evaluation Form	2.1 30 days' program implementation	None	30 days	<i>Youth Focal and Children & Youth TWG</i>
	2.1.1 Monitoring of all participants			
	2.1.2 Provision of Stipend			
	2.2 Evaluation of program implementation	None	1 day	
TOTAL		NONE	33 days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>After the program implementation, the participants are asked to fill up the evaluation form.</p> <p>Verbal or written feedbacks may also be channeled through the following contact information:</p>
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	<p>- For verbal feedbacks: clients may call DSWD Field Office XI Landline: (082) 227-1964 local 1147</p> <p>- For written feedbacks: Clients may email the Community Based Services Section via: jjgumbao@dswd.gov.ph</p>
How feedbacks are processed	<p>The Youth Focal will consolidate all the evaluation forms and takes note of the suggestions/recommendations for future program implementation.</p> <p>For feedbacks through calls and email, the Youth Focal will address the matter through the Technical Working Group and will relay the prompt response to the concerned client within 3 days upon receipt of the feedback.</p> <p>The results of feedback are reported and discussed during the Technical Working Group meeting to enhance program implementation.</p>
How to file a complaint	<p>The complaints may be filed through the following channels:</p> <ul style="list-style-type: none"> ● Formal channel: Email addressed to the Field Office Director via fo11@dswd.gov.ph (please use as subject "Complaint") ● Informal channel: through phone call at (082) 227-1964 <p>-Staff/Person/s Involved - Incident and other facts - Evidence</p>
How complaints are processed	<ul style="list-style-type: none"> ● Complaints received through telephone shall be processed immediately by the designated Grievance Focal Person of the DSWD Field Office XI. Said focal shall then forward the complaint for processing and evaluation by the Grievance Committee. ● Complainants may also follow-up the actions taken by the Field Office through telephone numbers (082) 227-1964 and email at fo11@dswd.gov.ph
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS)</p> <p>Call: 165 56</p> <p>P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p>

	Email: email@contactcenterngbayan.gov.ph
	Facebook: https://facebook.com/civilservicegovph/
	Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888
	ARTA: complaints@arta.gov.ph

5. 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:	G2C – Government to Citizen	
Who may avail:	Filipino Minors Travelling Abroad	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For Minors Traveling Alone to a Foreign Country for the First Time		
1. Duly accomplished Application Form	DSWD Field Offices	
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/Tallaq 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 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
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
2. Written or 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. Two (2) color passport-sized ID photos of the minor taken within six (6) months	Photo studio
4. Unaccompanied Minor Certificate	Airline Company where the ticket was obtained
5. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
6. Certified true copy of Death Certificate, for deceased parents	PSA or Local Civil Registrar
7. 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)	PSA

or; 3.b. Copy of Court issued Legal Guardianship/Tallaq 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	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	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
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
2. Written or 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. LSWDO/SWAD Social Worker's Assessment, when necessary	Local Social Welfare and Development Office where the minor resides

4. Two (2) color passport-sized ID photos of the minor taken within six (6) months	Photo studio
5. Photocopy of passport of travel companion (1 copy)	DFA
6. 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				
<i>Minors Traveling with Mother Only</i>				
1. Application Form		DSWD Field Offices		
2. Birth Certificate of the Child		PSA		
<i>Minors Traveling with Father Only (for Legitimate Children)</i>				
1. Application Form		DSWD Field Offices		
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		
<i>Minors Traveling under Residence/Dependent/Immigrant Visa/Identification Card</i>				
1. Application Form		DSWD Field Office		
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 the online spreadsheet.	None	5 minutes	<i>Officer of the Day</i> Public Assistance & Complaints Desk (PACD)
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</i> Community Based Services Section
3. Client submits to an interview/ assessment by the social worker	3.1 Social Worker will interview and conduct assessment of the application.	None	10 minutes	<i>MTA Social Worker</i> Community Based Services Section
	3.2 Social Worker will recommend for the approval or disapproval of the application to the Signing Authority.			
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.	None	5 minutes	<i>Supervisor/OIC</i> Community Based Services Section
	4.1.1. If approved, Social Worker will provide an Order Payment form to the client.		5 minutes	<i>MTA Social Worker</i> Community Based Services Section
	4.1.2. If disapproved, ● Social worker will conduct		10 minutes	

	<p>counseling to the client and provide explanation for disapproval of application.</p> <ul style="list-style-type: none"> Notify the nearby DSWD Field Offices 			
	4.1.3 If exempted, social worker will prepare the Certificate of Exemption for approval of the Regional Director and/or authorized representative.		10 minutes	<i>MTA Social Worker Community Based Services Section</i>
5. Client will submit the Order of Payment Form to the cashier and pay the corresponding fees for DSWD Travel Clearance at Cash Section, Ground Floor Diamond Building.	<p>5.1 The Cashier will receive and issue Official Receipt and two copies of Order of Payment form 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>	3 minutes	<i>Cashier Cash Section</i>
6. Client will wait for the release of DSWD Travel Clearance/ Certificate of Exemption	6.1 Social worker will prepare DSWD Travel Clearance/ Certificate of Exemption.	None	30 minutes	<i>MTA Social Worker</i>
	6.1.1 Social worker will encode/type the details of the applicant on the Travel Clearance Certificate			
	6.1.2 The Regional Director/authorized representative will sign the Travel Clearance Certificate or the		5 minutes	<i>Regional Director</i>

	Certificate of Exemption			
7. Receive the approved DSWD Travel Clearance/Certificate of Exemption by signing in the MTA Logbook.	7.1 Social Worker will release the Travel Clearance Certificate/ Certificate of Exemption to the applicant.	None	5 minutes	<i>MTA Social Worker</i>
8. Client will fill up the Client Satisfaction Survey Form	8.1 The Social Worker will provide the client with a Client Satisfaction Survey Form.	None	5 minutes	<i>MTA Social Worker</i>
TOTAL		PHP 300.00 for 1 year validity PHP 600 for 2 years validity	1 hour, 38 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Clients may send feedback or conduct follow-up on their requests by contacting the MTA Social Worker assigned through the following:</p> <p>Landline – 227-8746 loc. 455 Email – mtadswd11@gmail.com</p>
How feedbacks are processed	<p>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.</p>
How to file a complaint	<p>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.</p>
How complaints are processed	<p>The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If</p>

	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	CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888
	ARTA: complaints@arta.gov.ph

6. Provision of Assistance to People Living with HIV

The Psychosocial Support Interventions for Persons Living with HIV (PLHIV), their Affected Families, and Persons at-High Risk of HIV Infection is a community-based program of the DSWD that provides under this sectoral category a menu of psychosocial services to clients for critical emergency services to address the special needs of PLHIV, their families, and those at risk of HIV infection. Beneficiaries may seek assistance directly from the DSWD Field Office VI's sectoral program under the Community Based Section, Crisis Intervention Section (CIS), Social Welfare and Development (SWAD) Provincial Satellite Offices, and Malasakit Centers., and through referrals from NGOs.

The provision of psychosocial support interventions for beneficiaries under AO 004 series of 2013 that seeks services under the Aide to Individuals in Crisis Situation (AICS) under the Crises Intervention Section (Section), shall follow the policy guidelines provided by the MC 11 Series of 2019

Office or Division:	Protective Services Division – Community Based Services Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<ol style="list-style-type: none"> 1. Persons Living with HIV and AIDS 2. Families of Persons Living with HIV and AIDS (and those who died of AIDS) 3. Persons at High Risk of HIV Infection 4. Families of Persons at High Risk of HIV Infection Indigent, vulnerable, and disadvantaged or are otherwise in

crisis-situation based on the assessment of the Social Worker	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.) Any Valid Identification card issued by the government of the client person to be interviewed (2 photocopies)	Post Office/ DFA/SSS/UMID/ GSIS/Barangay Hall/ Local Police Station/ Municipality/ LTO/ COMELEC/NBI
2.) Certificate of Indigency from the Barangay or Barangay Certification Declaring Client is in Crises Situation (1 original, 1 photocopy)	Barangay Hall – Front Desk Secretary Attending Physician with License no.
3.) Social Case Study Report signed by a licensed social worker and approved by head of agency (1 original)	Licensed Social Worker from: (1) City / Municipal / Provincial Social Welfare and Development Office or (2) Non-government social welfare and development agencies.
4.) Physician’s Certification declaring client’s medical condition requiring medical treatment and/or diagnostic procedures or Medical Abstract with date of issuance, complete name, signature and license number of the attending physician issued w/in 3 months (1 original, 1 photocopy)	Hospital – Medical Records Section Clinic – Attending Physician
5.) Billing Statements	
a. For payment of Hospital Bill - Hospital Bill/ Statement of Account (Outstanding Balance) with complete name and signature of the Billing Clerk issued w/in 3 months (1 original, 1 photocopy)	Hospital – Billing Section
b. For Medicines - Prescription with date of issuance, complete name, signature and licensure number of the attending physician issued w/in 3 months (1 original, 1 photocopy)	Hospital – Attending Physician HIV and AIDS Core Team (HACT) Clinic – Attending Physician
c. For Medical Procedures - Laboratory requests with date of issuance, complete name, signature and license number of the attending physician issued w/in 3 months (1 original, 1 photocopy)	Hospital – OPD Section HIV and AIDS Core Team (HACT) Clinic – Attending Physician
Burial Assistance	
1.) Any Valid Identification card issued by the government of the client person to be interviewed (2 photocopy)	Post Office/DFA/SSS/UMID/ GSIS/Barangay Hall/ Local Police Station/ Municipality/ LTO/ COMELEC/NBI
2.) Barangay Certificate of Indigency	Barangay Hall – Front Desk Secretary

(1 original, 1 photocopy)	
3.) Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro) or Doctor or authorized medical practitioner in the absence of a death certificate (1 original, 1 photocopy)	PSA / Local Civil Registrar
4.) Funeral Contract with Outstanding Balance (except for Muslim and Indigenous People performing customary practices) (1 original, 1 photocopy)	Funeral Homes – Front Desk Secretary
For Transfer of Cadaver	
1.) Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro) or Doctor or authorized medical practitioner in the absence of a death certificate (1 original, 1 photocopy)	PSA/ Local Civil Registrar
2.) Transfer Permit (except for Moro and Indigenous Peoples performing customary practices), if applicable (1 original, 1 photocopy)	City / Municipality Health Office
Educational Assistance	
1.) Any Valid Identification card issued by the government of the client person to be interviewed (2 photocopies)	Post Office/DFA/SSS/UMID/GSIS/ Barangay Hall/ Local Police Station/ Municipality/ LTO/ COMELEC/NBI
2.) Validated School I.D of the student (2 photocopies)	School Admin Office – Registrar Section
3.) Enrollment Assessment Form or Certificate of Enrollment or Registration (1 original, 1 photocopy)	School Admin Office – Registrar Section
4.) Statement of Account for College Student (1 original, 1 photocopy)	School Admin Office – Accounting Section
5.) Certificate of Indigency from the Barangay or Barangay Certification Declaring Client is in Crises Situation (1 original, 1 photocopy)	Barangay Hall – Front Desk Secretary
Food Assistance	
1.) Any Valid Identification card of the client person to be interviewed (2 photocopies)	Post Office/DFA/SSS/UMID/ GSIS/ Barangay Hall/ Local Police Station/ Municipality/ LTO/ COMELEC/NBI
2.) Certificate of Indigency from the Barangay or Barangay Certification Declaring Client is in Crises Situation	Barangay Hall – Front Desk Secretary

(1 original, 1 photocopy)	
Cash Assistance for other support services	
1.) Any Valid Identification card of the client person to be interviewed (2 photocopies)	Post Office/DFA/SSS/UMID/ GSIS/ Barangay Hall/ Local Police Station/ Municipality/ LTO/ COMELEC/NBI
Depending on the circumstance of the client:	
1.) Police Report or Bureau of Fire Protection (BFP) Report/Certification for fire victims (1 original, 1 photocopy)	Police Station – Front Desk Officer Municipality - Bureau of Fire Protection Unit Barangay Hall
2.) Passport, Travel Document(s), Certification from OWWA or the Barangay or any proof of repatriation by the Overseas Filipino (OF) (1 original, 1 photocopy)	DFA/OWWA/Philippine Embassy/Consulate
3.) A certification from the Social Worker or Case Manager for rescued clients (1 original, 1 photocopy)	Municipality / City Provincial Social Welfare and Development Office
4.) Police Blotter Report (for victims of pick pocket, illegal recruitment, sexual exploitation, etc.) and Licensed Social Worker Certification for Victims of Child Sexual Exploitation, Child Sexual Abuse, other forms of sexual violence against children, youth, vulnerable and at-risk adults (1 original, 1 photocopy)	Police Station – Front Desk Officer CSWD/MSWD – Women and Children Protection Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit self for initial interview and present documents	1.1 Encoding of the client's information in online Community Based Services Section (CBSS) Data Base Monitoring.	None	10 minutes	<i>PLHIV Focal CBSS</i>
	1.2 If submission of requirements to avail service,	None	5 minutes	

	receive and conduct initial review of document requirements as to completeness and compliance.			
	1.3 If supporting documents are incomplete and non-compliant, provide checklist. Check the completed / compliant documentary requirements and highlight incomplete/ noncompliant requirements for submission and ask client to return with completed documents required.	None	5 minutes	
	1.4 Proceed preliminary assessment and conduct intake interview.	None	10 minutes	
	1.5 Once approved with complete signatories of approving authorities, endorse documents to PLHIV Focal Person for	None	5 minutes	<i>PLHIV Focal/Section Head CBSS</i>

	preparation of vouchers.			
	1.6 Release of cash assistance	None	5 minutes	PLHIV Focal CBSS
	1.7 Facilitate filling out of Client Satisfaction Measurement Survey/ feedback.	None	5 minutes	
TOTAL		NONE	45 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Clients can send a feedback either through e-mail or snail mail addressed to the DSWD Official email ad or through the Client's Satisfaction Measurement Survey Form and drop it at the designated drop box inside the <u>CBSS Office</u></p>
How feedbacks are processed	<p>Before end of the month, the Staff in-charge opens the drop box and consolidate all feedback submitted.</p>
	<p>For feedback requiring answers, the concerned staff will then respond immediately through contact number of the concerned party</p>
	<p>For inquiries and follow-ups, clients may contact the following telephone number: 227-1964 local 1124.</p>
How to file a complaint	<p>Clients can file complaint either thru e-mail or snail mail addressed to the Regional Director or through SMS. Client who file the complaint should provide the following information:</p>
	- Name of person being complained
	- Incident
	- Evidence
	- Specific Date and Time
	<p>For inquiries and follow-ups, clients may contact the following telephone number: 227-1964 local 1124.</p>
How complaints are processed	<p>Upon receipt of the complaints, social worker/concerned staff conducts interview to the clients regarding the complaints and assess/evaluate client's complaints.</p>
	<p>After evaluation of the complaints, staff in-charge will create a report and submit it to the Section Head for information and appropriate action.</p>
	<p>The staff in-charge will then provide feedback to the client. A consultation meeting may be done with the complainant depending on the degree of complaint.</p>
	<p>For inquiries and follow-up, clients may contact the following telephone number: 227-1964 local 1124.</p>
Contact Information of	CCB: 0908-881-6565 (SMS)

CCB, PCC, ARTA	Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888
	ARTA: complaints@arta.gov.ph

7. Provision of Assistance Under the Recovery and Reintegration Program for Trafficked Persons

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:	<ol style="list-style-type: none"> 1. Victim-survivor of trafficking 2. Families of the victim-survivor of trafficking 3. Witnesses of cases of human trafficking 4. Communities with incidence of human trafficking 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Case Management		
<ol style="list-style-type: none"> 1. Travel documents (for Repatriated TIP Victims) 2. Valid ID 3. Social Case Study Report 	Department of Foreign Affairs/ Philippine Embassy (for Repatriated TIP Victims)	
Medical Assistance		
<ol style="list-style-type: none"> 1. Clinical Abstract/ Medical Certificate with signature and license number of the attending physician (issued within three months) 2. Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures). 	Hospital where the client is admitted or seen	

3. Barangay Certificate and Valid ID of the client	
Educational Assistance	
<ol style="list-style-type: none"> 1. School registration and/ or certificate of enrolment 2. Statement of Account for tertiary education 3. Valid school ID, valid ID of the parent/ guardian 	School where the client is enrolled
Skills Training	
<ol style="list-style-type: none"> 1. Official receipt from the training school (TESDA/ CHED accredited training school. 2. Valid school ID 	TESDA/ accredited training school where the client is enrolled
Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.)	
<ol style="list-style-type: none"> 1. Contract of Employment or any similar document which indicates that they are hired 2. Valid ID 	Employer of the client
Financial Assistance for Livelihood	
<ol style="list-style-type: none"> 1. Result of the Handa Ka Na Bang Magnegosyo? The client score's must be 75 and above in order to be eligible for the livelihood Program, to determine the preparedness of the client to start their business. Re-assessment will be conducted to clients who will have a score of 74 and below or they may be considered to avail financial assistance for employment 2. 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. 3. Valid ID 4. Social Case Study Report 	DSWD Field Office XI
Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking	
1. No Documents needed	DSWD Field Offices -Victim-survivors of trafficking during rescue operation. Social workers are highly needed to provide psychosocial counseling and assist victim-survivors of trafficking all throughout the process from recovery to reintegration.
Provision of Temporary Shelter	
1. Medical Certificate	DSWD Field Offices -Victim-survivors of

2. Case Summary 3. Referral Letter from the Social Worker	trafficking may be placed in DSWD run/ registered, licensed and accredited residential care facilities for protective custody.			
Support for Victim-survivors/ Witness and Transportation Assistance				
1. Valid ID 2. Social Case Study Report 3. Official receipt for the client's board and lodging	DSWD Field Offices			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The victim-survivors of trafficking may visit the DSWD Field/ Regional Office or Rescued by Social Worker	1.1 Interview of the client	None	15 minutes	<i>Social Worker</i> RRPTP
	1.2 Provide Psychosocial Counseling		30 minutes	
	1.3 Assessment			
	1.3.1 If the Client needs Temporary Shelter refer to Residential Care Facility.			<i>Social Worker</i> RRPTP <i>Social Worker</i> Residential Care Facility
	1.3.2 The Social Worker provides a list of documentary requirements depending on the assistance to be provided. Refer to the list of requirements.		15 minutes	<i>Social Worker</i> RRPTP
2. Submission of Documentary Requirement for the service/s to be availed	2.1 Screening of the submitted documents (Note: Given all requirements are submitted by the client)		10 minutes	

	<p>2.1.1 For livelihood assistance, the RRPTP Social Worker will forward the documents to Sustainable Livelihood Program for further assessment</p>		<p>15 days</p>	<p><i>Social Worker</i> RRPTP</p> <p><i>SLP Staff</i> SLP</p>
	<p>2.2 Processing of the assistance being sought;</p> <p>a. Preparation of Voucher (if financial related)</p> <p>b. Social Case Study Report</p> <p>c. Preparation of referral letter (if needs other program assistance)</p>		<p>3 days</p>	<p><i>Social Worker</i> RRPTP</p>
	<p>2.3 PSU/ CBU Division Chief and Budget Officer recommend the provision of assistance for approval of the Regional Director</p>		<p>2 days</p>	
	<p>2.4 The Regional Director approved the provision of assistance to the victim-survivors of trafficking.</p>			

	2.5 Releasing of the assistance to client (Cash or Non-Cash)			
TOTAL PROCESSING TIME FOR TEMPORARY SHELTER		NONE	2 hours	
TOTAL PROCESSING TIME FOR LIVELIHOOD ASSISTANCE			15 days	
TOTAL PROCESSING TIME FOR OTHER ASSISTANCE			5 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Clients may send feedback or conduct follow-up on their request by contacting the RRPTP Social Worker assigned through the following:</p> <p>Landline: (082) 227-1964 loc. 455</p> <p>Email: rrptp.fo11@dswd.gov.ph</p>
How feedbacks are processed	<p>Issues/concerns sent thru email are responded via email while queries and concerns through phone calls and personal appearances are immediately addressed. Hence, complaints through letters are responded by providing a feedback report citing reasons for the issues raised and actions taken by the assigned worker.</p>
How to file a complaint	<p>Complaints can be filed either through snail mail 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 227-1964 loc. 455. The details of the complaint should be included in the information.</p>
How complaints are processed	<p>The concerned office/staff will conduct a case conference/meeting to discuss the issue/concern. If necessary, set a meeting with the complainant and discuss the concern in detail.</p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/</p> <p>PCC: 8888 ARTA: complaints@arta.gov.ph</p>

**Protective Services Division
Crisis Intervention Section (CIS)
External Services**

1. Provision of Assistance to Individual 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:	G2C - Government to Citizen
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. One valid Government or Company Issued I.D (2 photocopies) 5. 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. Any of the following: PhilHealth, UMID, SSS, Voter's ID, Voter's Certification, Pag-ibig, Barangay, Company issued ID 5. 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 4. Any of the following: Philhealth,

<p>4. One valid Government Issued or Company I.D (2 photocopies)</p> <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. One valid Government Issued or Company I.D (2 photocopies) 	<p>UMID, SSS, Voter's, Voter's Certification, Pag-ibig, Barangay, Company issued ID</p> <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. Any of the following: Philhealth, UMID, SSS, Voter's, Voter's Certification, Pag-ibig, Barangay, Company issued ID
<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. One valid Government Issued or Company I.D (2 photocopies) 6. Promisory Note (if the deceased was already buried with pending funeral obligation) (1 original and 1 photocopy) 	<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. Any of the following: Philhealth, UMID, SSS, Voter's, Voter's Certification, Pag-ibig, Barangay, Company issued ID 6. Funeral Home Billing Section
<p>Educational Assistance</p> <ol style="list-style-type: none"> 1. Enrolment Assessment Form or Certificate of Enrolment or Registration (1 original and 1 photocopy) 2. Valid School ID / Valid I.D of the Parent/Guardian (2 photocopies) 	<ol style="list-style-type: none"> 1. School Registrar's Office 2. School issued ID / Philhealth, UMID, SSS, Voter's ID, Voter's Certification,

<ol style="list-style-type: none"> 3. Statement of Account for college students (1 original and 1 photocopy) 4. Barangay Certification/Certificate of Indigency (1 original and 1 photocopy) 	<p>Pag-ibig, Barangay, Company issued ID</p> <ol style="list-style-type: none"> 3. School – Student’s Account Section
<p>Transportation Assistance</p> <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 (1 original and 1 photocopy) 2. One valid Government Issued or Company I.D (2 photocopies) 	<ol style="list-style-type: none"> 1. Police Station/Hospital/ Local City Registrar/ Court 2. Any of the following: Philhealth, UMID, SSS, Voter’s, Voter’s Certification, Pag-ibig, Barangay, Company issued ID
<p>For Food Assistance</p> <ol style="list-style-type: none"> 1. One valid Government Issued or Company I.D (2 photocopies) 2. Project Proposal (for individuals and families endorsed in groups) (2 original copies) 3. Distribution List (1 original copy) 4. Barangay Certification/Certificate of Residency (1 original and 1 photocopy) 	<ol style="list-style-type: none"> 1. Any of the following: Philhealth, UMID, SSS, Voter’s, Voter’s Certification, Pag-ibig, Barangay, Company issued ID 2. Requesting party or concerned group. 3. Crisis Intervention Section 4. Barangay Hall
<p>For Cash Assistance for Other Support Services</p> <ol style="list-style-type: none"> 1. One valid Government Issued or Company 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. Any of the following: Philhealth, UMID, SSS, Voter’s, Voter’s Certification, Pag-ibig, Barangay, Company issued ID 2. Any of the following: <ul style="list-style-type: none"> ● Police station, Bureau of Fire ● OWWA / Referring Government

<ul style="list-style-type: none"> • Passport/Travel Document, certification from OWWA (1 original and 1 photocopy) • 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) 		Office <ul style="list-style-type: none"> • 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	3 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 1-100 clients = 25 minutes per client; 101-150 clients = 35 minutes per client 151 – 210 clients = 50 minutes per client 215 - 300 clients 1 hour and 30 minutes per client	<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	2 minutes	<i>Approving Officer CIS Head PHP 100.00 – PHP 20,000.00</i> <i>Protective Services Division Chief PHP 20,001.00 – PHP 50, 000.00</i> <i>Assistant Regional Director (ARDA in the absence of ARDO) PHP 50, 001.00 – PHP 75, 000.00</i> <i>Regional Director 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	<i>CIS Head/ Disbursing Officer</i> <i>Social Welfare Aide Crisis Intervention Section</i>
TOTAL		NONE	25 minutes	

Note:

- Processing time may vary depending on the bulk of clients especially on the step 3. (1-100 clients = 25 minutes per client; 101-150 clients = 35 minutes per client; 151 – 210 clients = 50 minutes per client and 215 - 300 clients 1 hour and 30 minutes per client)

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 and drop it at the designated drop box in front of the <u>step 3 of Crisis</u>
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	<p>Intervention Section (CIS) Office. Contact info: dswdciu.fo11@gmail.com</p>
How feedbacks are processed	<p>Every end of the day, the CIS Staff in-charge opens the drop box and consolidate all feedback submitted. For feedback requiring answers, the CIS Staff in-charge will then immediately contact the concerned party upon reading of the said feedback. For inquiries and follow-ups, clients may contact the following telephone number: <u>227-1964 loc. 426</u></p>
How to file a complaint	<p>Clients can file complaint either thru e-mail or snail mail addressed to the Regional Director or through SMS. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: <u>227-1964 loc. 426</u></p>
How complaints are processed	<p>Upon receipt of the complaints, social worker/concerned staff conducts interview to the clients regarding the complaints and assess/evaluate client's complaints. After evaluation of the complaints, staff in-charge will create a report and submit it to the Section Head for appropriate action. The staff in-charge will then provide feedback to the client. For inquiries and follow-up, clients may contact the following telephone number: <u>227-1964 loc. 426</u></p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/</p>
	PCC: 8888
	ARTA: complaints@arta.gov.ph

**Protective Services Division
Social Pension Program
External Services**

1. Procedure for Social Pension Provision to Indigent Senior Citizens

The Social Pension refers to the monthly stipend amounting to Five Hundred Pesos (₱ 500.00) to augment the daily subsistence and other medical needs of Indigent Senior Citizens. The qualified beneficiaries based on criteria shall receive the stipend in quarterly basis as prescribed in Memorandum Circular No. 16 series of 2021. The cash pay-out is one of the payment delivery schemes of the DSWD directly to the beneficiary with the coordination of the LGU, OSCA and other stakeholder following the health protocols directed by the IATF.

The criteria for Senior Citizens as beneficiaries are:

- 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:	Protective Services Division – Social Pension Program Section	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
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 Citizens 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 and 1x1 picture	Office of the Senior Citizens 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
Principal (Beneficiary Himself)				
1. Present required ID (original and photocopy with 3 specimen signatures)	1. Look for the beneficiary's name in the payroll	None	1 minute	<i>Verifier</i> DSWD SPPMO Staff
2. Sign in or place thumb mark at the payroll (2 copies per semester)	2.1 Ensure all copies of the payroll have signature or thumb mark of the beneficiary	None	3 minutes	
	2.2 Issue claim stub bearing the name of the beneficiary, payroll number and amount to be received	None	1 minute	
3. Present the claim stub to the paymaster	3.1. Ensure veracity of the information by checking at the masterlist	None	2 minutes	<i>Paymaster</i> DSWD FO XI Staff
4. Receive stipend	4.1 Provide the amount of stipend due to the beneficiary by counting the money in his/her presence	None	1 minute	
TOTAL		NONE	8 minutes	
Authorized Representative for Bedridden, Frail, Sickly or with Disability				
1. Present the required documents like: - Authorization Letter (fully accomplished and signed) - OSCA ID or	1.1 Ensure completeness of the presented documents	None	2 minutes	<i>Verifier</i> DSWD SPPMO Staff
	1.2 Look for the beneficiary's name			

<p>any valid government – issued ID of the beneficiary -1 original copy and 1 photocopy with 3 specimen signatures of the beneficiary - Valid government-issued ID of the representative – One (1) original copy and one (1) photocopy with 3 specimen signature of the authorized representative</p>	<p>in the payroll</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 authorized representative</p>	None	1 minute	<p><i>Verifier</i> DSWD SPPMO Staff</p>
	<p>2.2 Issue claim stub bearing the name of the beneficiary, payroll number and amount to be received</p>	None	1 minute	
<p>3. Present the claim stub to the paymaster</p>	<p>3.1. Ensure veracity of the information by checking at the masterlist</p>	None	2 minutes	<p><i>Paymaster</i> DSWD FO XI Staff</p>
<p>4. Receive stipend</p>	<p>4.1 Provide the amount of stipend due to the beneficiary by counting the money in his/her presence</p>	None	1 minute	

TOTAL		None	7 minutes	
Nearest Kin of the Deceased Beneficiary				
1. Present the required documents	1.1 Ensure completeness of the presented documents	None	2 minutes	<i>Verifier</i> DSWD SPPMO Staff
	1.2 Look for the beneficiary's name in the payroll			
2. Sign in or place thumb mark at the payroll (1 copy per semester)	2.1 Ensure all copies of the payroll have signature or thumb mark of the authorized representative	None	1 minute	
	2.2 Issue claim stub bearing the name of the beneficiary, payroll number and amount to be received		1 minute	
3. Present the claim stub to the paymaster	3.1. Ensure veracity of the information by checking at the masterlist	None	2 minutes	<i>Paymaster</i> DSWD FO XI Staff
4. Receive stipend	4.1. Provide the amount of stipend due to the beneficiary by counting the money in his/her presence	None	1 minute	
TOTAL		NONE	7 minutes	
TOTAL FOR PRINCIPAL (BENEFICIARY HIMSELF)		NONE	8 minutes	
TOTAL FOR AUTHORIZED REPRESENTATIVE FOR BEDRIDDEN, FRAIL, SICKLY OR WITH DISABILITY			7 minutes	
TOTAL FOR NEAREST KIN OF THE DECEASED BENEFICIARY			7 minutes	

2. Provision of Centenarian Gifts to Centenarians

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 – Social Pension Program Section
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Filipino Living Centenarian and/or Nearest Kin
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For the Living Centenarians:	
1. Birth certificate and/or Philippine Passport (1 original copy, 1 Certified True Copy)	Philippine Statistics Authority (PSA) and/or Local Civil Registrar (LCR) Department of Foreign Affairs (DFA)
2. Senior Citizen's Identification (ID) card issued by the Head of the Office for Senior Citizens Affairs (OSCA) indicating the year of birth (1 original copy, 1 photocopy)	Office of the Senior Citizens Affairs (OSCA)
3. Other Philippine-government issued identification cards (1 original	Pag – ibig, LTO, BIR, Philhealth, COMELEC, DSWD
Any two (2) of the following secondary documents may also be accepted in the absence of the above-mentioned primary IDs:	
1. Marriage certificate of the centenarian issued by the Philippine Statistics Authority (PSA) or the Local Civil Registry (1 original, 1 Certified True Copy)	Philippine Statistics Authority (PSA)
2. Birth Certificate of the children born by/of the centenarian issued by the Philippine Statistics Authority (PSA) or the Local Civil Registrar (1 original, 1 Certified True Copy)	Philippine Statistics Authority (PSA) or the Local Civil Registrar
3. Affidavits executed by at least two (2) disinterested persons should be at least aged 80 years old and above with personal knowledge of the centenarian's actual age or date of birth (1 original copy)	Client
4. Old School or employment records	School

showing date of birth of the centenarian (1 original copy, 1 Certified True Copy)	
5. Baptismal and/or Confirmation records of centenarian certified by the parish church and other religious denomination (1 original, 1 Certified True Copy)	Church
6. Medical and/or dental examination issued by government/ private doctors or dentist; and (1 original, 1 photocopy)	Hospital
7. Other related documents i.e. certification from the National Commission on Muslim Filipinos (NCMF)/ National Commission on Indigenous People (NCIP), AFPSLAI, AMWSLAI, Veterans, etc.(1 original, 1 photocopy)	
For the deceased centenarians:	
1. Birth Certificate, Baptismal or Confirmation records certified by the parish church or other religious denomination, marriage certificate, old school record, old employment record, and/or any other document that will prove the deceased centenarian's age eligibility at the time RA 10868 took effect, if any. (1 original, 1 Certified True Copy)	Philippine Statistics Authority (PSA) or the Local Civil Registrar Church
2. Valid Identification card of nearest surviving relative (1 original, 1 photocopy)	
3. Proof of relationship with posthumous centenarian, such as certificate of live birth, certificate of marriage or any other document of the nearest surviving relative that would establish his/her relationship with the centenarian (1 original, 1 Certified True Copy); and In case there are various nearest surviving relatives (e.g. children), a SPECIAL POWER OF ATTORNEY authorizing one of them receive the centenarian gift in behalf of all of them shall be required. The claiming	Philippine Statistics Authority (PSA) or the Local Civil Registrar

nearest surviving relative should also execute a WARRANTY AND RELEASE FROM LIABILITY FORM				
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> DSWD SPPMO
	1.1. If the documents are not complete the client will be asked to comply	None	2 minutes	<i>Centenarian Focal Action Officer</i> DSWD SPPMO
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>SWO 1/PDO 1</i> DSWD SPPMO
	2.2 Turnover the filled-up intake form to the assigned field worker	None	2 minutes	<i>Centenarian Focal</i> DSWD SPPMO
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</i> <i>Assigned Social Worker</i> DSWD SPPMO
	3.2. If found eligible, forward the filled-up validation form to the Centenarian Database	None	3 minutes	<i>Centenarian Focal</i> DSWD SPPMO
	3.3. Encode Centenarian's information to the Centenarian Database	None	2 minutes	

	3.4. Forward data to Central Office for national cross matching, eligibility and duplication testing	None	5 days	
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	<i>DSWD CO staff</i>
	4.2 If approved, the client is for payment within the quarter	None	5 days	<i>Centenarian Focal DSWD SPPMO</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 DSWD SPPMO</i>
TOTAL		None	25 days, 31 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 Satisfaction Measurement 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 though our SPPMO Hotline with numbers 0975-551-6940 and 227-1964 local 1143 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</p>

	<p>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 1143 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	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.
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS)</p> <p>Call: 165 56</p> <p style="padding-left: 40px;">P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Facebook: https://facebook.com/civilservicegovph/</p> <p>Web: https://contactcenterngbayan.gov.ph/</p>
	PCC: 8888
	ARTA: complaints@arta.gov.ph

**Protective Services Division
Supplementary Feeding Program (SFP)
External Services**

1. Implementation of the Supplementary Feeding Program

The enactment of the Republic Act 11037 or the Masustansyang Pagkain Para sa Batang Pilipino Act institutionalized the implementation of the Supplementary Feeding Program which is the provision of food on top of the regular meals to children ages 2-4 years old enrolled in Supervised Neighborhood Playgroup (SNP), 3-4 years old children enrolled in the Child Development Centers (CDC) and 5 year old children not enrolled in DepEd but is enrolled in the CDCs.

Office or Division:	Protective Services Division – Supplementary Feeding Program Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed Memorandum of Agreement (MOA) or Memorandum of Understanding (MOU)		Local Government Unit (Office of the Mayor/ C/MSWDO)		
2. Certified True Copy of Sangguniang Bayan Resolution		Local Government Unit (Office of the Mayor)		
6. Duly signed Project Proposal		Local Government Unit (Office of the Mayor/ C/MSWDO)		
4. Weight Monitoring Report (Form 3.A)		C/MSWDO (Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)		
5. Masterlist of Beneficiaries (Form 2.A)		C/MSWDO (Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)		
6. Masterlist of Child Development Centers (Form 2.B)		Local Government Unit (C/MSWDO)		
<i>*These documentary requirements are presented to the DSWD Field Office personnel.</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Social Preparation for the Implementation of SFP (LGU to Field Offices)				
1. LGU to submit the required documents for the program inclusion per Day Care	1.1 Receive and review the completeness of the documents submitted	None	3 days	ND/PDO/A/II SFP Unit LGU SFP Focal Persons LGU

Centers/ Supervised Neighborhood Play	1.2 Process the submitted documents for inclusion in the program beneficiaries	None	20 days	AA II SFP Unit
	1.3 Consolidate all the submitted master list with nutritional status for submission of monthly report to the Central Office	None	20 days	
	1.4 Keeps the document for data banking and comparison on the succeeding nutritional status/ improvement of the children beneficiaries			
2. Comply with the necessary signatures/ action needed for the processing of the documents.	2.1 Facilitate signing and Notarization of Memorandum of Understanding (MOU) between LGU and DSWD FO.	None	20 days	FO Focal Person/PDO/ND/ AA II SFP Unit LGU SFP Focal Persons LGU
	2.2 Proceed with the processing of the procurement of commodities	None	20 days	
	2.3 If TOF is allowed, review eligibility of	None	20 days	

	LGU based on previous performances in program implementation and timely and complete liquidation.			
	2.4 If LGU is eligible, facilitate signing and Notarization of Memorandum of Agreement (MOA) between LGU and DSWD FO.	None	20 days	<i>DSWD Field Office SFP Focal Person Regional Director Finance staff DSWDFO XI</i> <i>LGU SFP Focal Persons LGU</i>
	2.5 Facilitate processing and Distribution of available checks / ADA for the LGU.	None	20 days	<i>DSWD Field Office Cash Section/Disbursing Officer DSWD FO XI</i> <i>LGU SFP Focal Persons LGU</i>
3.LGU to participate to the program orientation	3.1. Conduct program orientation/updates and reiterates necessary documents, proper accomplishment, and signatories for submission to the Field Office.	None	1 day per LGU/Province	<i>FO Focal Person/PDO/ND/AA II SFP Unit</i> <i>LGU SFP Focal Persons LGU</i>
TOTAL		NONE	144 days	
<i>“Service is Covered under Republic Act No. 9184 or Government Procurement Reform Act - Annex C (Recommended Earliest Possible Time and Maximum Period allowed for the</i>				

Procurement of Goods and Services; Article 11, Section 37,38)

RA 7160, 54a – “The veto shall be communicated by the local chief executive concerned to the sanggunian within fifteen (15) days in the case of a province, and ten (10) days in the case of a city or a municipality; otherwise the ordinance shall be deemed approved as if he had signed it”

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. Answer the client feedback form and drop it at the designated drop box located in the SFP Unit. You may also reach us through telephone and email. Contact info: 227-1964-1128 sfp.fo11@dswd.gov.ph
How feedbacks are processed	1. Feedback received through email and telephone will be catered within the day. 2. Feedback requiring answers from a specific officer and thorough discussion will be addressed within two (2) days upon receipt. 3. Grievance will be addressed by the grievance officer. 4. For inquiries and follow-ups, clients may contact the following: Contact info: 227-1964-1128 sfp.fo11@dswd.gov.ph
How to file a complaint	1. Grievance can be sent via email sfp.fo11@dswd.gov.ph . Make sure to provide the following information: - Name of person being complained - Incident - Evidence e.g. (pictures,screenshots) For inquiries and follow-ups, clients may contact the following: Contact info: 227-1964-1128 sfp.fo11@dswd.gov.ph
How complaints are processed	1. Complaint letter received will be forwarded to the grievance officer to address the concern. 2. The grievance officer shall submit a report regarding the complaint. 3. Response letter shall be sent to the complainant.

	<p>4. For inquiries and follow-ups, clients may contact the following: Contact info: 227-1964-1128 sfp.fo11@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/</p>
	<p>PCC: 8888</p>
	<p>ARTA: complaints@arta.gov.ph</p>

List of Offices

Office	Address	Contact Information
Disaster Response and Management Division	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	Chief, Disaster Response and Management Division 227-1964 local 1139
Financial Management Division	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	Section Heads Accounting Section 227-1964 local 1130-31 Cash Section 227-1964 local 1102
General Administration Support Services Division	R. Magsaysay Avenue corner D. Suazo Street, Davao City	Section Heads Property and Supply Section 227-1964 local 1115 Records and Archives Management Section 227-1964 local 1134 General Services Section 227-1964 local 1116
Human Resource Management Development Division	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	Section Heads HR PAS 227-1964 local 1100
Office of the Regional Director	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	Head Legal Unit 227-1964 local 1121 Unit Head Social Marketing Unit 227-1964 local 1160 Unit Head Social Technology Unit 227-1964 local 1147
Policy Development and Planning Section	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	Division Chief 227-1964 local 1149/1169 planning.fo11@dswd.gov.ph Grievance Officer National Household Targeting Section 09124513359

		Section Head Standards 227-1964 local 1148 Email: standards.fo11@dswd.gov.ph
Pantawid Pamilya Pilipino Program Management Division	DSWD Field Office XI R. Magsaysay Avenue, Corner D. Suazo St., Davao City	Regional Program Coordinator 227-1964
Promotive Services Division	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	Section Head Sustainable Livelihood Program 227-1964 local 1136-37 Regional Program Coordinator 227-1964; 09185484581
Protective Services Division	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	Chief, Protective Services Division 227-1964 loc. 1123
		Section Head CBSS 227-1964 local 1123
		Section Head Crisis Intervention Section 227-1964 loc. 1132
		Program Head Supplementary Feeding Program (SFP) 227-1964 local 1128
		Program Head Social Pension Program 227-1964 local 1143
	Ayala Riverbank Brgy. Apokon, Tagum City	Center Head Angel's Haven 09165237014
Visayan Village Tagum City	Center Head Home for the Aged (084) 216-0738	
Protective Services Division	Barangay Maa Davao City	Center Head Home for Girls and Women 244-0576
	Friendship Road J.P Laurel Ave., Bajada, Davao City	Center Head Reception & Study Center for Children 222-2873
	Bago Oshiro	Center Head

	Davao City	Regional Rehabilitation Center for the Youth (RRCY) 293-0306
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Field Office XI

Internal Services

**Financial Management Division
Budget Section
Internal Services**

1. 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:	G2G – 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 Office/ Person	
2. Disbursement Voucher - 4 copies	Requesting Office/ Person	
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 Office/ Person	
B. Cash Advance for Operating Expenses		
1. Obligation Request and Status - 3 copies	Requesting Office/ Person	
2. Disbursement Voucher - 4 copies	Requesting Office/ Person	
3. Funded Purchase Request/s - 1 copy	Requesting Office/ Person	
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 Office/ Person	
C. Cash Advance for Payment of Grants/Subsidies		
1. Obligation Request and Status - 3 copies	Requesting Office/ Person	
2. Disbursement Voucher - 4 copies	Requesting Office/ Person	
3. Office Order to Cash Advance/SDO - 1 copy	Human Resource Management and Development Division	
4. Schedule of Pay-out - 1 copy	Requesting Office/ Person	
5. Certificate of Eligibility for the grants/subsidies including Social Pension, Cash for Work under CCAM and other similar programs - 1 copy	Requesting Office/ Person	
D. Cash Advance for Traveling Expenses		
1. Obligation Request and Status - 3 copies	Requesting Office/ Person	
2. Disbursement Voucher - 2 copies	Requesting Office/ Person	

3. Appendix A Itinerary of Travel approved by the Head of Office - 1 copy	Requesting Office/ Person
4. Travel Order/ Office Order - 1 copy	Human Resource Management and Development Division
5. Memorandum of the Activity - 1 copy	Requesting Office/ Person
E. Payment for Procurement of Goods or Services	
1. Obligation Request and Status - 3 copies	Requesting Office/ Person
2. Disbursement Voucher - 4 copies	Requesting Office/ Person
3. Statement of Account/Billing - 1 copy	Supplier/ Service Provider
4. Certificate of Acceptance for Services - 1 copy	Requesting Office/ Person
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 Office/ Person
8. Justification for excess in amount or services duly approved by the concerned Division Chief - 1 copy	Requesting Office/ Person
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 Office/ Person
12. Purchase Request - 1 copy	Requesting Office/ Person
13. Project Proposal (HGDG Compliant) - 1 copy	Requesting Office/ Person
14. Delivery Receipt - 1 copy	Creditor/Service Provider
15. Distribution List - 1 copy	Requesting Office/ Person
F. Reimbursement of Traveling Expenses	
1. Obligation Request and Status - 3 copies	Requesting Office/ Person
2. Disbursement Voucher - 4 copies	Requesting Office/ Person
3. General Payroll (maximum of 10 persons per payroll) - 2 copies	Requesting Office/ Person
4. Appendix A and B (printed back to back) - 1 copy	Requesting Office/ Person
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 Office/ Person
7. Refund Official Receipt - 1 copy	Requesting Office/ Person
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	Requesting Office/ Person

- 1 copy				
9. MPOR for Field Workers - 1 copy		Requesting Office/ Person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit ORS and Disbursement Voucher (DV) with complete supporting documents.	1.1 Receive and encode the ORS in the incoming system (MS Excel) and forward the same to the concerned fund controller.	None	3 minutes	<i>Support Staff</i> FMD-Budget Unit
	1.2. Check the supporting documents and the consistency of entries in the supporting documents versus the data input in the ORS. <ul style="list-style-type: none"> ● If complete, to process further. ● If incomplete, return to the requesting office for compliance. 	None	5 minutes	<i>Fund Controller</i> FMD-Budget Unit
	1.3. Check the availability of allotment in the Registry of Allotment, Obligation and Disbursement (RAOD). <ul style="list-style-type: none"> ● If allotment is available, to process further. ● If allotment is unavailable, 	None	2 minutes	<i>Fund Controller</i> FMD-Budget Unit

	return the documents to the requesting office for information.			
	1.4. Assign number in the ORS based on the Registry of Allotment and Obligations Summary (RAOSum) maintained for the purpose and return the same document to the fund controller.	None	3 minutes	<i>Fund Controller FMD-Budget Unit</i>
	1.5. Encode the amount obligated in the ORS in the Obligation column of the RAOD. Accomplish the Box C on the ORD that serves as the subsidiary ledger.	None	5 minutes	<i>Fund Controller FMD-Budget Unit</i>
	1.6. Forward the ORS and supporting documents to the Head of the Budget Unit for signature.	None	2 minutes	<i>Fund Controller FMD-Budget Unit</i>
	1.7. Verify and review the correctness of charging in the ORS. If in order, signs the certification in Box B of the ORS and	None	5 minutes	<i>Budget Unit Head (For Regular Programs) or Financial Analyst III (For Special Programs) FMD-Budget Unit</i>

	forwards to Budget Staff for outgoing.			
	1.8. Record in the Data Tracking System and forwards the ORS and supporting documents to the Accounting Unit for processing of claim. Retains original copy of the ORS for maintenance/ monitoring of obligation.	None	5 minutes	<i>Support Staff</i> FMD-Budget Unit
TOTAL		NONE	30 minutes	

2. 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 Office/ Person		
2. Approved Project/Activity Proposal - 1 copy		Requesting Office/ Person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Request (PR) with complete supporting documentary requirements.	1.1 Receive and encode the PR in the incoming system (MS Excel) and forward the same to the concerned	None	3 minutes	<i>Support Staff</i> FMD-Budget Unit

	fund controller.			
	1.2. Check the supporting documents and the consistency of entries in the supporting documents versus the data input in the PR. <ul style="list-style-type: none"> ● If complete, to process further. ● If incomplete, return to the requesting office for compliance. 	None	5 minutes	<i>Fund Controller</i> FMD-Budget Unit
	1.3. Check the availability of allotment in the Registry of Allotment, Obligation and Disbursement (RAOD). <ul style="list-style-type: none"> ● If allotment is available, to process further. ● If allotment is unavailable, return the documents to the requesting office for information. 	None	2 minutes	<i>Fund Controller</i> FMD-Budget Unit
	1.4. Assign number in the PR based on the Registry of PRs maintained for the purpose and return the same document to the fund controller.	None	3 minutes	<i>Fund Controller</i> FMD-Budget Unit

	1.5. Forward the PR and supporting documents to the Head of the Budget Unit for signature.	None	2 minutes	<i>Budget Unit Head</i> (For Regular Programs) or <i>Financial Analyst III</i> (For Special Programs) FMD-Budget Unit
	1.6. Verify and review the correctness of charging in the PR. If in order, sign the document and forward it to the Budget Staff for outgoing.	None	5 minutes	<i>Budget Unit Head</i> (For Regular Programs) or <i>Financial Analyst III</i> (For Special Programs) FMD-Budget Unit
	1.7. Record in the Data Tracking System and forwards the PR and supporting documents to the Procurement Unit for further processing.	None	5 minutes	<i>Fund Controller</i> FMD-Budget Unit
TOTAL		NONE	25 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) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888

**General Administration Support Services Division
General Services Section
Internal Services**

1. Request for Air Transport Service

The General Services Section under the Administrative facilitates provision of air transport services to all DSWD FO XI officials and employees, who are authorized to travel on official business.

Office or Division:	DSWD Field Office XI – GENERAL SERVICES SECTION			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD FO XI Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submit the following documents to the Administrative Division-General Services Section (AD-GSS) System Administrator: 1. Air Transport Order (ATO) 2. Authority to Travel		General Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Authority to Travel and the Air Transport Order (ATO) with the following details: <ul style="list-style-type: none"> Name of employee Scheduled flights Place of destination 	1.1 Receives and stamps “Received” in the receiving copy	None	1-2 minutes	<i>EDTMS Controller</i> GSS
2. Keeps the receiving copy of the ATO and the Authority to Travel.	2.1 Reviews/ validates the ATO and Authority to Travel.	None	10 minutes	<i>Administrative Assistant</i> GSS
Note: Please proceed to Step 4 if payments are updated, otherwise, proceed to Step 3. 3. ODS to process the overdue accounts to update payments.	3.1 Checks and validates if concerned OBS is updated with their respective payments through the online Portal System Note: If the payment is updated proceed to Step	None	25 minutes	<i>Administrative Officer (System Administrator)</i> GSS

	3.3. Otherwise, proceed to Step 3.2.			
	3.2. If concerned OBS has been found to have long overdue accounts, access to the Portal System shall not be opened; inform the concerned OBS to update the overdue accounts prior to opening the access to the system.	None		<i>Administrative Officer (System Administrator) GSS</i>
	3.3. If concerned OBS has been found to be updated with their payments, access to portal system of the concerned OBS shall be opened;	None		
4. Receives an e-mail to proceed with the conduct of the booking of scheduled flight/s.	4.1 Prepares an e-mail addressed to the concerned OBS informing the Air Transport	None	10 minutes	

	Reservation Officer (ATRO) that they can now proceed to the booking of scheduled flights through the online Portal System.			
	4.2 Validates the booked flight details through the online Portal System.	None	9 minutes	<i>Administrative Assistant</i>
	4.3 Facilitates and monitors the processing of payments of the booked flights.	None	10 minutes	<i>Administrative Officer (System Administrator) GSS</i>
TOTAL		NONE	1 hour, 6 minutes	

2. Request for Use of DSWD Conference Room

This is to provide for a systematic procedure in the facilitation of request for use of DSWD FO XI conference rooms. The use of conference rooms is provided to all DSWD officials and employees during meetings, seminars, and other related activities.

Office or Division:	DSWD Field Office XI – GENERAL SERVICES SECTION			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD Central Office and Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for the use of DSWD Conference Room Form to be received at the AD-GSS with attach Form (AS-GSD-P-03).		General Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present the filled –up Request for the use of DSWD Conference Room Form AS-GSD-P-03 together with the receiving copy to the AD-GSS	1.1. Receive and review the receiving copy	None	2 minutes	<i>Requesting Party</i> <i>GSS Personnel/ Staff in charge</i> GSS
	1.2 Review the current schedule of availability of DSWD FO XI Conference Room	None	5 minutes	<i>GSS Personnel/ Staff in charge</i> GSS
	1.3 The Administrative Division Chief/ Officer-In-Charge shall approve the use of the DSWD XI Conference Room which shall be use issued prior to the conduct of activity/ meetings			<i>Administrative Division Chief/ Officer- In-Charge</i> GASSD
	1.4 GSS Personnel/ Staff in charge shall inform the Requesting Party the availability of the DSWD XI Conference Room through email, call or in writing.			<i>GSS Personnel/ Staff in charge</i> GSS
2. Receive the Certification of unavailability of DSWD Conference Room – in case of no available DSWD Conference Room	2.1 Prepare certification of no available CO Conference Room and/or thru call, e-mail, writing	None	15 minutes	<i>GSS Personnel/ Staff in charge</i> GSS

	2.2 The GSD Chief signs the certification			
	2.3 Issue the certification			
TOTAL		NONE	22 minutes	

3. Request for DSWD Dormitory Accommodation

This services monitor the operations of the DSWD FO XI office dormitories and suite rooms, and to ensure the quality service management of the facilities located at the DSWD Field Office.

Office or Division:	DSWD Field Office XI – GENERAL SERVICES SECTION			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business G2C – Government to Client			
Who may avail:	DSWD Central Office ,Field Offices and Others			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for FO Dorm Form to be received at the AD-GSS with attach Form (AS-GSD-P-08).		General Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the filled – up Request for DSWD Dormitory Accommodation form and/or done through GSETS together with the receiving copy.	1.1 Receives and reviews the receiving copy of the Dormitory Accommodation form	None	2 minutes	<i>Dormitory Manager/Staff in charge</i>
2. Coordinates and verifies the availability of DSWD Dormitory	2.1 Reviews the current schedule of availability of rooms in FO Dormitory. Note: If room is available, please proceed to Step 4.2. Otherwise, proceed to Step 3.1.	None	5 minutes	<i>Dormitory Manager/Staff in charge</i>

	2.2 If room is not available, informs the client thru phone call or email. The Dormitory Manager prepares certification of non-availability of room.	None		<i>Dormitory Manager/Staff in charge</i>
	2.3 The GSD Chief reviews and signs the certification.	None	5 minutes	<i>Dormitory Manager/Staff in charge</i>
4. Receives the Certification of non-availability of FO Dormitory (end of transaction if no available Dormitory room)	4.1 Issues the certification to support the procurement of dormitory accommodation outside the office.	None		<i>Dormitory Manager/Staff in charge</i>
	4.2 If room is available, the Dormitory Manager/Staff-In-Charge will provide recommendation to Administrative Division Chief/Authorized Official/Staff	None		<i>Dormitory Manager/Staff in charge</i>
	4.2.1 The Director/ Authorized Official/Staff shall approve the request to use the Dormitory Room which shall be issued prior to check-in	None		<i>Dormitory Manager/Staff in charge</i>
5. Receives the confirmation of the room details.	5.1 Confirm to the guest the availability of the Dormitory Room through email or phone call.	None		

6. Accomplishes the Billet Form/Client checks-in	6.1 AS-GSD shall issue a Billet Form (ANNEX B) to be filled up and signed by the lodger/guest upon entry to the facility.	None	15 minutes	
	6.2. Provision of service			
7. Upon checks-out, guest/lodger shall proceed to Accounting to request order of payment to be present in Cash.	7.1 All accounts shall be settled before leaving the FO Dormitory.	Php 300.00 for 24 hours	15 minutes	
8. Lodger/guest shall proceed to Cash to pay fees upon staying in Dormitory.				
9. Accomplishes the Customer Feedback Form to be given by the Dormitory Manager/Staff-In-Charge.				
TOTAL		Php 300.00 for 24 hours	42 minutes	

4. Request for Technical Assistance for Special Sanitation and Disinfection of the Offices

To provide for an effective and systematic method of preparation and implementation of technical assistance request related to special disinfection and sanitation of the offices and other facilities. This technical assistance is particular to the provision of clean and COVID-19 free offices and facilities.

Office or Division:	DSWD Field Office XI – GENERAL SERVICES SECTION	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	DSWD Staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request for Technical Assistance for Special Sanitation and Disinfection of the		General Services Section

Offices Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishment of request for technical assistance for special sanitation and disinfection of the offices	1.1 Receive and review the request for technical assistance for special sanitation and disinfection	None	10 minutes	<i>Janitorial Staff GSS</i>
	1.2 Coordinate with the HRMD and forward approved request to the assigned personnel for the appropriate action.	None	10 minutes	<i>Janitorial Staff GSS HRMD Staff</i>
	1.3 Assigned personnel shall verify the availability of disinfection team and pending schedule (inform the requesting office the next available schedule of sanitation if not available during time of request).	None	20 minutes	<i>Janitorial Staff GSS</i>
	1.3 Perform all necessary preparation and execute	None	3 hours	<i>Janitorial Staff GSS Disinfection Team</i>

	<p>the disinfection activity while following all safety protocols.</p> <p>After the activity, the sanitation team shall clean and sanitize the area including equipment, fixtures, and furniture.</p> <p>Upon Completion, the Disinfection and Sanitation Team shall notify the GS Staff to inform the requesting office that the area shall be available for use after 2 hours to avoid inhalation of chemicals that may be harmful to the health.</p>			
2. Submit a Client Satisfaction Measurement Survey Form to Staff in charge	2.1 Staff in charge will receive the accomplished customer feedback form.	None	1 minute	<i>GSS Personnel/ Staff in charge</i>
TOTAL		NONE	3 hours, 41 minutes	

5. Request Technical Assistance for Repair and Maintenance

This process covers the provision of technical assistance for preventive/corrective maintenance, renovation, fabrication, office layout, and engineering/architectural solution. The required work/action, preparation, technical document varies depending on the

subject/type of requests submitted by the Department offices using the manual request form.

Office or Division:	DSWD Field Office XI – GENERAL SERVICES SECTION			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished manual request form (Request for Technical Assistance)		General Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-up request form for the Technical Assistance for Repair and Maintenance together with the receiving copy to General Services Section	1.1. Review and evaluate the submitted request. Correct the information if necessary. Ensure that all needed information are provided in the request.	None	5 minutes	<i>Technical Staff / Administrative Officer GSS</i>
	1.2. Print the accepted request and forward to responsible skilled/ technical personnel.	None	5 minutes	
	1.3. Determine and identify scope and requirement of the request	None	10 minutes	<i>Technical Staff / Skilled personnel GSS</i>
	1.4. Perform a visual inspection if necessary and evaluate the specific request. - If the request has another need or does not apply to the designated staff.	None	1 hour	

	<ul style="list-style-type: none"> - If it can be resolved within the assigned staff's level, take appropriate action (Proceed to step 3.2). 			
2. Coordinate with DSWD Inspectorate Committee and secure Pre-Repair Inspection if the request is related to repair/replacement.	2.1. If the request requires fabrication, installation, plans/layout, technical specification and material procurement, the assigned technical staff shall prepare all necessary documents like: A. Plan/ Layout B. Technical Specification C. Bill of Quantities D. Program of Works E. Terms of Reference F. Project Proposal	None	1-7 days	<i>Skilled and/or Technical Personnel</i> GSS
	2.2. All applicable documents shall be endorsed to the requesting office for confirmation and approval. <ul style="list-style-type: none"> - Revisions or adjustments maybe requested by the requesting office. 	None	10 minutes	<i>Administrative Staff</i> GSS

	2.3 Review and revised the documents until approved	None	1-3 days	<i>Skilled and/or Technical Personnel</i> GSS
	2.4. Endorse the approved documents and secure copy for filing. - If the request requires only technical documents, proceed to step 4.	None	10 minutes	<i>Administrative Staff</i> GSS
3. Prepare the necessary documents for the procurement stage and notify GSS if all the materials/ services are ready to use.	3.1. If there is enough material to respond to the request, proceed with the execution of the task/work.	None	1-14 days	<i>Skilled Personnel</i> GSS
	3.2. Upon completion of task/work, turnover the output for acceptance and/or adjustment if any. - Perform immediate adjustment	None	1 day	
4. Fill-out the feedback form (Client Satisfaction Measurement Survey Form) and submit to the designated personnel	4.1. Feedback form shall attach to printed request and submit to GSeTS Administrator for encoding and filing.	None	10 minutes	<i>Administrative Staff</i> GSS
TOTAL		NONE	19 days, 1 hour, 50 minutes	

6. Request for Use and Monitoring of Vehicle

This is to provide a systematic procedure in response to the official requests for the vehicle of the Department's Executive Officials and other employees during official travels.

Office or Division:	DSWD Field Office XI – GENERAL SERVICES SECTION			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DSWD personnel regardless of nature of employment or rank			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished one (1) copy of Request for Use of Service Vehicle Form (AS-TMS-01) to be received by the AS-GSS. Note: a. Original Copy for GSD b. 1 receiving copy for the OBS concerned			General Services Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the filled-out Request Form (AS-TMS - 01) together with the receiving copy to the AD-General Services Section. Note: Submission of request must be at least 2 days prior to the actual travel.	1.1. Receives and stamps "Received" in the receiving copy.	None	2 minutes	<i>Administrative Clerk</i> GSS
	1.2. Reviews/ validates the received request if properly accomplished; special directives or emergencies, request may be received through the accomplishment of the Vehicle Request Form.			
2. Coordinates/ follows-up with the MVD regarding their request. Note: If vehicle is not available, please proceed to Step 3. Otherwise, proceed to Step 4.	2.1. Request shall be forwarded within the same day to the Vehicle Dispatcher/ Administrative Clerk for evaluation of the request.	None	5 minutes	<i>Vehicle Dispatcher</i> GSS

	<p>2.1.1. Review the current schedule of availability of vehicle</p> <p>Note: If vehicle is available, please proceed to Step 4. Otherwise, proceed to Step 2.1.2.</p>	None	5 minutes	
	2.1.2. If the vehicle is not available, inform the end-user thru phone call or email. The MVD prepares certification of non-availability of vehicle	None	10 minutes	
3. Receives the Certification of non-availability of vehicle. (end of transaction if vehicle is not available)	3.1 The GSS Head reviews and signs the certification	None	2 minutes	<i>Head GSS</i>
	3.2 Issue the certification to support the reimbursement claims for use of public transport of the end-user.	None	2 minutes	<i>Vehicle Dispatcher GSS</i>
4. Receives the confirmation of travel details from the AD-GSS personnel.	4.1. If vehicle is available, the Vehicle Dispatcher identifies the appropriate vehicle to accommodate the request through number of passengers and destination	None	2 minutes	
	4.2. Vehicle Dispatcher (VD) prepares trip ticket for trips within Davao City	None	15 minutes	
	4.3 Vehicle Dispatcher (VD)	None	15 minutes	

	prepares Travel Order and Trip ticket in case of out-of-town trip			
	4.4 The GSS Head reviews and signs the Trip Ticket and the Travel Order shall be signed by the Administrative Division Chief	None	2 minutes	<i>Head GSS</i>
	4.5 Upon approval of the Trip Ticket and/or Travel Order, the VD shall immediately coordinate with requesting party/end-user for the confirmation of the travel details thru phone call and issue to the driver the Trip Ticket and/or Travel Order.	None	10 minutes	<i>Vehicle Dispatcher GSS</i>
5. Use of DSWD vehicle	5.1 At the scheduled date of the trip, the driver shall wait at the designated area identified by the requesting party/end-user	None	As Needed	<i>Assigned Driver GSS</i>
6. End of travel and/or back to work station Note: Passenger to fill-out "Client Satisfaction Measurement Survey" (CSMS) Form thru online or drop the CSMS Form at the drop boxes available in the GSD	6.1 Driver must travel back to work station or park the vehicle at the designated DSWD garage.	None	As Needed	<i>Assigned Driver GSS</i>
	6.2 The driver and Security Guard shall briefly assess the condition of the vehicle and check	None	10 minutes	<i>Assigned Driver/ Security Guard</i>

	if there are major damage/s.			
	<p>6.3 The Security Guard shall record the vehicle's condition on the Guard's Report / Security Guard Logbook.</p> <p>Note: The driver shall surrender the vehicle keys to the Security Guard. All vehicles must be stationed at the DSWD Central Office/Field Office, or at any DSWD Satellite Office/facility at the end of each official trip.</p>	None	10 minutes	<i>Security Guard</i>
	6.4 All relevant documents such as Trip Ticket, Fuel Consumption and Monitoring Form, Receipts of Toll Fees, and Travel Order shall be filed accordingly.	None	10 minutes	<i>Assigned Driver/ Staff GSS</i>
TOTAL		NONE	1 hour, 45 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	At any given time on random, internal clients are requested to accomplish the Customer Feedback Form to be given by the AD-GSS.
How feedbacks are processed	<p>Accomplished customer survey form is consolidated in quarterly basis.</p> <p>AS-GSS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p>
How to file a complaint	DSWD personnel may submit complaint letter address to Merlinda A. Paragamac, Administrative Division Chief of

	DSWD FO XI, R. Magsaysay cor D. Suazo St., Davao City.
How complaints are processed	Complaint letter shall be forwarded to the concerned Division Chief to address the concern. Reply letter shall be sent to the complainant.
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888
	ARTA: complaints@arta.gov.ph

**General Administration Support Services Division
Procurement Section
Internal Services**

1. Procurement under Agency to Agency

Procurement of Goods, Infrastructure Projects or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement – Agency to Agency under Section 53.5 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Section
Classification:	Complex
Type of Transaction:	G2G – Government to Government G2B – Government to Business
Who may avail:	All DSWD Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>All Purchase Request (PR) must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services or consulting services requested with a photo copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Project Proposal-1 original copy • Market Scanning/ Research, if applicable-1 scan/photo copy <p>Applicability:</p> <ul style="list-style-type: none"> • Goods • Infrastructure Projects • Consulting Services <p>Conditions for Agency to Agency:</p> <ul style="list-style-type: none"> • Procurement from another agency of the government (Servicing Agency) that has the mandate to deliver goods or services or to undertake infrastructure project or consultancy service as required by the PE • The PE shall justify that entering into A-to-A with the Servicing Agency is more efficient and economical to the government • The Servicing Agency has the mandate to deliver the goods and services required to be procured or to undertake the infrastructure project or consultancy required by the Procuring Entity 	<p>End-user Offices submit to BAC Secretariat</p> <p>End-user Offices</p> <p>End-user Offices</p>

<ul style="list-style-type: none"> • Servicing Agency has the absorptive capacity to undertake the project • Servicing Agency owns or has access to the necessary tools and equipment required for the project • Sub-contracting is not allowed. However, the servicing agency may implement the infrastructure projects in- house, by job-order, or through the pakyaw contracting system • For procurement of infrastructure project, the Servicing Agency must have a track record of having completed, or supervised a project, by administration or by contract, similar to and with a cost at least fifty percent (50%) of the project at hand 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approved Purchase Request duly signed from Bids & Awards Committee Secretariat (BAC SEC), Budget Unit, Requesting Party and Approved by the Regional Director.	1.1.The BAC Secretariat receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).	None	Three (3) Calendar days	<i>End –user Office Procurement Section Admin. Division</i>
	1.2 BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the Procurement Section receiving			

	<p>in Charge.</p>			
	<p>1.3 Procurement Section receiving in Charge endorses the PR to the Procurement Head who will then assign a Procurement Officer to handle the project, and then reverts to Procurement Section receiving in Charge.</p>			
	<p>1.4 The Procurement Section receiving in-charge updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the Procurement Head for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p>			
	<p>1.5 If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the Procurement Section receiving in Charge. Otherwise, the</p>			

	<p>former shall prepare PR-Action Slip addressed to the End-User Offices concerned, signed by the Procurement Head for further action and compliance. The Procurement Head approves and signs the PR, and forwards to the Procurement Section receiving in Charge. The Procurement Section receiving in charge Updates PMT, records and endorses to the Procurement Section in-charge.</p>			
	<p>Approved PR received 1.6 The Procurement Section receiving in-charge records, updates the PMT and endorses to the Procurement Officer who will facilitate the review of the submitted documents.</p>	<p>None</p>	<p>One (1) calendar Day</p>	<p><i>Procurement Staff Procurement Section Administrative Division</i></p>
	<p>1.7 The Procurement Officer thereafter, endorses to the BAC Resolution recommending the adoption of Negotiated. Procurement: Agency to Agency as the mode of procurement and award of contract</p>			

	to the identified supplier.			
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>1.8 Upon receipt of the documents Sec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g., justification, market scanning/research, cost-benefit, analysis, price quotations/ proposals – to ensure that the servicing agency, supplier, service provider, contractor and consultants are technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p>	None	Ten (10) calendar Day	<p><i>End-User Offices Division/ Section</i></p> <p><i>Procurement Staff Procurement Section</i></p> <p><i>Admin Division Supplier/ Service Provider</i></p>
	<p>1.9 The BAC Sec in-charge shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-FO who will examine and</p>			

	<p>evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user offices, and recommend to the BAC their findings and recommendations</p>			
	<p>1.10 Prior to its award, the End-user Offices to conduct negotiation meeting with the servicing agency, supplier, service provider, contractor and consultants to discuss the terms and conditions of the contract.</p>			
	<p>1.11 The BAC Sec in-charge shall then prepare the BAC Resolution recommending adoption of Agency-to-Agency modality and award of contract to the previously awarded servicing agency, supplier, service provider, contractor and consultant. The</p>			

	<p>BAC Resolution shall be endorsed to the Head of the Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p>			
	<p>1.12 The BAC Sec in-charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec Receiving in-charge for the updating of PMT and afterwards endorse to Procurement Management Section-Contract Monitoring Unit for preparation of Memorandum of Understanding (MOU).</p>			
	<p>End-User Offices Concerned for preparation Obligation Request and Status</p>		<p>Three (3) working days</p>	<p><i>Procurement Staff</i> Procurement Management</p>

	(ORS) 1.13 The PS-CMU prepares and facilitate the issuance of MOU.			Section, End-user Offices
	1.14 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the Procurement Management Section-Contract Monitoring Unit receiving officer updates the PMT and hand it over to the Procurement Management Section-Contract Monitoring Unit Procurement Officer upon coordination with the Contract Monitoring Unit Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).			
	Receipt of the funded PO/Contract 1.15 Upon receipt of	None	Three (3) working days	<i>Procurement Staff Procurement</i>

	<p>the duly funded PO/Contract, the Contract Monitoring Unit Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor</p>			<p>Management Section-Contract Monitoring Unit, Supplier</p>
<p>2. The End-user submit the necessary documents for the preparation of DV and endorse to End-user for processing of payment.</p>	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>2.1 Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the Contract Monitoring Unit Procurement Officer shall prepare the DV.</p> <p>2.2 The DV along with the supporting attachment shall be forwarded to the Contract Monitoring Unit receiving officer for updating of the PMT. It shall then endorse to the end-user offices concerned for signature of the Division Chief concerned for</p>	<p>None</p>	<p>Three (3) working days</p>	<p><i>Procurement Staff</i> Procurement Management Section-Contract Monitoring Unit</p>

	processing and facilitation of payment to the supplier.			
TOTAL		NONE	23 days	

2. Procurement under Direct Contracting

Procurement of Goods based on the requirement needed by the agency to be procured using Direct Contracting under Section 50 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Section		
Classification:	Complex		
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entities		
Who may avail:	All DSWD Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Approved Purchase Request must be submitted in three (3) copies signed by the ARDA/ARDO indicating complete technical specification of the goods and services requested with a copy of approved PPMP and other supporting documents per request as follow: <ul style="list-style-type: none"> • Market Survey/Market Research-1 scan/photo copy • Pre-repair Inspection Report-1 original copy • Certificate of Exclusive/Sole Distributorship-1 certified true copy • Price Quotation-1 scan/photo copy Conditions for Direct Contracting <ul style="list-style-type: none"> • Single source of procurement that does not require elaborate Bidding Documents • End-user to conduct survey of the industry and determine the supply source. End-user should justify the necessity for the item that may be only procured through Direct Contracting and prove that there is no suitable substitute in the market • Items of proprietary nature from proprietary source, i.e patents, trade 		End-user Offices submit to BAC Secretariat End-user Offices End-user Offices End-user Offices End-user Offices	

secret and copyrights <ul style="list-style-type: none"> • Critical components from specific supplier to hold a contractor to guarantee its project performance • Item sold by an exclusive manufacturer or dealer, subject to the following conditions: <ul style="list-style-type: none"> No other suppliers selling it at lower prices; and No suitable substitute can be obtained at more advantageous terms to the Government 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approved Purchase Request duly signed from Bids & Awards Committee Secretariat (BAC SEC), Budget Unit, Requesting Party and Approved by the Regional Director.	1.1 The BAC Secretariat (BACSec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).	None	Three (3) calendar days	<i>End-user</i> Divisions /Sections <i>BAC Sec.</i> Administrative Division <i>Procurement Officer</i> Procurement Section <i>Service Provider / Supplier</i>
	1.2 BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the Procurement Section			

	<p>receiving in-charge.</p>			
	<p>1.3 Procurement Section receiving officer endorses the PR to the Procurement Section Head who will then assign a Procurement Officer to handle the project, and then reverts to Procurement Section receiving in-charge.</p>			
	<p>1.4 The Procurement Section receiving in-charge updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the Procurement Section Head for thorough review of the technical specifications,</p>			

	<p>which must be according to the approved project proposal/ approved Terms of Reference (TOR)/ Technical Assistance.</p>			
	<p>1.5 If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the Procurement Section receiving in-charge. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Offices concerned, signed by the Procurement Section Head, for further action and compliance.</p>			
	<p>1.6 The Procurement Section approves and signs the PR, and forwards to the Procurement Section</p>			

	<p>receiving in-charge. The Procurement Section receiving in-charge updates PMT, records and endorses to the Procurement Officer.</p>			
	<p>Approved PR received 1.7 The Procurement receiving in-charge updates, records and endorses to the Procurement Officer who shall then prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the RFQ and other relevant supporting documents to the</p>		<p>Three (3) calendar days</p>	<p><i>Procurement Officer Procurement Section Service Provider / Supplier</i></p>

	<p>Procurement Section receiving in-charge for approval and signature of the Procurement Section Head. Once approved and signed, the Procurement Section receiving in-charge updates the PMT, and endorse to the Procurement Officer to facilitate the procurement process.</p>			
	<p>1.8 The Procurement Officer prepares the RFQ and requests the direct contractor, manufacturer, supplier identified by the End-User Offices concerned in its market survey (if applicable), to submit price quotation including the terms and conditions of sale, and certifications that proves</p>			

	<p>exclusive dealership.</p>			
	<p>1.9 The Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of direct contracting as the mode of procurement and award of contract to the identified supplier.</p>			
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>1.10 Upon receipt of the documents, BAC Sec in-charge reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the</p>		<p>Ten (10) calendar days</p>	<p><i>BAC Sec. Administrative Division</i></p>

	<p>goods.</p> <p>1.11 The BAC Sec in-charge then prepares the BAC Resolution recommending adoption of the Direct Contracting modality and award of contract to the supplier. Likewise, the Notice of Award(NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>1.12 Upon receipt of the duly signed NOA, the BAC Sec receiving in-</p>			
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	<p>charge serves it at once to the awarded supplier or contractor. The BAC Sec receiving in-charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving in-charge for the updating of PMT and afterwards endorse to Procurement Section-Contract Monitoring Unit for preparation of Purchase Order (PO)/ Contract.</p>			
	<p>Endorsement to End-User Offices Concerned for preparation Obligation Request and Status (ORS) 1.13 The Procurement Section-Contract Monitoring Unit prepares and facilitate the issuance PO/ Contract.</p>		<p>Three (3) Calendar days</p>	<p><i>Contract Monitoring/ Procurement Section Admin.Division End-user Offices Divisions/ Sections</i></p>

	<p>1.14 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the Contract Monitoring Unit receiving in-charge updates the PMT and hand it over to the Procurement Section-Contract Monitoring Unit Officer upon coordination with the Contract Monitoring Unit Head to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>			
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	<p>Receipt of the funded PO/Contract</p> <p>1.15 Upon receipt of the duly funded PO/Contract, the Contract Monitoring Unit Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.</p>		<p>Three (3) calendar days</p>	<p><i>Contract Monitoring/ Procurement Section</i> Admin. Division <i>Service Provider/ Supplier</i></p>
	<p>Supply and Delivery of Goods</p> <p>1.16 For the delivery of goods, the Contract Monitoring Unit Officer must coordinate with PSS on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection and Acceptance Report (IAR) addressed to the Inspection</p>		<p>Three (3) delivery days</p>	<p><i>Contact Monitoring Unit-Procurement Section</i> Admin. Division <i>Property and Supply Section</i> Admin. Division</p>

	Committee.			
<p>2. The End-user submit the necessary documents for the preparation of DV and endorse to End-user for processing of payment.</p>	<p>1.17 The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection and Acceptance Report to the Contract Monitoring Unit, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.</p> <p>Preparation of Disbursement Voucher (DV) for Payment 2.1 Upon receipt of the Inspection Report,</p>	None	Three (3) calendar days	<i>Procurement Section Admin. Division</i>

	<p>Sales Invoice, Billing/Statement of Account, and other supporting documents, the Procurement Section-Contract Monitoring Unit Officer shall prepare the DV.</p>			
	<p>2.2 The DV along with the supporting attachment shall be forwarded to the Procurement Section-Contract Monitoring Unit Officer for updating of the PMT. It shall then endorse to the end-user offices concerned for signature of the Division Chief concerned for processing and facilitation of payment to the supplier.</p>			
	TOTAL	NONE	28 days	

<p>APP.</p> <p>b. Direct purchase must be made from any available retailers, dealers or gas stations at retail pump price.</p> <p>c. The requirement must be intended to be used for any official government vehicles and equipment for immediate consumption; and d) Payment may be made through cash advance, reimbursement or other allowable payment modalities subject to pertinent auditing and accounting rules.</p> <p>For airline tickets:</p> <p>a. Direct purchase of airline tickets required for official travels within the fiscal year, including provisions for foreseeable emergencies based on historical records, shall be reflected in the APP in its entirety including any amendment thereto which shall be reflected in the supplemental APP.</p> <p>b. Direct purchase must be made from any commercial airline at fairly reasonable rates, subject to flight availability at the time of booking, travel days, stopovers, routes, additional visa requirements and other reasonable considerations as determined by the end-user.</p> <p>c. Payment may be made through cash advance, reimbursement or other allowable payment modalities subject to pertinent auditing and accounting rules.</p> <p>d. Procurement of airline tickets must be in accordance with existing rules and regulations governing official local and foreign travels of government personnel and Executive Order No.77, s. 2019</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide Approved Purchase Request duly signed from Bids & Awards	1.1 The BAC Secretariat (BAC Sec) receives,	None	Three (3) calendar days	<i>End-user Offices, Division/Section BAC Secretariat, Procurement</i>

<p>Committee Secretariat (BAC SEC), Budget Unit, Requesting Party and Approved by the Regional Director.</p>	<p>records the approved Purchase Request (PR) with proper signatories-in consonance with existing guidelines-and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT)</p>			<p><i>Section Admin. Division</i></p>	
	<p>1.2 BAC Secretariat checks the inclusion of the procurement project in the PPMP/ APP and endorse to the Procurement Section receiving in-charge</p>				
	<p>1.3 Procurement Section receiving in-charge endorses the PR to the Procurement Section Head whom will then assign a Procurement Officer to handle the project, and then reverts to Procurement Section</p>				

	<p>receiving in-charge</p>			
	<p>1.4 The Procurement receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer In coordination with the Procurement Section Head for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR)/ Technical Assistance.</p>			
	<p>1.5 If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the Procurement receiving in-charge. Otherwise, the former shall prepare PR- <u>Action Slip</u></p>			

	<p>addressed to the End-User Offices concerned, signed by the Procurement Section Head for further action and compliance</p>			
	<p>1.6 The Procurement Section Head initial the PR, and forwards to the Procurement receiving officer. The Procurement receiving officer updates PMT, records and endorses the Procurement Officer</p>			
	<p>Approved PR received 1.7 The Procurement receiving in-charge records, updates the PMT and endorses to the Procurement Officer who will facilitate the review of the submitted documents.</p>	<p>None</p>	<p>One (1) calendar day</p>	<p><i>Procurement Section Admin. Division BAC Secretariat, Procurement Section Admin. Division</i></p>
	<p>1.8 The Procurement Officer, thereafter,</p>			

	<p>endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of direct purchase of POL products and airline tickets as the mode procurement and award of contract to the identified supplier and/ or service provider.</p>			
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA) 1.9 Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods.</p>	None	Ten (10) calendar day	
	<p>1.10 The BAC Sec in-charge</p>			

	<p>then prepares the BAC Resolution with the following recommendation: The end-user delegated to directly purchase POL products and airline tickets in accordance with Part IV (J) of this Guidelines shall determine the supplier or service provider capable of delivering the required POL products and airline tickets at retail pump price or at the most reasonable retail price, as the case may.</p>			
	<p>1.11 Taking into account the usual trade and business practices being observed in the industry and the requirements and other reasonable considerations identified by</p>			

	<p>the end-user, direct retail purchase of the required POL products or airline tickets shall be carried out in accordance with pertinent accounting principles and practices as well as of sound management and fiscal administration provided that they do not contravene existing laws and regulations applicable to financial transactions.</p>			
	<p>1.12 The Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of</p>			

	<p>the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p>			
	<p>1.13 Upon receipt of the duly signed NOA, the BAC Secretariat serves it at once to the awarded supplier and/or service provider. The BAC Sec in-charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Secretariat receiving in-charge for the updating of PMT.</p>			
	<p>End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS) 1.14 The End-user Offices facilitate the issuance Memorandum of</p>	<p>None</p>	<p>Three (3) working days</p>	<p><i>End-user Offices</i> Division/ Section</p>

	Understanding / Agreement (MOU/A) and the preparation, signing of Obligation Request and Status (ORS).			
	<p>Receipt of the funded Memorandum of Understanding/ Agreement (MOU/A)</p> <p>1.15 Upon receipt of the duly funded MOU/A, the End-user Offices shall facilitate the signing of MOU/A, notifies and serves immediately to the supplier and/or service provider.</p>	None	Three (3) working days	<i>End-user Offices Division/ Section</i>
	<p>Contract Implementation</p> <p>1.16 End-user Offices shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user offices in accordance</p>	None	As indicated in the approved TOR	<i>End-user Offices Division/ Section</i>

	with the approved TOR which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.			
2. The End-user submit the necessary documents for the preparation of DV and endorse to End-user for processing of payment.	Preparation of Disbursement Voucher (DV) for Payment 2.1 Upon receipt of the Billing/ Statement of Account, and other supporting documents, the end-user unit shall prepare the DV.	None	Three (3) working days	<i>End-user Offices Division/ Section Financial Management Division</i>
	2.2 It shall then endorse to Division Chief concerned for signature and for processing and facilitation of payment to the supplier.			
TOTAL		NONE	23 days	

4. Procurement under Emergency Cases

Procurement of Goods/ Services, Infrastructure Project, and Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Emergency Cases under Section 53.2 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Administrative Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entities
Who may avail:	All DSWD Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

<p>Approved Purchase Request must be submitted in three (3) copies signed by the ARDA/ARDO indicating complete technical specification of the goods and services requested with a copy of approved PPMP and other supporting documents per request as follow:</p> <ul style="list-style-type: none"> • Market Survey/Market Research-1 scan/photo copy <p>Applicability: Goods</p> <p>Conditions for Emergency Cases: In case of imminent danger to life or property during a state of calamity When time is of the essence arising from natural or man-made calamities Other causes where immediate action is necessary: To prevent damage to or loss of life or property To restore vital public services, infrastructure facilities and other public utilities</p> <p>In all instances, the HoPE shall confirm in writing the existence and veracity of the ground/s relied upon before approving the contract Considering that the underlying reason of this modality relates to “time element”, the PE should consider the appropriate timing or the proximity of time between the actual procurement activity to be conducted and the emergency sought to be addressed When the reason or cause for the emergency has already been abated, adoption of competitive bidding shall be considered</p>		<p>End-user Offices submit to BAC Secretariat</p> <p>End-user Offices</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approved Purchase Request duly signed from Bids & Awards Committee Secretariat (BAC SEC), Budget Unit, Requesting Party and Approved by the	1.1 The BAC Secretariat (BACSec) receives, records the approved Purchase Request (PR)	None	Three (3) Calendar days	<i>End-user Offices</i> Division/ Section <i>BAC Secretariat</i> Admin. Division <i>Procurement</i> Section Admin. Division

Regional Director.	<p>with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p>			
	<p>1.2 BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the Procurement Section receiving in-charge.</p>			
	<p>1.3 Procurement Section receiving officer endorses the PR to the Procurement Section Head who will then assign a Procurement Officer to handle the project, and then reverts to Procurement Section</p>			

	<p>receiving in-charge.</p>			
	<p>1.4 The Procurement Section receiving in-charge updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the Procurement Section Head for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR)/ Technical Assistance.</p>			
	<p>1.5 If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the Procurement Section receiving in-charge. Otherwise, the former shall</p>			

	<p>prepare PR-Action Slip addressed to the End-User Offices concerned, signed by the Procurement Section Head, for further action and compliance.</p>			
	<p>1.6 The Procurement Section approves and signs the PR, and forwards to the Procurement Section receiving in-charge. The Procurement Section receiving in-charge updates PMT, records and endorses to the Procurement Officer.</p>			
	<p>Approved PR received 1.7 The Procurement Section receiving in-charge updates, records and endorses to the Procurement Officer who shall then prepares the Request for Quotation (RFQ) and</p>	<p>None</p>	<p>Three (3) Calendar days</p>	<p><i>Procurement Section Admin. Division BAC Secretariat Admin. Division Technical Working Group Supplier</i></p>

	<p>ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the RFQ and other relevant supporting documents to the Procurement Section receiving in-charge for approval and signature of the Procurement Section Head. Once approved and signed, the Procurement Section receiving in-charge updates the PMT, and endorse to the Procurement Officer to facilitate the procurement process.</p>			
	<p>1.8 The Procurement Officer prepares the RFQ and requests the prospective</p>			

	<p>suppliers, service providers, contractors and consultant, to submit price quotation/ proposal that is responsive to the minimum technical specifications set by the end-user offices.</p>			
	<p>1.9 The Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of emergency cases and award of contract to the legally, technically and financially capable supplier, service provider, contractor and consultant.</p>			
	<p>1.10 Upon receipt of the price quotations/</p>			

	<p>proposals, BAC Sec in-charge shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-FO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user offices, and recommend to the BAC their findings.</p>			
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA) 1.11 Upon receipt of the documents, BAC Sec in-charge reviews and verifies the veracity and completeness of the documents to ensure that the supplier</p>	<p>None</p>	<p>Ten (10) calendar days</p>	<p><i>Procurement Section</i> Admin. Division <i>BAC Secretariat</i> Admin. Division <i>End-user Offices</i> Division/Section</p>

	<p>is technically, legally and financially capable to deliver the goods.</p>			
	<p>1.12 The BAC Sec in-charge then prepares the BAC Resolution recommending adoption of the Emergency Cases modality and award of contract to the legally, technically and financially capable supplier, service provider, contractor and consultant. Likewise, the Notice of Award (NOA) for infrastructures projects and consulting services are also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for</p>			

	<p>final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p>			
	<p>1.13 Upon receipt of the duly signed NOA, the BAC Sec in-charge serves it at once to the awarded supplier, service provider, contractor and consultant. The BAC Secretariat in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to</p>			

	PMS-CMD for preparation of Purchase Order (PO)/ Contract.			
	Endorsement to End-User Officers Concerned for preparation Obligation Request and Status (ORS) 1.14 The Procurement Section-Contract Monitoring Unit prepares and facilitate the issuance PO/ Contract.	None	Three (3) calendar days	<i>Procurement Section-Contract Monitoring Unit Admin. Division End-user Offices Division/Section</i>
	1.15 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the Contract Monitoring Unit receiving in-charge updates the PMT and hand it over to the			

	<p>Contact Monitoring Unit Officer upon coordination with the Contract Monitoring Unit Head to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>			
	<p>Receipt of the funded PO/Contract 1.16 Upon receipt of the duly funded P.O/Contract, the Contract Monitoring Unit Officer shall facilitate the signing of P.O/ Contract, notifies and serves immediately to the supplier, or contractor. In the same manner, in case of infrastructure projects and</p>		<p>Three (3) working days</p>	<p>Procurement Section –CMD Supplier</p>

	<p>consulting services a corresponding Notice to Proceed (NTP) shall also prepared and issued to the awarded contractor/ consultant</p>			
	<p>Supply and Delivery of Goods 1.17 For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.</p>	<p>None</p>	<p>Three (3) working days</p>	<p><i>Procurement Section- Contract Monitoring Unit, Property and Supply Section</i> Admin. Division</p>
	<p>1.18 The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical</p>			

	<p>specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.</p>			
<p>2. The End-user submit the necessary documents for the preparation of DV and endorse to End-user for processing of payment.</p>	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>2.1 Upon receipt of the inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the Contract Monitoring Unit Officer shall prepare the DV.</p>	None	Three (3) working days	<p><i>Procurement Section-Contract Monitoring Unit Admin. Division Finance Management Division</i></p>
	<p>2.2 The DV along with the supporting attachment shall be forwarded to the Contract Monitoring Unit receiving in-charge for updating of the PMT. It shall then endorse to the end-user offices concerned for</p>			

<p>privately- owned real property or venue, the End-User unit shall justify that the same is more efficient and economical to the government.</p> <p>Conditions for Lease of Real Property and Venue:</p> <p>The End-User shall prepare a Cost-Benefit Analysis indicating leasing privately-owned real property or venue is more efficient and economical</p> <p>The ABC shall be set using the midpoint of the range obtained from the results of the market analysis on the prevailing lease rates.</p> <p>Rental rates should also be within the prevailing market rates</p> <p>The Procurement Section shall invite at least three (3) prospective lessors/venues within the vicinity of the selected location to submit sealed price quotations for real-property and open price quotations for venue.</p> <p>Receipt of at least one (1) quotation is sufficient to proceed with the evaluation.</p> <p>Lease contracts amounting to more thanPhp50,000.00 shall be posted in the PhilGEPS website.</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approved Purchase Request duly signed from Bids & Awards Committee Secretariat (BAC SEC), Budget Unit, Requesting Party and Approved by the Regional Director.	1.1. The BAC Secretariat receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting	None	Three (3) Calendar days	<i>End –user Office</i> <i>Procurement Section</i> <i>Admin. Division</i>

	<p>documents, and for encoding in the Procurement Monitoring Tool (PMT).</p>			
	<p>1.2 BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the Procurement Section receiving in Charge.</p>			
	<p>1.3 Procurement Section receiving in Charge endorses the PR to the Procurement Head who will then assign a Procurement Officer to handle the project, and then reverts to Procurement Section receiving in Charge.</p>			
	<p>1.4 The Procurement Section receiving in Charge updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the Procurement Head for thorough review</p>			

	<p>of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p>			
	<p>1.5 If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the Procurement Section receiving in Charge. Otherwise, the former shall prepare PR- Action Slip addressed to the End-User Offices concerned, signed by the Procurement Head for further action and compliance. The Procurement Head approves and signs the PR, and forwards to the Procurement Section receiving in Charge. The Procurement Section receiving in charge Updates PMT, records and</p>			

	<p>endorses to the Procurement Section in-charge.</p>			
	<p>Approved PR Received</p> <p>1.6 The Procurement Section Receiving in charge updates, logs and endorses to the Procurement Officer and shall then prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents.</p>	None	One (1) calendar day	<p><i>Procurement Section</i></p> <p>Admin. Division</p>
	<p>1.7 He/She then endorses the relevant supporting documents to the Procurement Section Receiving in charge for approval and signature of the Procurement Head. Once approved and signed, the Procurement Section Receiving in</p>			

	<p>charge updates the PMT, and endorse to the Procurement Officer to facilitate procurement process.</p>			
	<p>1.8 The Procurement Officer prepares the RFQ/RFP and requests the prospective suppliers, service providers, contractors and consultant, to submit price quotation/ proposal that is responsive to the minimum technical specifications set by the end-user unit/s (OBSUs).</p>			
	<p>1.9 The Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Lease of Venue and award of contract to the</p>			

	<p>legally, technically and financially capable supplier, service provider or contractor.</p>			
	<p>1.10 Upon receipt of the price quotations/ proposals, BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s to the BAC their findings.</p>			
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA) 1.11 The BAC Sec Procurement Officer then prepares the BAC Resolution recommending</p>	<p>None</p>	<p>10 days</p>	<p><i>Procurement Section, BAC Sec Admin. Division End-user Offices</i></p>

	<p>adoption of the Negotiated Procurement – Lease of Venue modality and award of contract to the service provider with the Lowest Calculated and Responsive Quotation. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p>			
	<p>1.12 Upon receipt of the duly signed NOA, the BAC Sec in-charge serves it at once to the awarded supplier or contractor. The BAC Sec-in-Charge shall then endorse</p>			

	<p>the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to PS-CMU for preparation of Purchase Order (PO)/ Contract.</p>			
	<p>Endorsement to End-User Offices Concerned for preparation Obligation Request and Status (ORS) 1.13 The PS-CMU prepares and facilitate the issuance PO/ Contract.</p>	None	3 days	<i>Procurement Section-CMU Admin. Division End-user Offices</i>
	<p>1.14 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the PS-CMU receiving officer updates the PMT and hand it over to the CMU Officer upon</p>			

	<p>coordination with the CMU Head to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>			
	<p>Receipt of the funded PO/Contract 1.15 Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.</p>	None	3 days	<p><i>Procurement Section</i> Admin. Division <i>Supplier</i></p>
	<p>Contract Implementation – 1.16 End user Offices Shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user offices in the accordance with the approved TOR</p>	None	Three (3) working days	<p><i>Procurement Section</i> Admin. Division <i>FMS</i></p>

	in reference with the schedule of payment which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.			
2. The End-user submit the necessary documents for the preparation of DV and endorse to End-user for processing of payment.	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>2.1 Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMU Procurement in Charge shall prepare the DV.</p> <p>2.2 The DV along with the supporting document shall be forwarded to the CMU receiving in charge for updating of the PMT. It shall then endorse to the End-user offices concerned Signature of the Division Chief concerned for processing and facilitation of payment to the supplier/</p>	None	Three (3) working days	<i>Procurement Section</i> Admin. Division <i>FMS</i>

	consultant.			
	TOTAL	NONE		

6. Procurement under Repeat Order

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Repeat Order under Section 51 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Administrative Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All DSWD Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Request (PR) number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a photocopy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> Previously Awarded Contract, BAC Resolution, Notice of Award, Notice to Proceed Certificate of Completion Price Quotation <p>Applicability:</p> <ul style="list-style-type: none"> Goods and Services Infrastructure Projects / Variation Order <p>Conditions for Repeat Order:</p> <ul style="list-style-type: none"> Same or lower unit prices than those in the original contract, provided that such prices are still the most advantageous to the GOP after price verification No splitting of contracts, requisition and Purchase Orders Availed of within 6 months from the date of the NTP arising from the original contract, provided that there has been a partial delivery, inspection and acceptance of the goods within the same period Not to exceed 25% of the quantity of each item in the original contract Original contract awarded through 	End-user Offices submit to BAC Secretariat

competitive bidding The goods under the original contract must be quantifiable, divisible and consisting of at least four (4) units per item				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approved Purchase Request duly signed from Bids & Awards Committee Secretariat (BAC SEC), Budget Unit, Requesting Party and Approved by the Regional Director.	1.1 The BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT)	None	Three (3) calendar days	<i>End- user Offices, BAC Secretariat, Procurement Section Admin. Division</i>
	1.2 BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the Procurement receiving in-charge.			
	1.3 Procurement receiving			

	<p>in-charge endorses the PR to the Procurement Head who will then assign a Procurement Officer to handle the project, and then reverts to Procurement Section receiving in-charge.</p>			
	<p>1.4 The Procurement Section receiving in-charge updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the Procurement Section Head for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p>			

	<p>1.5 If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the Procurement Section receiving in-charge. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Section concerned, signed by the Procurement Section Head, for further action and compliance.</p>			
	<p>1.6 The Procurement Section Head approves and signs the PR, and forwards to the Procurement Section receiving in-charge. The Procurement Section receiving in-charge updates PMT, records and endorses to the Procurement</p>			

	Section Procurement Officer.			
	1.7 The Procurement Section receiving officer records, updates the PMT and endorses to the Procurement Section Procurement Officer who will facilitate the review of the submitted documents.	None	Three (3) calendar days	<i>Procurement Section Admin. Division</i>
	1.8 The Procurement Officer thereafter endorses to the BAC through its Secretariat a transmittal memorandum requesting for BAC Resolution recommending the adoption of Repeat Order as the mode of Procurement and award of contract to the previously awarded supplier and/or service			

	provider.			
	1.9 Upon receipt of the documents, BAC Secretariat, Procurement Officer review and verifies the veracity and completeness of the documents e.g. Justification, market scanning/ research, cost benefit analysis, previously awarded contract , NTP, Delivery Receipts etc. – to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.	None	Ten (10) calendar days	<i>BAC Secretariat Admin. Division</i>
	1.10 The BAC Sec, Procurement Officer shall then prepare the BAC Resolution recommending adoption of			

	<p>the Repeat Order modality and award of contract to the previously awarded supplier/ service provider/ contractor and consultant. Likewise, the Notice of Award is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC and eventually approval of the Head of the Procuring Entity (HOPE).</p>			
	<p>1.11 Upon receipt of the duly signed NOA, the BAC Sec, Procurement</p>			

	<p>Officer serve it at once to the awarded supplier or contractor. The BAC Sec, Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving in charge for the updating of PMT and afterwards endorse Procurement CMU for preparation of Purchase Order (PO)/ Contract.</p>			
	<p>1.12 The Procurement Section - CMU prepares and facilitate the issuance of PO/ Contract.</p>	<p>None</p>	<p>Three (3) working days</p>	<p><i>Procurement Section – CMU Admin. Division End – user Offices</i></p>
	<p>1.13 Upon receipt of the complete documents, e.g. certified true copies of the BAC</p>			

	<p>Resolution, PR and other relevant documents from BAC Secretariat, the CMU receiving in charge updates the PMT and hand it over to the CMU Procurement in charge upon coordination with the CMU Procurement Section to review, prepare executive summary.</p>			
	<p>1.14 Endorse to the End-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS)</p>			
	<p>1.15 Upon receipt of the duly funded PO/ Contract, the CMU Procurement Officer shall facilitate the signing of PO/ Contract, notifies and</p>	<p>None</p>	<p>Three (3) working days</p>	<p><i>Procurement Section – CMU Admin. Division Supplier</i></p>

	<p>serves immediately to the supplier, or contractor.</p>			
	<p>1.16 For the delivery of goods, the Procurement Section - CMU in-charge must coordinate with PSS on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the request for inspection (RFI) addressed to the inspection committee.</p>	<p>None</p>	<p>Three (3) working days</p>	<p><i>Procurement Section – CMU, Property & Supply Section Admin. Division</i></p>
	<p>1.17 The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection</p>			

	report to the CMU, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.			
2. The End-user submit the necessary documents for the preparation of DV and endorse to End-user for processing of payment.	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>2.1 Upon receipt of the Inspection Report, Sales Invoice, Billing/ Statement of Account, and other supporting documents, the CMU Procurement Officer shall prepare the DV.</p> <p>2.2 The DV along with the supporting attachment shall be forwarded to the CMU receiving in-charge for updating of the PMT. It shall then endorse to the end-user office concerned for signature of the Division Chief concerned for</p>	None	Three (3) working days	<i>Procurement Section</i> Admin. Division <i>FMS</i>

<u>Php50,000.00.</u>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approved Purchase Request duly signed from Bids & Awards Committee Secretariat (BAC SEC), Budget Unit, Requesting Party and Approved by the Regional Director.	1.1. The BAC Secretariat receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).	None	Three (3) Calendar days	<i>End –user Office</i> <i>Procurement Section</i> Admin. Division
	1.2 BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the Procurement Section receiving in Charge.			
	1.3 Procurement Section receiving in Charge endorses the PR to the Procurement Head who will then assign a Procurement Officer to handle the project, and then reverts to Procurement Section			

	<p>receiving in Charge.</p>			
	<p>1.4 The Procurement Section receiving in Charge updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the Procurement Head for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p>			
	<p>1.5 If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the Procurement Section receiving in Charge. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Offices concerned, signed by the Procurement Head for further action and compliance.</p>			

	<p>The Procurement Head approves and signs the PR, and forwards to the Procurement Section receiving in Charge. The Procurement Section receiving in charge Updates PMT, records and endorses to the Procurement Section in-charge.</p>			
	<p>Approved PR Received</p> <p>1.6 The Procurement Section Receiving in charge updates, logs and endorses to the Procurement Officer and shall then prepares the Request for Quotation (RFQ and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents.</p>	None	One (1) calendar day	<p><i>Procurement Section</i></p> <p>Admin. Division</p>
	<p>1.7 He/She then endorses the relevant supporting documents to the Procurement Section</p>			

	<p>Receiving in charge for approval and signature of the Procurement Head. Once approved and signed, the Procurement Section Receiving in charge updates the PMT, and endorse to the Procurement Officer to facilitate procurement process.</p>			
	<p>1.8 After the PR was reviewed and determined that the documents submitted are complete, the Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-FO for those projects/ activities with an Approved Budget for the Contract (ABC)</p>			

	<p>above Fifty Thousand Pesos (PhP 50,000.00) but not more than One Million Pesos (PhP1M) and/or for the BAC to proceed with evaluation for the procurement transactions with and ABC below Fifty Thousand Pesos (PhP50,000.00).</p>			
	<p>Posting at PhilGEPS and DSWD Website 1.9 Procurement Request for Quotation which requires posting shall be posted at the Philgeps, DSWD website and at the conspicuous places and the RFQ shall then endorse to Procurement Section to secure a quotation within three (3) to seven (7) calendar days or “on or before” the scheduled date of the deadline for submission and receipt of quotations/ proposals.</p>	<p>None</p>	<p>Three (3) calendar days</p>	<p><i>BAC Secretariat</i> Admin. Division <i>End-user Offices/ Technical Working Group (TWG)</i> Division/ Section</p>

	<p>1.10 Upon receipt of the price quotations, BAC Secretariat in-charge shall conduct evaluation, reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable of deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p>			
	<p>1.11 Upon receipt of the price quotations, BAC Secretariat in-charge shall conduct evaluation, reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and</p>			

	<p>financially capable of deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p>			
	<p>1.12 However, if the BAC Secretariat in-charge could not proceed to evaluate the submitted price quotations BAC Secretariat shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-FO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user offices and recommended to the BAC their findings.</p>			
	<p>Preparation of Abstract of Quotation</p>	<p>None</p>	<p>Seven (7) Calendar days</p>	<p><i>BAC Secretariat Admin. Division End-user Offices</i></p>

				Division/ Section
	<p>1.13 The BAC Secretariat in-charge shall then prepare the AOQ recommending adoption of the Shopping Modality and award of contract to the supplier / service provider/ with the Lowest Calculated and Responsive Quotation. The AOQ shall be endorsed to the Head of the BAC Secretariat for final review and comments. Prior to its routing for approval and signature of the members of the BAC, and eventually approved of the Head of the procuring Entity (HoPE).</p>			
	<p>1.14 The BAC Secretariat in-charge shall then endorse the approved AOQ (CTC) with complete supporting documents to BAC receiving in-charge for the updating of</p>			

	PMT and afterwards endorse to Procurement Section- Contract Monitoring Unit for preparation of Purchase Order (P.O).			
	Endorsement to End-user Offices Concerned for preparation Obligation Request and Status (ORS) 1.15 The Procurement Section- Contract Monitoring Unit prepares and facilitate the issuance of Purchase Order.	None	Three (3) working days	<i>Procurement Section Admin. Division End-user Offices Division/ Section</i>
	1.16 The entire documents for preparation and signing of Obligation Request and Status (ORS).			
	1.17 Upon receipt of the complete documents , e.g. certified true copies of the AOQ, PR, and other relevant documents from BAC Secretariat, the Contract Monitoring Unit receiving in-			

	<p>charge updates the PMT and hand it over to the Procurement Section-Contract Monitoring Officer upon coordination with the Contract Monitoring Unit Head to review, prepare executive summary, and endorse to the end-user concerned.</p>			
	<p>Receipt of the funded PO 1.18 Upon receipt of the duly funded Purchase Order, the Procurement Section-Contract Monitoring Unit in-charge shall facilitate the signing of Purchase Order, notifies and serves immediately to the supplier, or Contractor.</p>	None	Three (3) working days	<i>Procurement Section-Contract Monitoring Unit Admin. Division Supplier</i>
	<p>Supply and Delivery of Goods 1.19 For the delivery of Goods, Procurement Section-Contract Monitoring Unit</p>	None	Three (3) working days	<i>Procurement Section-Contract Monitoring Unit, Property and Supply Section Admin. Division</i>

	<p>in-charge must coordinate with Property and Supply Section on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Inspection and Acceptance Report (IAR) Addressed to the Inspection Committee.</p>			
	<p>1.20 The inspection Committee shall inspect and examine compliance of the technical specification the delivered goods according to the PO/ Contract, and submit Inspection and Acceptance Report to the Contract Monitoring Unit, which shall be the basis for preparation of Disbursement Voucher (DV) for Processing of Payment.</p>			
<p>2. The End-user submit the necessary documents for the preparation of DV and</p>	<p>Preparation of Disbursement Voucher (DV) for Payment 2.1 Upon receipt of the Inspection</p>	<p>None</p>	<p>Three (3) working days</p>	<p><i>Procurement Section–Contract Monitoring Unit, Property and Supply Section Admin. Division</i></p>

endorse to End-user for processing of payment.	and Acceptance Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the Contract Monitoring Unit in-charge shall prepare the DV.			
	2.2 The DV along with the supporting attachment shall be forwarded to the Contract Monitoring Unit receiving in-charge for updating of the PMT. It shall then endorse to the end-user offices concerned for signature of the Division Chief concerned for processing and facilitation of payment to the supplier/ consultant.			
TOTAL		NONE	26 days	

8. Small Value Procurement

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Small Value Procurement under Section 53.9 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)
Classification:	Small Value Procurement

Type of Transaction:		G2G – Government to Government G2B – Government to Business		
Who may avail:		All DSWD Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>All Purchase Request (PR) must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a photocopy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Terms of Reference-1 original copy <p>Applicability:</p> <p>Goods Infrastructure Projects Consulting Services</p> <p>Conditions for Small Value Procurement:</p> <p>Procurement of goods not covered by Shopping under Sec.52, infrastructure projects and consulting services not exceeding the threshold. The BAC shall prepare and send the RFQs/RFPs to <u>at least three (3) suppliers, contractors or consultants</u> of known qualifications Receipt of at least one (1) quotation/proposal is sufficient to proceed with the evaluation thereof Threshold for SVP is not exceeding Php 1,000,000.00</p> <p>Posting of RFQs/RFPs in the PhilGEPS website, PE’s website, if available, and at any conspicuous place is required if the ABC of the procurement project is <u>more than Php50,000.00</u></p>		<p>End-user Offices submit to BAC Secretariat</p> <p>End –user Offices</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Approved Purchase Request duly signed from Bids & Awards Committee Secretariat (BAC SEC), Budget Unit, Requesting Party and Approved by the Regional Director.</p>	<p>1.1. The BAC Secretariat receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p>	<p>None</p>	<p>Three (3) Calendar days</p>	<p><i>End –user Office Procurement Section Admin. Division</i></p>
	<p>1.2 BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the Procurement Section receiving in Charge.</p>			
	<p>1.3 Procurement Section receiving in Charge endorses the PR to the Procurement Head who will then assign a Procurement Officer to handle the project, and then reverts to Procurement Section receiving in</p>			

	Charge.			
	<p>1.4 The Procurement Section receiving in Charge updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the Procurement Head for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p>			
	<p>1.5 If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the Procurement Section receiving in Charge. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User</p>			

	<p>Offices concerned, signed by the Procurement Head for further action and compliance. The Procurement Head approves and signs the PR, and forwards to the Procurement Section receiving in Charge. The Procurement Section receiving in charge Updates PMT, records and endorses to the Procurement Section in-charge.</p>			
	<p>Approved PR Received</p> <p>1.6 The Procurement Section Receiving in charge updates, logs and endorses to the Procurement Officer and shall then prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated in the approved PR are consistent</p>	<p>None</p>	<p>One (1) calendar day</p>	<p><i>Procurement Section</i></p> <p>Admin. Division</p>

	<p>with the approved TOR and/or supporting documents.</p>			
	<p>1.7 He / She then endorses the relevant supporting documents to the Procurement Section Receiving in charge for approval and signature of the Procurement Head. Once approved and signed, the Procurement Section Receiving in charge updates the PMT, and endorse to the Procurement Officer to facilitate procurement process.</p>			
	<p>1.8 After the PR was reviewed and determined that the documents submitted are complete, the Procurement Officer, thereafter, endorses to the</p>			

	<p>BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-FO for those projects/activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (PhP 50,000.00) but not more than One Million Pesos (PhP1M) and/or for the BAC to proceed with evaluation for the procurement transactions with and ABC below Fifty Thousand Pesos (PhP50,000.00).</p>			
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	<p>Posting at PhilGEPS and DSWD Website and Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>1.9 Procurement Request which requires posting shall be posted at the PhilGEPS, DSWD website and at the conspicuous places and the RFQ shall then endorse to Procurement Section to secure a quotation within three (3) to seven (7) calendar days or “on or before” the scheduled date of the deadline for submission and receipt of quotations/ proposals.</p>	None	Three (3) calendar days	<p><i>BAC Secretariat,</i></p> <p>Admin. Division</p> <p><i>End-user Unit/TWG</i></p> <p>Division/ Section</p>
	<p>1.10 Upon receipt of the price quotations/ proposals, BAC Sec Procurement in Charge shall conduct evaluation, reviews and verifies the veracity and completeness of the documents to ensure that the supplier is</p>			

	<p>technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p>			
	<p>1.11 However, if the BAC Secretariat Procurement in Charge could not proceed to evaluate the submitted price quotations/ proposals BAC Secretariat Procurement shall then proceed the creation of</p>			
	<p>1.12 Technical Working Group (TWG) from the pool of technical experts of the DSWD- FO who will examine and evaluate the submitted documents, and determine their compliance to the minimum</p>			

	<p>technical specifications set by the end-user offices, and recommend to the BAC their findings.</p>			
	<p>Preparation of Abstract of Quotation/BAC Resolution and Issuance of Notice of Award (NOA) 1.13 The BAC Secretariat in charge shall then prepare the BAC Resolution recommending adoption of the Negotiated Procurement - Small Value Procurement modality and award of contract to the supplier/ service provider/ contractor and consultant with Lowest Calculated and Responsive Quotation/ Highest Rated Responsive</p>	<p>None</p>	<p>Seven (7) calendar days</p>	<p><i>BAC Secretariat</i> <i>Admin. Division</i> <i>End-user Offices</i> <i>Division/ Section</i></p>

	Bidder.			
	1.14 The Notice of Award (NOA) is also prepared in cases of infrastructure projects/ consulting services.			
	1.15 The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).			
	1.16 Upon receipt of the duly signed NOA, the BAC Secretariat in charge serves it at once to the awarded supplier,			

	<p>service provider, contractor and consultant. The BAC Secretariat Procurement in charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC receiving officer for the updating of PMT and afterwards endorse to Procurement Section-CMU for preparation of Purchase Order (PO)/ Contract.</p>			
	<p>Endorsement to End-User Offices Concerned for preparation Obligation Request and Status (ORS) 1.17 The Procurement Section-CMU prepares and facilitate the issuance PO/ Contract.</p>	<p>None</p>	<p>Three (3) working days</p>	<p><i>Procurement Section-CMU Admin. Division</i></p> <p><i>End-user Offices Division/ Section</i></p>

	<p>1.18 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMU receiving in-charge updates the PMT and hand it over to the CMU in-charge upon coordination with the CMU Head to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>			
	<p>Receipt of the funded PO/Contract 1.19 Upon receipt of the duly funded PO/Contract, the CMU Procurement in Charge shall facilitate the signing of</p>	<p>None</p>	<p>Three (3) working days</p>	<p><i>Procurement Section-CMU</i></p> <p>Admin. Division</p> <p><i>Supplier/ Consultant</i></p>

	PO/Contract, notifies and serves immediately to the supplier, or contractor.			
	<p>Supply and delivery of goods</p> <p>1.20 For the delivery of goods, the Contract Monitoring Unit in charge must coordinate with Property and Supply Section on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection and Acceptance Report (IAR) addressed to the Inspection Committee.</p>	None	Three (3) working days	<p><i>Procurement Section-CMU, Property and Supply Section</i></p> <p>Admin. Division</p>
	<p>1.21 The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract,</p>			

	<p>and submit Inspection and Acceptance Report to Contract Monitoring Unit, which shall be the basis for preparation of Disbursement Voucher (DV) for Processing of Payment.</p>			
	<p>Contract Implementation –</p> <p>1.22 End user Offices Shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user offices in the accordance with the approved TOR in reference with the schedule of payment which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.</p>	<p>None</p>	<p>Three (3) working days</p>	<p><i>Procurement Section</i></p> <p>Admin. Division</p> <p><i>FMS</i></p>

<p>2. The End-user submit the necessary documents for the preparation of DV and endorse to End-user for processing of payment.</p>	<p>Preparation of Disbursement Voucher (DV) for Payment 2.1 Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMU Procurement in Charge shall prepare the DV.</p>	<p>None</p>	<p>Three (3) working days</p>	<p><i>Procurement Section</i> Admin. Division <i>FMS</i></p>
	<p>2.2 The DV along with the supporting document shall be forwarded to the CMU receiving in charge for updating of the PMT. It shall then endorse to the End-user offices concerned Signature of the Division Chief concerned for processing and facilitation of payment to the supplier/ consultant.</p>			
	TOTAL	NONE	28 days	

9. Procurement Under Two (2) Failed Biddings

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Small Value Procurement under Section 53.1 of the 2016 Revised IRR of R.A. 9184 as mode of procurement

Office or Division:	Administrative Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government G2B – Government to Business
Who may avail:	All DSWD Employees
CHECKLIST OF REQUIREMENTS	
<p>All Purchase Request (PR) must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a photocopy of approved PPMP and other supporting documents per request as follows:</p> <p>Approved Terms of Reference-1 original copy</p> <p>Approved Project Proposal-1 original copy</p> <p>Applicability:</p> <p>Goods Infrastructure projects Consulting Services</p> <p>Documentary Requirements:</p> <p>Approved Terms of Reference Approved Project Proposal BAC Resolution Declaring 2nd Failure of Bidding</p> <p>Conditions:</p> <p>Failed competitive bidding for the second time under Sec. 35; and Mandatory review of the Terms, conditions and specifications, and ABC, which may be adjusted up to 20% of ABC for the last failed bidding End-User Unit/s (OBSUs) to conduct mandatory review of the terms, conditions, specifications, and cost estimates, as prescribed in Section 35 of the IRR, the BAC, based on its findings, as assisted by its Secretariat, TWG and End-User Unit/s (OBSUs) may revise and agree on the technical specifications or terms of reference, and if necessary, adjust the ABC, subject to the</p>	WHERE TO SECURE
	End-user Offices submit to BAC Secretariat
	End-user Offices
	End-user Offices

required approvals. However, the ABC cannot be increased by more than twenty percent (20%) of the ABC for the last failed bidding.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approved Purchase Request duly signed from Bids & Awards Committee Secretariat (BAC SEC), Budget Unit, Requesting Party and Approved by the Regional Director.	1.1 The BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).	None	Three (3) calendar days	<i>End-user Offices, BAC-Secretariat, Procurement Section Admin. Division</i>
	1.2 BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the Procurement Section receiving in-charge. If the Purchase request is not included in the PPMP/APP the BAC Secretariat receiving in-charge returns the PR to End-User.			
	1.3 Procurement Section receiving			

	<p>in-charge endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to Procurement Section receiving in-charge.</p>			
	<p>1.4 The Procurement Section receiving in-charge updates PMT, records and endorses the PR to the assigned Procurement staff in coordination with the Procurement Section Head for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p>			
	<p>1.5 If found in order, the assigned Procurement staff affixes his/her initial and endorse the documents back to the Procurement</p>			

	<p>section receiving in-charge. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Office concerned, signed by the Procurement Section Head, for further action and compliance.</p>			
	<p>1.6 The Head of the Procuring Entity approves and signs the PR, and forwards to the Procurement Section receiving in-charge. The Procurement Section receiving in-charge updates PMT, records and endorses to the assigned Procurement staff.</p>			
	<p>1.7 If found not in order, the assigned Procurement staff endorse the documents back to the Procurement Section receiving in-</p>			

	charge and return the PR to the End-user.			
	Approved PR received 1.8 The Procurement Section receiving in-charge updates, logs and endorses to the assigned procurement staff and shall then prepares the Request for Quotation Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents.	None	One (1) calendar day	<i>Procurement Section Admin. Division</i>
	1.9 He/She then endorses the relevant supporting documents to the Procurement Section receiving in-charge for approval and signature of the Procurement			

	<p>Section Head. Once approved and signed, the Procurement Section receiving in-charge updates the PMT and endorse to the assigned Procurement staff to facilitate procurement process.</p>			
	<p>1.10 After the Purchase Request (PR) was reviewed and determined that the documents submitted are complete, the Procurement Section receiving in-charge, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD website and conspicuous places within the premises of the DSWD FO XI. The PR is</p>			

	less than or equal to Fifty Thousand (50,000).			
	Posting at PhilGEPS and DSWD website, Conduct of Negotiation and Submission of Best and Final Offer, Conduct of Post-Qualification 1.11 Purchase Request shall be posted at the PhilGEPS, DSWD website and at the conspicuous places.	None	Three (3) calendar days	<i>BAC Secretariat Admin. Division End-user Office/TWG</i>
	1.12 The assigned Procurement staff shall then invite at least three (3) suppliers, contractors or consultants, including those disqualified in previous biddings for the project, for negotiations to ensure effective competition. This, notwithstanding, those who responded through any of the required postings shall be allowed to participate.			

	<p>Even if only (1) bidder should respond to such invitation or posting, the BAC shall proceed with the negotiation subject to the rules prescribed.</p>			
	<p>1.13 Any requirements, guidelines, documents, clarifications, or other information relative to the negotiations that are communicated by the BAC to a supplier, contractor, or consultant shall be communicated on an equal basis to all other suppliers, contractors, or consultants engaging in negotiations with the BAC relative to the procurement. The prospective bidders shall be given equal time and opportunity to negotiate and</p>			

	<p>discuss the technical and financial requirements of the project to be able to submit a responsive quotation or proposal.</p>			
	<p>1.14 Following completion of the negotiations, the BAC shall request all suppliers, contractors, or consultants in the proceedings to submit, on a specified date, a best offer based on the final technical and financial requirements together with their post-qualification documents.</p>			
	<p>1.15 Upon receipt of the best and final offer together with their post-qualification documents, the BAC Secretariat assigned staff shall conduct evaluation, reviews and verifies the</p>			

	<p>veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p>			
	<p>1.16 BAC Secretariat shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD FO who will examine and evaluate the submitted documents (best and final offer and post-qualification documents, and determine their compliance to the minimum technical specifications set by the end-user Office,</p>			

	and recommend to the BAC their findings.			
	<p>Preparation BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>1.17 The BAC Secretariat assigned staff shall then prepare the BAC resolution recommending adoption of the Negotiated Procurement – Two Failed Bidding and award of contract to the supplier/ service provider/ contractor and consultant with Lowest Calculated and Responsive Quotation/ Highest Rated Responsive Bidder. Likewise, the Notice of Award (NOA) is also prepared in cases of infrastructure projects/ consulting services.</p>	None	Seven (7) calendar days	<i>BAC Secretariat, Admin. Division End-user Office</i>
	1.18 The BAC Resolution and the NOA shall			

	<p>be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p>			
	<p>1.19 Upon receipt of the duly signed NOA, the assigned BAC Secretariat staff serves it at once to the awarded supplier, service provider, contractor and consultant. The assigned BAC Secretariat staff shall then endorse the approved BAC Resolution/ (CTC) with complete supporting documents to BAC receiving officer for the updating of PMT and afterwards endorse to</p>			

	<p>Procurement Section- Contract Monitoring Unit for preparation of Purchase Order (PO)/Contract.</p>			
	<p>Endorsement to End-User Office, Concerned for preparation Obligation Request and Status (ORS) 1.20 The Procurement Section – Contract Monitoring Unit prepares and facilitate the issuance PO/Contract.</p>	<p>None</p>	<p>Three (3) working days</p>	<p><i>Procurement Section -Contract Monitoring Unit, Admin. Division End-user Office</i></p>
	<p>1.21 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the Contract Monitoring Unit receiving in-charge updates the PMT and hand it over to the assigned Contract Monitoring Unit staff upon coordination</p>			

	<p>with the Procurement Section Head to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>			
	<p>Receipt of the funded PO/Contract 1.22 Upon receipt of the duly funded PO/Contract, the assigned Contract Monitoring Unit staff shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.</p>	<p>None</p>	<p>Three (3) working days</p>	<p><i>Procurement Section, Contract Monitoring Unit, Admin. Division Supplier/ Consultant</i></p>
	<p>Supply and Delivery of Goods 1.23 For the delivery of goods, the Contract Monitoring Unit in-charge must coordinate with Property and Supply Section (PSS) on the receiving of the</p>	<p>None</p>	<p>Three (3) working Days</p>	<p><i>Procurement Section, Contract Monitoring Unit, Property and Supply Section (PSS)</i> Admin. Division</p>

	<p>stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.</p>			
	<p>1.24 The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection report to the Contract Monitoring Unit, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.</p>			
<p>Contract Implementation</p>	<p>1.25 End-User Office shall monitor the implementation</p>	<p>None</p>	<p>As indicated in the approved TOR</p>	<p><i>End-user Office</i></p>

	<p>of the project. The issuance of certification of services rendered shall be issued by the end-user Office in accordance with the approved TOR in reference with the schedule of payment which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.</p>			
<p>2. The End-user submit the necessary documents for the preparation of DV and endorse to End-user for processing of payment.</p>	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>2.1 Upon receipt of the Inspection Report, Sales Invoice, Billing/ Statement of Account, and other supporting documents, the Procurement Section - Contract Monitoring Unit in-charge shall prepare the DV.</p> <p>2.2 The DV along with the supporting attachment shall be forwarded to the Contract</p>	None	Three (3) working days	<p><i>Procurement Section-Contract Monitoring Unit Admin. Division Financial Management Division</i></p>

	Monitoring Unit receiving in-charge for updating of the PMT. It shall then endorse to the end-user Office concerned for signature of the Division Chief concerned for processing and facilitation of payment to the Supplier/consultant.			
TOTAL		NONE	26 days	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback	Client Satisfaction Measurement Survey (CSMS) form shall be provided to the client.
How feedback is processed	Duly accomplished CSMS forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting party may submit an appeal for the request that has been denied or may send a complaint letter to the Administrative Division Chief.
How complaints are processed	Upon receipt of the complaint, the concerned Section shall make the necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact AD -PSS through (082) 227-1964 or through email: property.fo11@dswd.gov.ph
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines

	Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888
	ARTA: complaints@arta.gov.ph

**General Administration Support Services Division
Property and Supply Section
Internal Services**

1. Facilitation of Request for Relief from Property Accountability from Commission on Audit

In case of the lost, damaged and destroyed property issued to employees due to force majeure, theft/robbery and fire, the Accountable Officer can request for Relief from Property Accountability to COA. AD - PSS facilitates this request upon submission of pertinent documents by the Accountable Officer.

Office/Division:	Administrative Service – Property and Supply Section (AD-PSS)
Classification:	Complex
Type of Transaction :	G2G – Government to Government
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: a. DSWD employees and officials

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP).		1. From PSS Office through PREMIS		
2. One (1) original copy of duly notarized Affidavit of Loss		2. To be prepared by the client without any prescribed format		
3. One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person.		3. To be prepared by the client without any prescribed format		
4. One (1) original copy of Police Report		4. To be prepared by the client without any prescribed format		
5. One (1) original copy Comments of the Head Cluster		5. To be prepared by the client without any prescribed format		
6. One (1) original copy of Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency.		6. To be prepared by the client without any prescribed format		
7. One (1) original copy of Inspection Report of Damaged Property.		7. To be prepared by the client without any prescribed format		
8. One (1) photocopy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)		8. From PSS Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE

		PAID		
1. Submit request for Technical Assistance to AD-PSS re loss of issued property	1.1 Record the request in the Electronic Database (EDMS). Forward request to AD-PS Section Head	None	5 minutes	<i>PSS Staff</i>
	1.2 Review the document and assign to concerned Technical Staff	None	5 minutes	<i>PS Section Head</i>
	1.3 Review and prepare Memorandum for the signature of the Administrative Division Chief addressed to the requester to inform of the processes to be undertaken in requesting for relief from property accountability and the requirements to be submitted in accordance with the COA Guidelines.	None	3 hours	<i>PSS Technical Staff</i>
2. Submit request for relief from property accountability to COA with the following documentary requirements: a. RLSDDP b. Affidavit of Loss c. Affidavit of Two (2) Disinterested Person d. Comment of the Cluster Head	2.1 Review the documents submitted: 2.1.1 If not complete - Prepare Memorandum for Accountable Officer to require compliance 2.1.2 If complete – Prepare endorsement letter to Commission	None	3 hours	<i>PSS Technical Staff</i>

<p>e. Police Blotter and Certification (if applicable)</p> <p>f. Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency</p> <p>g. Inspection Report of Damaged Property.</p> <p>h. Copy of Property Acknowledgment Receipt (PAR)/Inventory Custodian Slip (ICS)</p>	<p>on Audit for Request for Relief to be signed by the Regional Director</p> <p>a. Forward the signed endorsement to COA copy furnished the Accountable Officer.</p>			
<p>3. Upon receipt of COA Decision, request Technical Assistance as to the settlement of accountability in accordance with COA decision</p>	<p>3. Provide Technical Assistance as follows:</p> <p>3.1 Request Granted –</p> <p>a. Prepare Memorandum endorsing the COA Decision to FMD for dropping of the lost property, for signature of AD-Chief, copy furnished the Accountable Officer</p> <p>b. Update records/ PREMIS</p> <p>3.2 Request Denied – Prepare</p>	<p>None</p>	<p>3 hours</p>	<p><i>PSS Technical Staff</i></p>

	memorandum informing the Accountable Officer of the processes for replacement, payment, or reimbursement			
4. Submit replacement unit in accordance with COA Decision	4.1 Request the presence of a COA representative during inspection of the replacement unit	None	1 hour	<i>PSS Technical Staff</i>
	4.2 Analyze the specification of the offered replacement item.	None	1 hour	
	4.3 Accept replacement unit upon concurrence of COA representative	None	2 hours	
	4.4 Prepare necessary documentation/ update record in PREMIS	None	1 hour	
	4.5 Prepare Memorandum to FMD and COA on the acceptance of offered replacement items for reference and recording in the Books of Account.	None	2 hours	
5. Pay the value of property in accordance with the COA Decision	5.1 Provide assistance as to the mode of payment	None	3 hours	<i>PSS Technical Staff</i>
	5.2 Prepare Memorandum to FMD for the receipt of payment; or	None		
	5.3 Prepare Memorandum to HRMDS-PAD for the deduction of the amount of property in			

	accordance with COA Decision			
	5.4 Prepare necessary documentation/ update record in PREMIS			
TOTAL		NONE	16 hours, 10 minutes	

2. Facilitation of Request for Relief from Property Accountability Through Reimbursement/Replacement

When the lost, damaged and destroyed property issued to employees was due to other circumstance other than force majeure, theft/robbery and fire (whereas lost may be credited), the Accountable Officer can request for the replacement or reimbursement of the money value of the lost property or payment of cost of repair of the damaged property, within thirty (30) days from the occurrence of loss.

Office/Division:	Administrative Service – Property and Supply Section (AD-PSS)			
Classification:	Complex			
Type of Transaction :	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of duly accomplished Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP), with proof of submission to COA 2. One (1) original copy of Memorandum requesting reimbursement/replacement of item lost endorsed by Undersecretary concern to Undersecretary for GASSG		1. From PSS Office through PREMIS 2. To be prepared by the Client without any prescribed format		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of Memorandum to OUSGASSG and duly accomplished RLSDDP	1.1 Record the request in the Electronic Database (EDMS). Forward request to AS-PS Section Head 1.1.1 Review the Request and RLSDDP	None	5 minutes	<i>PSS Staff</i>

received by COA	1.2 Assigned the request to concerned Technical Staff	None	5 minutes	<i>PS Section Head</i>
	1.3 Review the Request.	None	4 hours	<i>PSS Technical Staff</i>
	a. If not complete - Return to Accountable Officer for Compliance			
	b. If complete – Prepare Memorandum on the recommendation relative to request to the Regional Director to be signed by the AD-Chief			
1.4 Prepare Memorandum for Accountable Officer informing the approval of the request for Reimbursement/Replacement of Lost Property.				
2. Submit compliance on the approved recommendation of settlement.	2.1 Reimbursement	None	1 hour	<i>PSS Technical Staff</i>
	1.1.1 Assist the Accountable Office for the Issuance of Order of Payment from Accounting Division.			
	1.1.2 Assist the Accountable Officer for the issuance of Official Receipt of Cash Section for the payment.			
1.1.3 Update PREMIS as to the settlement of property				

	accountability.			
	1.2 Replacement 2.2.1 Inspection of the offered replacement item. a. If not compliant – Returned the item/s to Accountable Officer for compliance. b. If compliant – Updates record in PREMIS			
	2.2.2 Prepare Memorandum to FMD and COA on the acceptance of offered replacement items for reference and recording in the Books of Account.			
TOTAL		NONE	5 hours, 10 minutes	

3. Issuance of Portable Equipment Sticker Pass

Clients with portable equipment which are frequently brought outside and inside the DSWD premises may request for issuance of Portable Equipment Sticker Pass (PESP) in lieu of Gate Pass.

Unlike Gate Pass which is valid until the stated date of returned, PESP is valid from issuance or renewal until the last working day of the semester for regular/casual//contractual/co-terminous employee, the same shall apply for personal portable equipment frequently brought by the employee and until the last day of the quarter for COS workers but not beyond the last day of the contracted service.

Office/Division:	Administrative Service – Property and Supply Section (AD-PSS)
Classification:	Simple
Type of Transaction :	G2G – Government to Government
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of duly accomplished request for issuance of Portable Equipment Sticker Pass (PESP)		To be prepared by the client offices' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System;		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for PESP	1.1 Validate submitted request if duly signed by the Head of Office	None	1 hour	<i>PSS Technical Staff</i>
	1.1.1 Update expiration date of the sticker in PREMIS; for DSWD property with accountable person under regular / contractual / co-terminous/ casual employee expiration date shall be every at the end of every semester and for COS workers, expiration date shall be by the endo of the last month of every quarter. For personal property expiration date shall be similar to the DSWD property with regular accountable person			
	1.1.2 Generate portable equipment sticker pass and forward to AS-PS Section Head for			

	signature			
	1.2. 3 Record PESP details in the logbook			
	1.1. 4 Sign PESP	None	5 minutes	<i>AS-PS Section Head</i>
2. Claim PESP and present the portable property	2.1 Validate presented property vis-à-vis the details of property indicated in the request for issuance of PESP	None	30 minutes	<i>PSS Technical Staff</i>
	2.1.1 Attach PESP in the most visible and secure area of the property			
	2.1.2 Present PESP request submitted by the client for signature as received sticker			
	2.1.3 Update PREMIS and marked sticker pass as claimed			
TOTAL		NONE	1 hour, 35 minutes	

4. Issuance of Supplies and Materials from Stockpile

Request of issuance of commonly use office supplies is being done through filling-out of Requisition and Issue Slip (RIS) prepared by designated Offices' staff. The RIS and actual issuance of supplies shall be processed by the Warehouse Management unit subject to the approval of the PS Section Head.

Office/Division:	Administrative Service – Property and Supply Section (AD-PSS)	
Classification:	Complex Transaction	
Type of Transaction :	G2G – Government to Government	
Who may avail:	Department of Social Welfare and Development (DSWD) OBSUs	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Three (3) copies of duly accomplished RIS of concerned OBSU	1. RIS template issued to respective Office with the prescribed format;	
2. One (1) Photocopy of approved PPMP of requesting OBSU	2. Designated Supply/Property Officer of respective Offices;	

<p>3. One (1) Photocopy of approved Technical Assistance Request, if required</p> <p>4. One (1) Photocopy of project proposal, if required</p>	<p>3. Focal person of concern technical support office such as ICTMS, SMS, among others, depending on the nature of technical assistance request without any prescribed format</p> <p>4. Focal person of proponent Office.</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit duly approved RIS to Procurement Management Service including required attachment such as PPMP and Technical Assistance Request</p>	<p>1.1 Receive, review and record the submitted duly approved RIS</p>	<p>None</p>	<p>2 hours</p>	<p><i>Administrative Staff</i> PSS</p>
	<p>1.1.1 Assign RIS number</p>			
	<p>1.2 Verify availability of requested supplies and materials</p>			
	<p>1.3 Update concerned Office staff on the availability or non-availability of supplies and materials</p>			
<p>2. Receipt of issued supplies and materials</p>	<p>2.1 Update stock card and issue requested supplies and materials</p>	<p>None</p>	<p>4 hours</p>	
	<p>2.2 Updating of stock/bin card</p>			
	<p>2.3 Pull out of stocks for issuance to requesting OBSU</p>			
	<p>2.4 Update database</p>			
TOTAL		NONE	6 hours	

5. Provision of Technical Assistance on Property and Supply Section to Divisions, Sections, and Other Offices.

Technical Assistance is provided to Divisions, Sections and other Offices in the area of Property, Asset and Warehouse Management to capacitate their designated Property Officers on the knowledge of DSWD Guidelines, Oversight Agencies Rules and Regulations on Property and Supply Management and Land Titling facilitation.

Office/Division:	Administrative Service – Property and Supply Section (AD-PSS)			
Classification:	Highly Technical			
Type of Transaction :	G2G – Government to Government			
Who may avail:	1. DSWD Offices 2. DSWD Designated Property and Supply Custodian 3. Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Technical Assistance - One (1) original copy.		To be prepared by DSWD Offices through Memorandum addressed to Administrative Division Chief, Attention the AS-PS Section Head signed by their Head of Office or authorize official.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the request for Technical Assistance indicating the specific topics and concerns to be discussed.	1.1 Received the request 1.1.1 Record the request in the Electronic Database (EDMS). Forward request to AS-PS Section Head.	None	5 minutes	<i>PSS Receiving Staff</i>
	1.1.2 Review the request. Check the availability of Technical Staff on the requested date of	None	10 minutes	<i>PS Section Head</i>

	Technical Assistance.			
	1.1.3 Assigned the request to the concerned Technical Staff.			
	1.1.4 Technical Staff to prepare a reply for confirming the date of Technical Assistance.	None	5 days	<i>PSS Technical Staff</i>
	a. Prepared Special Order (If Field Office) for the period of Technical Assistance.			
	b. Prepare the needed documents and information for the conduct of Technical Assistance			
	c. Conduct Technical Assistance on the scheduled date	None	4 days for Field Offices	<i>PSS Technical Staff</i>
2. Accomplished the Technical Assistance Evaluation Form	2.1 Receive the duly accomplished Technical Assistance Evaluation Form.	None	10 minutes	<i>PSS Technical Staff</i>
	2.1.1 Consolidate the Technical Assistance Evaluation	None	7 days from returned to Official Station	<i>PSS Technical Staff</i>

	Form.			
	2.1.2 Prepared Feedback Report for approval of PS Section Head.	None		
	2.1.3 Provide copy of Feedback Report to the requestor of Technical Assistance	None		
TOTAL		NONE	13 days, 25 minutes for DSWD OBSU/ 18 days, 25 minutes for Field Office	

6. Re-issuance of Equipment and Semi-Expendable Supplies

Surrendered serviceable equipment may be requested for re-issuance to optimize the use of equipment or semi-expendable equipment or supply due to lack of equipment, lack of capital outlay and other exigencies.

Office/Division:	Administrative Service – Property and Supply Section (AD-PSS)			
Classification:	Complex Transaction			
Type of Transaction :	G2G – Government to Government			
Who May Avail:	Department of Social Welfare and Development Field Office XI Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original copy of memorandum requesting for issuance of property		1. From concerned Offices and personnel, interoffice memorandum format		
2. Two (2) Original copies of Furniture and Equipment Transfer Slip (FETS)		2. From AS-PSS through the Designated Property Officer of concerned Office		
3. Two (2) Original copies of Property Accountability Receipt or Inventory Custodian Slip		3. From the AS-PSS / PREMIS online through the Designated Property Officer of concerned Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE

		PAID		
1. Prepare request letter containing item specifications, quantity, purpose and to whom the equipment or semi-expendable equipment/ supply shall be assigned.	1.1 Receive, review and verify the availability of request a. Inform requesting Office of availability or non-availability of items. b. Request approval of FETS for confirmation of transfer	None	3 hours	<i>Requesting Office PSS Staff</i>
2. Process the signing of FETS of the recipient office or accountable person for the re-issuance of item or equipment	2.1 Update PREMIS and generate PAR or ICS a. Transfer accountability through updating of database and issuance of PAR or ICS b. Process the approval of PAR or ICS	None	3 hours	<i>Requesting Office PSS Staff</i>
3. Confirm acceptance of item or property through signing of PAR or ICS	1.3 Physical issuance of item or equipment and filing of PAR or ICS	None	2 hours	<i>Requesting Office PSS Staff</i>
TOTAL		NONE	8 hours	

7. Receipt of Surrendered Equipment and Semi-Expendable Equipment

Turned over property due to its unserviceability or when the same is no longer needed by the accountable person shall be recorded in order to effect cancellation of property accountability of the client.

Office/Division:	Administrative Service – Property and Supply Section (AD-PSS)			
Classification:	Simple			
Type of Transaction :	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original Copy and 1 photo copy of duly Accomplished Furniture and Equipment Transfer Slip (FETS)		1. To be prepared by the client offices' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with the prescribed format;		
2. Actual Property for turnover		2. To be made available by the accountable person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished FETS for turnover and property for turnover	1.1 Validate surrendered property vis-à-vis duly accomplished FETS	None	15 minutes	<i>Technical Staff</i> PSS Warehouse Unit
	1.2 Fill up the "inspected and received by" portion in FETS			
	1.3 Provide copy of signed FETS to the Accountable Officer/Designated Property and Supply Custodian.			
2. Updates record of surrendered items in PREMIS	2.1. Validate submitted request if duly signed by the concerned officials and	None	1 hour	<i>Technical Staff</i> PSS Warehouse Unit

	employees			
	2.2 Validate FETS Request created by the Designated Property and Supply Custodian (DPSC) in PREMIS vis-à-vis the submitted FETS Request			
	2.3 Approve request in PREMIS			
	2.4 Generate and print PAR if acquisition cost of property is 15,000 and above, ICS if acquisition cost is lower than 15,000. Signed the received by portion of PAR/ICS.			
	2.5 Generate and print barcode sticker and attach to the surrendered property.			
	2.6 Approve PAR/ICS	None	5 minutes	<i>AS-PS Section Head</i>
	2.7 Scan approved documents and upload to PREMIS	None	15 minutes	<i>PSS Technical Staff</i>
	2.8 Record the approval of record in PREMIS			
	2.9 File approved PAR/ICS and or undertaking in the respective			

	folder of the accountable person for safekeeping			
TOTAL		NONE	1 hour, 35 minutes	

8. Transfer of Property Accountability

Transfer of property accountability to another accountable person shall be processed for documentation of the actual transfer of property and issuance of new Property Acknowledgement Receipt for the signature of the new accountable person to warrant cancellation of property accountability of the previous accountable person.

Office/Division:	Administrative Service – Property and Supply Section (AD-PSS)			
Classification:	Simple			
Type of Transaction :	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of the duly accomplished Furniture and Equipment Transfer Slip (FETS)		1. To be prepared by the client offices' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for FETS	1.1 Validate submitted request if duly signed by the concerned officials and employees	None	1 hour	<i>PSS Technical Staff</i>
	1.2 Validate FETS Request created by the Designated Property and Supply Custodian (DPSC) in PREMIS vis-à-vis the			

	submitted FETS Request			
	1.3 Approve request in PREMIS			
	1.4 Accomplish the “encoded by” portion in the submitted FETS request			
	1.5 Generate and print 2 copies of PAR if the acquisition cost of property is 15,000 and above, 2 copies of ICS if the acquisition cost is lower than 15,0000. Should the end-user be COS, 2 copies of the undertaking shall be printed			
	1.6 Generate and print barcode sticker and attach to the most visible and secured area of the property before the transfer of item(s) to the new end-user.			
	1.7 Record in the logbook details of transfer properties as stated in the printed PAR/ICS			
	1.8 Forward PAR/CS to the concerned OBSUs for the signature of the previous			

	accountable person and the new accountable person			
2. Return the duly accomplished PAR/ICS and or Undertaking and attach the barcode sticker to the visible and secure area of the property	2.1 Validate the returned document if accurately signed and forward to AS-PS Section Head for approval	None	15 minutes	<i>PSS Technical Staff</i>
	2.2 Approve duly accomplished document	None	5 minutes	<i>AS-PS Section Head</i>
	2.3 Provide 1 copy of approved PAR/ICS and or Undertaking to the Accountable Person	None	30 minutes	<i>PSS Technical Staff</i>
	2.4 Record the approval of record in PREMIS			
	2.5 Scan and upload the approved PAR/ICS and or Undertaking			
	2.6 File approved PAR/ICS and or undertaking in the respective folder of the accountable person for safekeeping			
TOTAL		NONE	1 hour, 50 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback	Client Satisfaction Measurement Survey (CSMS) form shall be provided to the client.
How feedback is processed	Duly accomplished CSMS forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting party may submit an appeal for the request that has been denied or may send a complaint letter to the Administrative Division Chief.
How complaints are processed	<p>Upon receipt of the complaint, the concerned section shall make the necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AD - PSS through (082) 227-1964 or through email: property.fo11@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888
	ARTA: complaints@arta.gov.ph

**Human Resource Management & Development Division
(HRMDD)
HR Personnel Administration Section (HRPAS)
Internal Services**

1. Issuance of Certificate of Employment (COE) to Current Officials, Employees and Contract of Service (COS) Workers

The COE is issued to current Officials, employees, and COS Workers in the Field Office XI, which certifies their services rendered.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Regional Office (RO) Officials, Employees and COS Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form and submit to PAS	1.1 Receive the complete documents submitted	None	10 minutes	<i>Incoming/Outgoing Clerk</i> PAS Receiving Area
2. Wait for advice of the Personnel Officer assigned	2.1 Review the documents submitted and check the FILE 201 if needed.	None	2 days, 5 hours <i>(may take longer hours depending on the period of retrieving files, if needed)</i>	<i>COE Focal Person</i> HRPAS
	2.2. Encode/ check details to COE, print the issuance and attach the necessary documents	None	30 minutes	
	2.3. Review and Sign/initial the COE	None	2 hours	<i>OIC/Chief</i> HRMDD
	2.4. Inform the client that COE is ready through the HRMIS (or either through	None	10 minutes	<i>Outgoing Personnel</i> HRPAS

	chat, e-mail, SMS or phone call)			
3. Get the COE issued	3. Provide one originally signed COE to the client and have it properly received. Ask the client to accomplish Client Satisfaction Measurement Survey Form	None	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area
TOTAL		NONE	3 days (May be extended depending on the volume of transactions handled)	

2. Issuance of *Certificate of Leave Credits (CLC)* to Current Officials and Employees

The CLC is issued to current Officials and employees in the DSWD Field Office XI, which certifies their unutilized leave credit balances for a certain period.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Field Office XI (RO) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form and submit to PAS	1. Receive the complete documents submitted	None	10 minutes	<i>Incoming/ Outgoing Clerk</i> PAS Receiving Area
2. Wait for advice of the Personnel Officer assigned	2.1. Review the documents submitted and encode the details of the Leave Ledger in the ELARS ¹ .	None	3 days <i>(may take longer hours depending on the period of retrieving files, if needed)</i>	<i>Personnel Administrative Assistant</i> Leave Administration Unit
	2.2. Review the ELARS vis-à-vis the Leave Ledger	None	1 day, 4 hours	
	2.3. Reprinting of the corrected ELARS, if errors are found. Encode the needed details to the CLC, print the issuance and attach the necessary documents	None	3 hours, 30 minutes	
	2.4. Review and Sign/initial the ELARS and the CLC	None	2 days	<i>OIC/Chief</i> HRMDD
	2.5. Inform the client that CLC is ready (either through chat, email or phone call)	None	10 minutes	<i>Personnel Admin. Asst.</i> Leave Administration Unit

¹ Electronic Leave Administration Recording System

3. Get the CLC issued	3. Provide one originally signed CLC to the client and have it properly received. Ask the client to accomplish the Client Satisfaction Measurement Survey Form	None	10 minutes	<i>Incoming/ Outgoing Clerk</i> PAS Receiving Area
TOTAL		NONE	7 days May be extended depending on the volume of transactions handled and the length of service of the current Official / employee as recorded in the Leave Ledger	

3. Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to Current Officials and Employees

The Certificate of Leave Without Pay (LWOP)/No LWOP is issued to current Officials and employees in the Field Office, which certifies that they have/do not have Leave Without Pay (LWOP) for a certain period.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Field Office (FO) Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
HRMDD-PAS Request Form or formal letter or e-mail request			PAS Receiving Area Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in	1.1 Receive the complete	None	10 minutes	<i>Incoming/ Outgoing Clerk</i>

without any written request, accomplish the HRMDD-PAS Request Form and submit to PAS	documents submitted			PAS Receiving Area
2. Wait for advice of the Personnel Officer assigned	2.1 Review the documents submitted and encode the details of the Leave Ledger in the ELARS (Electronic Leave Administration Recording System)	None	3 days <i>(may take longer hours depending on the period of retrieving files, if needed)</i>	<i>Personnel Administrative Assistant</i> Leave Administration Unit
	2.2 Review the ELARS vis-à-vis the Leave Ledger	None	1 day, 4 hours	
	2.3. Reprinting of the corrected ELARS, if errors are found. Encode details to the Certificate, print the issuance and attach the necessary documents	None	3 hours, 30 minutes	
	2.4. Review and Sign/initial the ELARS and the Certificate	None	2 days	<i>OIC/Division Chief</i> HRMDD
	2.5. Inform the client that the Certificate is ready (either through chat, email or phone call)	None	10 minutes	<i>Personnel Admin. Asst.</i> Leave Administration Unit

3. Get the CLC issued	3.1 Provide one originally signed Certificate to the client and have it properly received. Ask the client to accomplish Client Satisfaction Measurement Survey (CSMS) Form	None	10 minutes	<i>Incoming/ Outgoing Clerk PAS Receiving Area</i>
TOTAL		NONE	7 days (May be extended depending on the volume of transactions handled and the length of service of the current Official/ employee as recorded in the Leave Ledger)	

4. Issuance of Service Record (SR) for Current Officials and Employees

The Service Record (SR) is issued to current Officials and employees in the Field Office and, as requested, which provides and certifies their detailed government service, to include: Full Name, Date and Place of Birth, Positions, Status of Employment and Equivalent Periods and Salaries.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Field Office (FO) Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
HRMDD-PAS Request Form or formal letter or e-mail request			PAS Receiving Area Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail	1.1 Receive the	None	10 minutes	<i>Incoming/Outgoing</i>

or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (<i>write contact details as well, if needed</i>) and submit to PAS	complete documents submitted			<i>Clerk</i> PAS Receiving Area
2. Wait for advice of the Personnel Officer assigned	2.1 Review the Service Card data, if updated Per 16/FILE 201 if needed.	None	2 days, 4 hours (depending on the period of retrieving the files)	<i>Personnel Officer</i> HRPAS
	2.2 Encode/ check details of SR, print the issuance and attach the necessary documents	None	30 minutes	
	2.3 Review and sign/initial the SR	None	3 hours	<i>OIC/Division Chief</i> HRMDD
	2.4. Inform the client that SR is ready (either through chat, email or phone call)	None	10 minutes	<i>Personnel Officer</i>
3. Get the issued SR	3. Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish the Client Satisfaction Measurement Survey (CSMS) Form	None	10 minutes	<i>Incoming/ Outgoing Clerk</i> PAS Receiving Area
TOTAL		NONE	3 days (May be extended)	

		depending on the volume of transactions handled)	
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Kindly accomplish the Client Satisfaction Measurement Form (DSWD-QMS-GF-005 REV 01 04 JAN 2022) at the Receiving Area through form and/or online link:</p> <p>Telephone / Local / Link : https://b.link/hrmdd Telephone: (082) 297-1964 Local: 402/1100</p>
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru: Telephone: (082) 297-1964 Local 402/1100 E-mail: dswdfoxi.hrpas@gmail.com hr.fo11@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the <i>Customer Feedback Form (HRMDS-GF-07)</i> and place at the drop box located in front of the PAS Receiving Area.</p> <p>You may also file your complaint through telephone with the following details:</p> <ul style="list-style-type: none"> - Your Name and contact details - Transaction with PAS - Name of Person complained of - Reason for complaint - Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p>

	<p>Telephone: (082) 297-1964 Local 402/1100 E-mail: dswdfoxi.hrpas@gmail.com hr.fo11@dswd.gov.ph</p>
<p>How complaints are processed</p>	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>Telephone: (082) 297-1964 Local 402/1100 E-mail: dswdfoxi.hrpas@gmail.com hr.fo11@dswd.gov.ph</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/</p> <hr/> <p>PCC: 8888</p>

**Human Resource Management and
Development Division
HR Planning and Performance Management Section
(HRPPMS)
Internal Services**

1. 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:	G2G – 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	1.1 Issuing Officer receives the request form/ request letter submitted by the personnel concerned	None	1 day	<i>Issuing Officer</i> HRMDD- HRPPMS
	1.1.1 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, 4 hours	<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			<i>Division Chief</i> HRMDD / Head

	certification			HRPPMS
2. Receive Certificate of Performance Rating	2. Issuing Officer endorses the duly-approved certification to the requesting party	None		HRMDD-HRPPMS <i>Client / Staff</i>
TOTAL		NONE	2 days, 4 hours	

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	CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines
	Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888 ARTA: complaints@arta.gov.ph

**Office of the Regional Director
Legal Unit
Internal Services**

1. Issuance of On-line Certificate of No Pending Administrative Case (CENOPAC)

A Certificate of No Pending Administrative Case (CENOPAC) is issued upon the request of a DSWD Field Office (FO) XI official or employee to serve as a supporting document for purposes of appointment, retirement, fidelity bond, loans, travel abroad, and other reasons as may be required by other government agencies and organizations.

Office or Division:	Office of the Regional Director-Legal Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD FO XI Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		ORD-Legal Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits a duly accomplished request form to the Legal Unit.	1.1 Legal Assistant receives the request form.	None	5 minutes	<i>Legal Assistant II</i> Legal Unit
	1.1 Legal Assistant identifies the purpose of the request and checks the Record Book or Database of administrative cases to determine whether the requestor has a pending administrative case.	None	1 hour	<i>Legal Assistant II</i> Legal Unit
	1.2.1. If the requestor has no pending administrative case, Legal Assistant prepares the CENOPAC by indicating therein his/her name, position, and			

	Office/Section/ Unit including the purpose and date of issuance.			
	1.2.2 If there is a pending administrative case, the requestor will receive a notification of the disapproval via electronic mail (email) or short message service (SMS) with an instruction to coordinate with the Legal Unit for the specific details.			
	1.2 Legal Assistant hands the CENOPAC to the lawyer for his/her approval.	None	5 minutes	<i>Legal Assistant II</i>
	1.4 Lawyer approves the CENOPAC by affixing his/her signature therein.	None	10 minutes	<i>Attorney III</i>
	1.5 Lawyer returns the approved and signed copy of the CENOPAC to the Legal Assistant.	None	5 minutes	<i>Attorney III</i>
2. Client receives the approved CENOPAC	2.1 Legal Assistant hands or sends the approved and signed CENOPAC to	None	5 minutes	<i>Legal Assistant II</i>

	the client.			
	2.2 Legal Assistant records the received copy of the CENOPAC in the Record Book and files the same in the office folder/ envelope	None	5 minutes	<i>Legal Assistant II</i>
TOTAL		None	1 hour, 35 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	The Legal Unit will provide a Client Satisfaction Survey Form (CSSF).
How feedbacks are processed	Accomplished CSSFs will be consolidated and compiled every Friday. The Client Satisfaction Measurement Survey Report will be submitted to the Records and Archives Management Section every 30 th day of the month.
How to file a complaint	Complaints may be filed and addressed in person or via email to the Office of the Regional Director-Legal Unit at legal.fo11@dswd.gov.ph for appropriate action.
How complaints are processed	After the evaluation of a complaint, the responsible person in the ORD-Legal Unit will act upon it accordingly.
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines
	Email: email@contactcenterngbayan.gov.ph
	Facebook: https://facebook.com/civilservicegovph/
	Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888
	ARTA: complaints@arta.gov.ph

**Office of the Regional Director
Social Marketing Unit
Internal Services**

1. Technical Assistance on Branding Designs

The Social Marketing Unit of the Office of the Regional Director ensures that advocacy materials produced by the field office contain the branding required in the DSWD Brand Design to maintain the corporate identity of the Department.

Office or Division	Office of the Regional Director – Social Marketing Unit			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may Avail	All Field Office Divisions, Sections, Units, and Centers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo or Proposal		Requesting Office		
SMS Service Request Form		Social Marketing Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a request for review of materials vis-à-vis branding guidelines through the SMU Service Request Form with attached pertinent documents	1.1 Receives and reviews the request/ documents	None	5 minutes	<i>Receiving staff of the Social Marketing Unit (SMU)</i>
	1.2 Endorses the request/ documents to the Regional Information Officer	None	5 minutes	<i>Administrative Staff SMU</i>
	1.3 Reviews the request/ documents and writes instructions to technical staff	None	10 minutes	<i>Regional Information Officer</i>
	1.4 Conducts review and analysis of the document for branding review	None	4 hours	<i>Information Officer SMU</i>
	1.5 Returns draft Regional Information Officer if needing revision	None	2 hours	<i>Information Officer SMU</i>
	1.6 Reviews	None	30 minutes	<i>Regional</i>

	document to ensure inputs are implemented			<i>Information Officer</i>
	1.7 Route the document to requesting office	None	15 minutes	<i>Outgoing staff Social Marketing Unit</i>
2. Accepts the Response to Branding Request (either approved or disapproved with recommendation)				<i>Client</i>
TOTAL		NONE	7 hours, 5 minutes	

2. Technical Assistance on Messages and Forewords

The Social Marketing Unit of the Office of the Regional Director is responsible for undertaking advocacy, social marketing, and networking activities to promote social change and to nurture DSWD's relationships with its public and stakeholders.

Office or Division	Office of the Regional Director – Social Marketing Unit			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may Avail	All Field Office Divisions, Sections, Units, and Centers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Background of Activity/Document		Requesting Office		
SMU Service Request Form		Social Marketing Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for technical assistance through the Service Request Form. The same should indicate if the request	1.1 Receives and reviews the request/ documents	None	5 minutes	<i>Receiving staff of the Social Marketing Unit (SMU)</i>
	1.2 Endorses the request/ documents to the Regional	None	5 minutes	<i>Administrative Staff SMU</i>

pertains to: - Editing of messages/foreword for Manual - Crafting of messages for souvenir programs - Crafting of speeches/messages for events	Information Officer			
	1.3 Reviews the request/documents and writes instructions to technical staff	None	10 minutes	<i>Regional Information Officer</i>
	1.4 Conducts research and drafts document	None	8 hours	<i>Information Officer SMU</i>
	1.5 Returns draft Regional Information Officer if needing revision	None	2 hours	<i>Information Officer SMU</i>
	1.6 Reviews document to ensure inputs are implemented	None	30 minutes	<i>Regional Information Officer</i>
	1.7 Route the document to requesting office	None	15 minutes	<i>Outgoing staff of the Social Marketing Unit</i>
2. Accepts the Response to Branding Request (either approved or disapproved with recommendation)				Client
TOTAL		None	1 day, 3 hours, 5 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Accomplish the Client Satisfaction Survey Form through online link.
How feedback are processed	The administrative staff of the Social Marketing Unit will compile all the submitted forms at the end of the day.

	<p>Feedback requiring actions from the Social Marketing Unit will have a response within three (3) days upon receipt of the feedback.</p>
How to file a complaint	<p>Complaints may also be filed through email or forwarded to the Records Unit. The following information must be provided:</p> <ul style="list-style-type: none"> • Name of person being complained; • Incident complained of; and • Evidence (if applicable).
How complaints are processed	<p>The Records Officer will forward the complaint to the Office of the Regional Director who will forward it to the concerned unit for appropriate action.</p> <p>The concerned unit will give feedback to the client within three (3) days upon receipt of the complaint.</p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS)</p> <p>Call: 165 56</p> <p style="padding-left: 40px;">P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Facebook: https://facebook.com/civilservicegovph/</p> <p>Web: https://contactcenterngbayan.gov.ph/</p>
	<p>PCC: 8888</p>
	<p>ARTA: complaints@arta.gov.ph</p>

**Office of the Regional Director (ORD)
Social Technology Unit
Internal Services**

1. Provision of Technical Assistance for Research, Documentation, and Technology Development

Refers to the process of providing technical assistance in conducting situational analysis, research and program development on emerging Social Welfare and Development (SWD) needs and trends, as well as risks and vulnerabilities of individuals, families, and communities that require prompt response or action of the Department and/or Local Government Units (LGUs) through technical assistance.

Office or Division:	Social Technology Unit (STU)			
Classification:	Complex			
Types of Transaction:	G2G – Government to Government			
Who may avail:	National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and academe			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Primary customers - members of the DSWD Executive Committee, other DSWD Offices, Bureaus, Services and Units (OBSUs).			Requesting Office	
2. Secondary customers - local government units, civil society organizations, development partners and non-government organizations, legislators and other national government agencies.			Proponent Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request form and checklist or request letter for technical assistance on research, documentation or development of models of intervention based on emerging needs, or evaluation/ documentation of existing practices sent physically or through electronic means	1.1 Receive the signed document request for TA, review attachment and signatures, Affix routing slip; records in the Electronic Data Tracking Management System (EDTMS)	None	45 minutes	<i>Administrative Staff</i> STU
	1.2 Forward the document to the Regional Director's Office via email or printed copy.	None	4 hours	<i>Regional Director</i>
	1.3 Assess the	None		

via DSWD XI Official e-mail.	requested TA if it is within the scope of the Field Office. Identify the concerned division/staff who will take action on the request, copy furnished the Document Tracker for recording/tracking in the Tracking System			
	1.4 Review the document, assign staff who will act on the request and provide instruction/s. Forward the document/email to the staff assigned, copy furnished the administrative staff for tracking.	None	4 hours	<i>Division Chief</i>
	1.5 Review the instruction/request received and draft reply copy furnished administrative staff. a. If the TA being requested only required inputs/comments on documents along with research, documentation, and model of intervention, an official reply/ letter should be drafted based on the existing	None	8 hours	<i>Head/ Assigned Technical Staff STU</i>

	<p>STU protocols and standards.</p> <p>b. If the TA needs engagement along with the service, draft acknowledgement reply and schedule a coordination meeting.</p> <p>c. Ensure inclusion of the Client Satisfaction Survey link in the memorandum/ letter for provision of comments and proceed to the last steps after the provision of comments.</p>			
	<p>1.6. Review and affix initial on the document either electronic or physical and submit to Regional Director for approval, copy furnish the administrative staff for tracking.</p>	None	4 hours	<i>Division Chief</i>
	<p>1.6.1 If approved, submit to the Regional Director, copy furnished the Document Tracker for recording.</p>			
	<p>1.6.2 If not approved, the document is returned to technical staff and additional instructions are</p>			

	provided, copy furnished the Document Tracker for recording in the Tracking System.			
	1. 7. Forward the document to the Regional Director, review completeness of attachments and affixed e-signatures/ initials, proper use of templates	None	30 minutes	<i>Assigned Technical Staff STU</i>
	1.8. Review acknowledgment report on the request submitted.	None	4 hours	<i>Regional Director</i>
	1.8.1. If approved, sign the document and forward to outgoing staff, copy furnish the Document Tracker for recording in the Tracking System.			
2A. Receive official reply if TA is limited to inputs/ comments on documents along with research, documentation, and model of intervention. Accomplish Customer Satisfaction Survey.	2A.1 Track the acknowledgment report signed by the Regional Director and send it to the requesting office	None	15 minutes	<i>Assigned Technical Staff STU</i>
2 B. Receive an				

<p>acknowledged reply and schedule a coordination meeting if the TA needs engagement along with research, documentation, and model of intervention.</p>				
<p>3. For TAs that need engagement, attend a coordination meeting.</p>	<p>3.1 Conduct a coordination meeting with the requesting office to discuss the requested TA via online (Group Chat, Email, Phone Call) or physical meeting.</p>	<p>None</p>	<p>1 day</p>	<p><i>Technical Staff, Division Chief, and Requesting Office</i></p>
	<p>3.2 Prepare and submit memorandum/ feedback on the highlights of the meeting and next steps of the requested TA, copy furnish the administrative staff for tracking.</p> <p>Ensure inclusion of the Client Satisfaction Survey link in the memorandum/ letter</p>	<p>None</p>	<p>11 hours</p>	<p><i>Assigned Technical Staff STU</i></p>

	<p>3.3 Review and affix initials on the document either electronic or physical and submit to Regional Director for approval, copy furnish the administrative staff for tracking.</p>	None	4 hours	<i>Technical Staff</i>
<p>3.3.1 If approved, submit to the Regional Director, copy furnished the Document Tracker for Recording</p>	<p>3.3.2 If not approved, the document is returned to technical staff and additional instructions are provided, copy furnished the Document Tracker for recording in the Tracking System</p>			
<p>3.4 Review the highlights of the meeting including recommendations and next steps of the requested TA.</p>	None			
<p>3.4.1 If approved, sign the document and forward to outgoing staff, copy furnished the Document Tracker for recording in the</p>				

	Tracking System.			
	3.4.2 If not approved, the document is returned to DC and additional instructions are provided.			
	3.5 Track the acknowledgment report signed by the Regional Director.	None	15 minutes	<i>Assigned Technical Staff STU</i>
	3.6 Keep a copy of the file in the Records/Filing System	None	30 minutes	<i>Technical Staff</i>
	3.7 Keep a copy of the Client Satisfaction Survey Form and include in the periodic preparation of CSMR (refer to the DSWD Client Satisfaction Measurement Survey and Continual Improvement System Procedure Manual)	<i>None</i>	Follow the prescribed the Standard Operating Procedure (SOP) for timeliness on the preparation of the CSMR)	Refer to the SOP on CSMR
TOTAL		NONE	6 days, 5 hours, 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Clients can send a feedback either through e-mail or snail mail addressed to the DSWD Official email ad (fo11@dswd.gov.ph) or through the Client's Satisfaction Measurement Survey Form and drop it at the designated drop box of Social Technology Unit inside the CBSS Office.
How feed backs are processed	<ul style="list-style-type: none"> • Before end of the month, the Staff in-charge opens the drop box and consolidate all feedback submitted.

	<ul style="list-style-type: none"> • For feedback requiring answers, this will be forwarded to concerned staff and will then respond immediately through contact number of the concerned party. • For inquiries and follow-ups, clients may contact the following telephone number: 227-1964 local 1147.
<p>How to file a complaint</p>	<p>Clients can file complaint either thru e-mail or snail mail addressed to the Regional Director or through SMS. Client who file the complaint should provide the following information:</p> <ul style="list-style-type: none"> • Name of person being complained • Incident • Evidence • Specific Date and Time <p>For inquiries and follow-ups, clients may contact the following telephone number: 227-1964 local 1147.</p>
<p>How complaints are processed</p>	<ul style="list-style-type: none"> • Upon receipt of the complaints, social worker/concerned staff conducts interview to the clients regarding the complaints and assess/evaluate client's complaints. • After evaluation of the complaints, staff in-charge will create a report and submit it to the Section Head for information and appropriate action. • The staff in-charge will then provide feedback to the client. A consultation meeting may be done with the complainant depending on the degree of complaint. • For inquiries and follow-up, clients may contact the following telephone number: 227-1964 local 1147.
<p>Contact information of: ARTA, PCC, CCB</p>	<p>CCB: 0908-881-6565 (SMS)</p> <p>Call: 165 56</p> <p>P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p><i>Email:</i> email@contactcenterngbayan.gov.ph</p> <p><i>Facebook:</i> https://facebook.com/civilservicegovph/</p> <p><i>Web:</i> https://contactcenterngbayan.gov.ph/</p> <p><i>PCC: 8888</i></p> <p><i>ARTA: complaints@arta.gov.ph</i></p>

**Pantawid Pamilya Pilipino Program Management Division
Internal Services**

1. Approval Request for the Approval of the Declaration of Force Majeure / State of Calamity

This section describes approval process for the Request for the Declaration of FM/state calamity , which is accordance with approved 4Ps IRR stipulated in Rule VIII, Section 15 which states " Any of all the conditions for entitlement may be suspended by the DSWD Secretary during times of calamity, war and armed conflicts and force majeure situations in accordance with relevant laws and DSWD guidelines, In such cases , full compliance to such conditions are deemed waived and payments to beneficiaries shall be granted in full."

Office or Division:	4Ps – RPMO			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	DSWD Regional Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. 1 Formal request signed by the DSWD Regional Director to invoke Rule VIII, Section 15 of Pantawid Pamilyang Pilipino Program IRR. 2. Certification/s attesting the occurrence of the event/s affecting the implementation of the program or hampering the beneficiaries from complying with the program conditions			<ul style="list-style-type: none"> • Requesting Region where fortuitous events occurred • Concerned agencies 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit official requests specifying the areas affected and program conditions requested, together with the necessary certifications from the concerned agencies.	1.1 Assess and validate the request for the approval of the declaration of the Force Majeure and endorse the results of assessment and recommendations to the Office of the Deputy National Program Manager for Operations.	None	3 days	<i>Regional Compliance Verification Officer 4Ps RPMO</i>
	1.2 Review the	None	2 days	<i>4Ps RPMO – Office of the Regional Program</i>

	endorsed assessment results and recommendations then provide initials and forward to the Office of the National Program Manager			<i>Coordinator</i>
2. Receive the requested data and fill-out the client survey form	2.1 Review the endorsed assessment results and recommendations, provide signatures then forward to the concerned office/s.	None	2 days	<i>4Ps RPMO – Office of the Regional Program Coordinator</i>
TOTAL		NONE	7 days	

2. Provision of Technical Assistance (TA)

The Social Service Delivery and Management Division provide and respond to all forms of technical assistance be it from program staff, field offices, partner stakeholders and among others related to gender mainstreaming and case management in the Pantawid program.

Office or Division:	4Ps – RPMO			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Pantawid RPMO program staff, and partner stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Communication/Memo request for technical assistance e.g. memo type, official email, phone calls and text messages		Requesting Field Office, Partner/Stakeholders and OBSUs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit TA request	1.1. Receive, review, record the TA request from	None	10 minutes.	<i>Administrative Assistant III Administrative Aide IV 4Ps RPMO</i>

	requesting party			
	1.2. Endorse the TA request to concerned Regional/ Division/ sectoral monitor/ focal	None	10 minutes	<i>Administrative Assistant III Administrative Aide IV 4Ps RPMO</i>
	1.3 Receive and review the TA request from requesting party	None	1 day	<i>Project Development Officer V & IV (Concerned Regional/ Division/ Sectoral Monitor/ Focal)</i>
	1.4 Coordinate/ Communicate with the TA requesting party for further clarification if not included in the request letter	None	15 minutes	<i>Project Development Officer III & IV (Concerned Regional/ Division/ Sectoral Monitor/ Focal)</i>
	1.5 Facilitation of technical assistance in any of the following forms:	None	1 day	
	A. Feedback memo or Email			
	B. Phone Calls			
	C. Spot-checks/ Coaching and Mentoring in field offices or in area of program implementation			
	1.6 Feedbacks and TA	None	5 days	

	Report Generation			
	1.7 Endorsement of Feedback and TA report to the National Program Manager for approval and transmittal to respective requesting office	None	10 minutes	
2. Receive TA Report	2.1 Endorse the approved TA report to client via: 1. Email 2. Hard copy	None	1 minute	<i>Administrative Assistant III Administrative Aide IV</i>
TOTAL		NONE	10 days, 46 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send a feedback	<p>For inquiries and follow-ups, the client is advised to directly coordinate with the concerned division that received the request. The following contact details are however accessible in case the concerned division does not respond within reasonable time:</p> <p style="text-align: center;">Email: pantawidconcernsonse@dswd.gov.ph</p> <p>For completed services, the client is encouraged to fill out a Client Satisfaction Survey Form downloadable from https://pantawid.dswd.gov.ph/citizens-charter and submit it to the concerned division where the request was made or through any of the contact details provided above.</p>
How feedback is processed	<p>A technical staff is assigned to read daily all inquiries and follow ups sent to pantawidconcernsonse@dswd.gov.ph . These are forwarded to the concerned division who is expected to provide a response to the client via email or phone call within three (3) days from receipt of email from the client.</p> <p>On the other hand, satisfaction surveys for completed services are being analyzed by the concerned division as among the bases to improve its service delivery.</p>

<p>How to file complaint</p>	<p>The client may directly communicate through the contact details provided below:</p> <p style="text-align: center;">Email: pantawidconcernsonse@dswd.gov.ph</p>
<p>How complaints are processed</p>	<p>All complaints about service delivery received through any of the channels above are directly forwarded to the Office of the National Program Manager and are automatically treated as a confidential case. It shall be primarily guided by violations and penalties under the Ease of Doing Business Act https://arta.gov.ph/about/violations-and-penalties</p> <p>Service delivery complaints shall be automatically considered as highly technical transactions due to its nature. The client shall be provided feedback 20 days from the filing of the complaint.</p>
<p>Contact information of: ARTA, PCC, CCB</p>	<p>CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines <i>Email:</i> email@contactcenterngbayan.gov.ph <i>Facebook:</i> https://facebook.com/civilservicegovph/ <i>Web:</i> https://contactcenterngbayan.gov.ph/ <i>PCC: 8888</i> <i>ARTA: complaints@arta.gov.ph</i></p>

**Policy & Plans Division
Information and Communications Technology
Management Section (ICTMS)
Internal Services**

1. Active Directory Account Provisioning

Direct the development, installation, and maintenance of information systems, security controls, confidentiality, integrity and availability of information

Office or Division:	PPD – ICTMS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph or email to ictsupport.fo11@dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The user or client will create a technical support ticket via ICTMS ticketing system at https://ictsupport.fo11@dswd.gov.ph . Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.	1.1 The ticket is being evaluated by the helpdesk administrator from the moderator and will assign to the proper ICTMS division or technical staff.	None	4 hours	<i>ICT Staff</i>
	1.2 If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division.			

	<p>1.3 Once the ticket is assigned to the System Administrator group or technical staff, the technical staff will coordinate to client for validation and get the necessary information:</p> <ul style="list-style-type: none"> a. First Name: b. Middle Initial: c. Surname: d. Ext. Name (if any): e. Office Name and Division/Unit: f. Official Email or personal email (where the user credentials would be sent) 			
	<p>1.3 The technical staff will process the creation of Active Directory (AD) account (username and password).</p>			
	<p>1.4 Once the AD account is created, the technical staff shall provide the user credential and AD manual for employees via email for documentation.</p>			
TOTAL		NONE	4 hours	

2. Assessed as Activity/Training Support

Processes technical assistance for both hardware and software

Office or Division:	PPD – ICTMS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph or email to ictsupport.fo11@dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OBSUs submit their incident request through ICT helpdesk system.	1.1 Provide tools/ equipment if needed.	None	Duration depends on OBSU request (Refer to ICTMS SLA)	<i>ICT Staff</i>
	1.2 Deliver Technical Support.			
	1.3 Confirm with client when done.			
	1.4 Return tools/equipment from their proper disposition if there is any.			
TOTAL		NONE	Duration depends on OBSU request (Refer to ICTMS SLA)	

3. Database Support

Aside from the above processes, the PPD also receives Database Support services such as database table updates, data extraction, data migration, database-related application deployment, script deployment, table extraction, transformation, and loading, application support via addition of admin users, etc.

Office or Division:		PPD – ICTMS		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph or email to ictsupport.fo11@dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request database support via ICT Support Ticketing System	1.1 Provide initial response within 30 minutes and coordinate with the requester.	None	Maintenance/ Optimization (24 Hours/depend on the size of the tables/ database) PPIS Account Activation & Updates (4 Hours)	<i>ICT Staff</i>
	1.2 Provide resolution within set SLA			
	1.2 Review and approve resolution			
	1.4 Change ticket status. Close Ticket and answer Client Satisfaction Measurement Survey			
TOTAL		NONE	Maintenance/ Optimization (24 Hours/depend on the size of the tables/ database) PPIS Account Activation & Updates (4 Hours)	

4. Data Visualization

ICTMS performs tasks and process for **data visualization** or presentation of data in a graphical form, in order to help decision-makers and project managers interpret data easily and make evidence-based decisions.

Office or Division:		PPD – ICTMS		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph or email to ictsupport.fo11@dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for data visualization via DSWD Dashboard.	1.1 Gather and check requirements	None	4 hours Creation (if data is complete) 1 day Updating Visualization based on non-database data Creation (if data is NOT complete (would depend on data completion from requester))	<i>ICT Staff</i>
	1.2 Generate required data for visualization (if Database)			
	1.3 Provide on hand data (if non database data)			
	1.4 Clean data and produce required tables			
	1.5 Produce data visualization			
	1.6 Receive data visualization for final review			
	1.7 Upload in DSWD dashboard. Regular updates (if needed)			
TOTAL FOR CREATION (IF DATA IS COMPLETE)		NONE	4 hours	
TOTAL FOR UPDATING VISUALIZATION BASED ON NON-DATABASE DATA			1 day	
TOTAL FOR CREATION (IF DATA IS NOT COMPLETE)			Would depend on data completion	

		from requester	
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5. Incident Requests on ICT Hardware and Software

Processes technical assistance for both hardware and software

Office or Division:		PPD ICTMS		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph or email to ictsupport.fo11@dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OBSUs submit their incident request through ICT helpdesk system.	1.1 The Service Support Team Lead assess and assign the ticket to appropriate Technician.	None	4 hours (Refer to ICTMS SLA)	<i>ICT Staff</i>
	1.2 The Technician provide service support for ICT software and hardware trouble to end user			
	1.3 If there's a need for Service Provider's intervention, Technician provide a TA Report for submission to Procurement Management			

	Division-Contract Management Division, if for warranty claim or to the OBSU concerned for facilitation of Purchase Request, if for Service Provider's diagnosis and parts replacement.			
	TOTAL	NONE	4 hours (Refer to ICTMS SLA)	

6. ICT Support Ticketing System

Processes technical assistance for both hardware and software

Office or Division:	NTSSD ICTMS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph or email to ictsupport.fo11@dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The ICT Support Ticketing System is accessible via Webform and via email. The URL to access the said system is	1.1 While the email is ictsupport.fo11@dswd.gov.ph .With this ticketing system, end-user can now monitor the progress of his/her	None	Depends on the Incident/ Service Request (Refer to ICTMS SLA)	<i>ICT Staff</i>

<p>https://ictsupport.fo11@dswd.gov.ph using the AD credentials for login.</p>	<p>Technical Assistance (TA) request. There are two classifications of TA request, Incident and Service Request each has its respective Category and subcategory to be able to be concise on each TA request.</p>			
	<p>1.2 The moderator will assign the TA to the technician. The assigned technician shall provide an initial response to the requester.</p>			
	<p>1.3 Upon resolution, the technician will change the status to resolved.</p>			
	<p>1.4 Should the requester agreed, he/she will update the ticket status from resolved to close otherwise she/he should reply to the ticket to reopen the</p>			

	ticket automatically.			
	1.5 Once the ticket status has changed into close, the requester will receive an invitation to answer the Client Satisfaction Measurement Survey.			
	TOTAL	NONE	Depends on the Incident/ Service Request (Refer to ICTMS SLA)	

7. ICT Technical Specification Request

Processes technical assistance for both hardware and software

Office or Division:	PPD ICTMS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ICT Support Ticket			ICT Support Ticketing System. https://ictsupport.dswd.gov.ph or email to ictsupport.fo11@dswd.gov.ph	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OBSUs submit their incident request through ICT helpdesk system.	1.1 The Service Support Team Lead assess and assign the ticket to appropriate Technician.	None	3 days (Refer to ICTMS SLA)	ICT Staff
	1.2 The Technician			

	provide Technical Specification Report based on industry standard and market research.			
TOTAL		NONE	3 days (Refer to ICTMS SLA)	

8. Network (Wired and Wireless)

Processes technical assistance for both hardware and software

Office or Division:	PPD ICTMS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ICT Support Ticket			ICT Support Ticketing System. https://ictsupport.dswd.gov.ph or email to ictsupport.fo11@dswd.gov.ph	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OBSUs submit their incident request through helpdesk system.	1.1 The first step to do when this issue occurs is to check the physical layer - the network cable for wired user and wireless adapters for wireless users.	None	4 hours (if only single user is affected)	<i>ICT Staff</i>
	1.2 Next is to check the network configurations of the device		8 hours (if an OBSU is affected)	

	<p>of the user requesting the ticket. Check the IP configurations of the device if it is acquiring the proper addressing scheme. Initiate a ping test to the LAN gateway and outside network such as Google DNS. Check the port where the device is connected in the switch or wireless access point where the device is connected.</p>			
	<p>1.3 Confirm to the end-user that the ticket is already resolved before closing the ticket in the Ticketing System. Document the procedure undertaken for reference.</p>			
<p>TOTAL IF ONLY SINGLE USER IF AFFECTED</p>	<p>NONE</p>	<p>4 hours</p>		
<p>TOTAL IF AN OBSU IS AFFECTED</p>		<p>8 hours</p>		

9. Wide Area Network

Processes technical assistance for both hardware and software

Office or Division:	PPD ICTMS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ICT Support Ticket			ICT Support Ticketing System. https://ictsupport.dswd.gov.ph or email to ictsupport.fo11@dswd.gov.ph	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OBSUs submit their incident request through ICT helpdesk system.	1.1 Conduct an initial troubleshooting by checking the network cables, device alarms, and conduct a Ping Test and Traceroute. By doing this, the network Officer can isolate if the cause of the problem is physical or logical.	None	4 hours (for remote assistance)	<i>ICT Staff</i>
	1.2 Next is to identify the issue, if it is a physical issue, conduct power cycle on the router or modem and/or replace the cables. If it is a logical problem, report the issue to the Service Provider together with the ping & traceroute results and		1 day (for onsite)	
			3 days (if hardware replacement is required)	

	<p>pictures of the hardware showing the alarm.</p> <p>1.3 Confirm with the remote contact person if the link is already restored.</p> <p>1.4 Require an Incident Management Report from the Service Provider after issue is resolved for documentation purposes.</p>			
TOTAL FOR REMOTE ASSISTANCE			4 hours	
TOTAL FOR ONSITE			1 day	
TOTAL IF HARDWARE REPLACEMENT IS REQUIRED			3 days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	ICTMS Request feedback through https://tinyurl.com/ryesyuh
How feedbacks are processed	Feedback are consolidated and reviewed by each division.
How to file a complaint	Complain can be sent through https://ictsupport.dswd.gov.ph
How complaints are processed	Each complain or request are assigned to specific person that will take action
Contact information of ARTA, PCC, CCB	<p>CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p><i>Email:</i> email@contactcenterngbayan.gov.ph <i>Facebook:</i> https://facebook.com/civilservicegovph/ <i>Web:</i> https://contactcenterngbayan.gov.ph/ <i>PCC:</i> 8888 <i>ARTA:</i> complaints@arta.gov.ph</p>

**Policy & Plans Division
National Household Targeting Section (NHTS)
Internal Services**

1. Data Sharing with DSWD OBSUs - List of Data Subjects

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) for social protection purposes.

Office or Division:	National Household Targeting Section			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2B – Government to Business G2C – Government to Citizen			
Who may avail:	All DSWD OBSUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Request (indicating purpose and list of data sets)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will endorse their letter of request with attached e-copy of data requirements to NHTS.	1.1 Receive and record the request in the document transaction/ tracking system.	None	5 minutes	<i>Administrative Assistant NHTS</i>
	1.2. Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.			
	1.3. Forward for approval to the NHTS PPD Chief.			
	1.4 Review, input comment and decide if the request is for processing or	None	4 hours	<i>NHTS PPD Chief</i>

	not. The request is forwarded to the Information Technology Officer.			
	<p>1.5 Review and facilitated the request</p> <ul style="list-style-type: none"> If Disapproved - Return to requesting party and stating in the letter the reasons for disapproval based on MC 12, s. 2017. End of process. If Approved - Endorse to the NHTO IT DPS Section Head <p>*Note: For NHTS- If Approved, the request will be processed.</p>	None	10 minutes	<i>Information Technology Officer</i> NHTS
	1.6. Process the request.	None	3 days	<i>Information Technology Officer</i> NHTS
	1.7. Review result of data generation.	None	3 days	
	1.8. Secure the data by adding password protection to the file.	None	1 day	<i>Head/ PDO</i> NHTS
	1.9 Prepare the Data Release Form (DRF), draft memo reply and burn	None		

	<p>results in a compact disc (CD).</p> <ul style="list-style-type: none"> Other storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party 			
	1.10. Counter sign in the DRF	None		
	1.11. Finalize the memo, attach with the DRF and secured data (CD), then forward it to the Administrative Section.	None	4 hours	<i>NHTS PDO</i>
	1.12. The Director will sign the memorandum.	None	4 hours	<i>Regional Director Field Office</i>
	1.13. The Administrative Section will track and scan the document before releasing the result to the requesting Party.	None	5 minutes	<i>Administrative Assistant NHTS</i>
2. Call NHTS Office	2.1. Upon receiving the result from NHTS, the	None		<i>Information Technology Officer</i>

	requesting party will contact (thru phone) Data Processing Section for the password of the file.			
TOTAL		NONE	8 days, 4 hours, 20 minutes	

2. Data Sharing with DSWD OBSUs - Name Matching

Processing of data to determine if a household is in the Listahanan database and what its corresponding poverty status.

Office or Division:	National Household Targeting Section			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen			
Who may avail:	All DSWD OBSUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (indicating reasons for name-matching)		Client		
2. Electronic copy of the names to be matched.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTS.	1.1. Receive and record the request in the document transaction/ tracking system.	None	5 minutes	<i>Administrative Assistant</i> NHTS
	1.2. Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the	None		

	expected schedule of release of the results.			
	1.3. Forward request for approval to the NHTS PPD Chief.			
	1.4. Review, input comments and decide if the request is for processing or not then endorse to the Information Technology Officer.	None	4 hours	<i>Chief PPD</i>
	1.5. Review and facilitate the request <ul style="list-style-type: none"> • If Disapproved- Return to requesting party and stating in the letter the reasons for disapproval based on MC 12, s. 2017. End of process. • If Approved - Endorse to the NHTO IT DPS Section Head <p>*Note: For NHTS- If Approved, the request will be processed.</p>	None	10 minutes	<i>Information Technology Officer NHTS</i>
	1.6. Assess if the attached electronic	None	1 hour	<i>Information Technology Officer NHTS</i>

	<p>copy of names is in accordance with the template required.</p> <ul style="list-style-type: none"> • If not in accordance with the required template - Inform the requesting party for revision. • If in accordance – Inform the Administrative Assistant of the schedule of release of the results. 			
	1.7. Process the request on a set deadline, depending on the volume or number of names to be matched.	None	20 days (for 300,000 names)	<i>Information Technology Officer NHTS</i>
	1.8. Review the result of the name matching.	None	3 days	
	1.9. Secure the data by adding password protection to the file.	None	2 days	
	1.10. Prepare the Data Release Form (DRF), draft memo reply and burn results in a compact	None		

	disc(CD). <ul style="list-style-type: none"> Other storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party 			
	1.11. Counter sign in the DRF	None		<i>Head/ PDO NHTS</i>
	1.12. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.			<i>PDO NHTS</i>
	1.13 Sign the memorandum/ endorsement letter.	None	4 hours	<i>Regional Director</i>
	1.14 Track and scan the document before releasing the result to the requesting Party.	None	5 minutes	<i>Administrative Assistant NHTS</i>
2. Call NHTS Office	2.1. Provide the password of the file to the requesting party thru phone upon inquiry. And administer the CSMS Form per CART guidelines.	None		<i>Information Technology Officer NHTS</i>

TOTAL	NONE	26 days, 1 hour, 20 minutes	
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**with possible extension on the actual data processing depending on the volume of data and names required*

3. Data Sharing with DSWD OBSUs - Statistics/Raw Data Request

Generation of source data, unprocessed anonymized data or numerical processed data as requested by the client.

Office or Division:	NHTS – Policy and Plans Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen			
Who may avail:	DSWD OBSUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Request (specify purpose and data requested)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will endorse their letter of request of statistical data/ raw data generated from <i>Listahanan</i> (specify purpose and data requested).	1.1 Receive and record the request in the transaction/ tracking system.	None	10 minutes	<i>Administrative Assistant</i> NHTS
	1.2. Forward request to the Office of the NHTO Director/ NHTS PPD Chief.	None		
	1.3. Review, input comments and approval in the request based on MC 12, s.2017 then endorse to the NHTO	None	5 hours	<i>Chief</i> NHTS

	Statistics Section/ NHTS Regional Field Coordinator.			
	<p>1.4. Review the request if:</p> <p>a. <i>Not clear</i> – In case of vague data request-coordinate with the data users to clarify the data requirements. He/ She shall provide recommendations on other possible data that can be requested if the requested data is not available in the <i>Listahanan</i> database.</p> <p>b. <i>Clear</i> – Endorse request to the Associates Statisticians for data generation.</p>	None	5 hours	<i>Regional Field Coordinator</i> NHTS
	1.4. Generate the requested data from the <i>Listahanan</i> database. The generated statistical/ raw data can be in <i>excel</i> or in any format available.	None	1 day	<i>Associate Statisticians</i> NHTS
	1.5 Draft reply	None		

	letter/ memorandum			
	1.6 Submit the generated data and reply letter to the NHTO Head Statisticians/ NHTS RFC	None		
	1.7. Countercheck the generated statistical/ raw data if: a. <i>Not accurate</i> – Return the generated statistical/ raw data to the Associate Statisticians for revisions. b. <i>Accurate</i> – Submit the generated data statistical/ raw to the NHTO Operations Division Chief/ NHTS PPD Chief.	None	5 hours	<i>Statistician/ RFC NHTS</i>
	1.8. Review the facilitated data, countersign reply letter/ memorandum and endorse to the Director for approval and release.	None	5 hours	<i>Chief PPD</i>
	1.9. Review further the facilitated data request. If the generated statistics/ raw data is: a. <i>Not accurate and acceptable</i> – Return the facilitated data	None	5 hours	<i>Regional Director Field Office XI</i>

	<p>request to the Statistics section for revisions.</p> <p>b. <i>Accurate and acceptable</i> – Sign the reply letter/ memorandum. The facilitated data request will be approved for release.</p>			
2. Receive the data requested	<p>2.1. Track and facilitate the release of the <i>approved</i> data request to the requesting party.</p> <ul style="list-style-type: none"> Administer the CSMS Form per CART guidelines 	None	10 minutes	<p><i>Administrative Assistant</i> NHTS</p> <p><i>Associate Statisticians</i> NHTS</p>
TOTAL		NONE	4 days, 1 hour, 20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated dropbox or email to nhtspr.npmo@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to nhtspr.npmo@dswd.gov.ph</p>

<p>How to file a complaint</p>	<p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at nhtspr.npmo@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.</p>
<p>How complaints are processed</p>	<p>The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the NHTO Director for appropriate action.</p> <p>Complaints officer shall provide feedback to the client.</p>
<p>Contact information of ARTA, PCC, CCB</p>	<p>CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines <i>Email:</i> email@contactcenterngbayan.gov.ph <i>Facebook:</i> https://facebook.com/civilservicegovph/ <i>Web:</i> https://contactcenterngbayan.gov.ph/ <i>PCC: 8888</i> <i>ARTA: complaints@arta.gov.ph</i></p>

**Protective Services Division
Capability Building Section
Internal Services**

1. Borrowing of KEC Materials and Collections

Borrowing of learning materials and references from the Knowledge Exchange Center (KEC) done by DSWD employees.

Office or Division:	FO XI – Capability Building Section				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	DSWD Employees				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Borrower's Logbook			Knowledge Exchange Center		
2. Valid ID			Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Provide proof of identification		None	2 hours	<i>KEC Librarian/ Staff CBS</i>	
2. Inquire availability of knowledge material/s	2.1 Receive inquiry on the availability of knowledge material/s	None	2 hours		
	2.2 Conduct physical inspection of material/s being borrowed	None	2 hours		
3. Fill out Borrower's Logbook	3.1 Require borrower to fill out Borrower's Logbook	None	2 hours		
	3.2. Encode material and borrower's name in the KEC Borrowers' Matrix	None	2 hours		
	3.3. Release the material/s and advise date of return	None	2 hours		
TOTAL		NONE	1 day, 4 hours		

2. KEC Function Room Reservation and Use

Reservation and use of the Knowledge Exchange Center (KEC) Function Room for meetings, learning sessions, and exams for applicants via electronic mail or phone call.

Office or Division:	FO XI – Capability Building Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reservation Form		Knowledge Exchange Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of Function Room via email	1.1 Receive request via email to reserve Function Room	None	1 hour	<i>KEC Librarian/ Staff CBS</i>
	1.2 Check availability of KEC Function Room	None	2 hours	
	1.3. Send Reservation Form to requesting party thru email	None	2 hours	
2. Fill out Reservation Form	2.1. Book reservation to KEC Calendar	None	2 hours	
3. Submit accomplished Reservation Form to KEC thru email	3.1. Send confirmation of reservation and link CSMS Form thru email	None	2 hours	
TOTAL		NONE	1 day, 1 hour	

3. Provision of Resource Person to DSWD Intermediaries and Stakeholders

Processing of requests for resource persons to capacitate intermediaries and stakeholders with the needed knowledge and skills to effectively implement social welfare and development and social protection programs and services that are responsive to the needs of different sectoral groups in the community.

Office or Division:	FO XI – Capability Building Section			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	DSWD intermediaries (local government units, non-government organizations, peoples' organizations, civil society organizations, academe) and stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Memo of Request			Requesting party	
2. DSWD Intellectual Property Agreement			DSWD Field Office Capacity Building Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter to DSWD	1.1 Receive, check and log request letter and forward to the Office of the Regional Director (ORD)	None	1 hour	<i>Administrative Staff (Records Section)</i>
	1.2 Receive the request letter and endorse to the Regional Director	None	1 hour	<i>Administrative Staff/Regional Executive Assistant ORD</i>
	1.3 Review and provide instructions and endorse to Protective Services Division (PSD)	None	6 hours	<i>Regional Director Field Office XI</i>
	1.4 Review and provide instructions and endorse to Capability Building Section (CBS)	None	3 hours	<i>Chief/Head PSD</i>
	1.5 Receive the request letter	None	1 hour	<i>Administrative Staff CBS</i>

1.6 Review and assess the request	None	2 hours	<i>Section Head</i> CBS
1.7 Identify resource person per database/list of CGS/program focal/SWD L-Net	None	2 hours	<i>Technical Staff</i> CBS
1.8 Coordinate with the head of the CGS/program focal or SWD L-Net member to inform and check availability	None	2 hours	<i>Technical Staff</i> CBS
1.9 Prepare confirmation letter (to include name and details of identified resource person) and Regional Special Order	None	3 hours	<i>Technical Staff</i> CBS
1.10. Forward confirmation letter and draft RSO to PSD Chief for review and initials	None	1 hour	<i>Administrative Staff</i> CBS
1.11 Review and sign confirmation letter and draft RSO and endorse to ORD	None	3 hours	<i>Chief</i> PSD
1.12. Review and sign the confirmation letter and RSO	None	6 hours	<i>Regional Director</i>
1.13 Return to CBS	None	1 hour	<i>Administrative Staff</i> ORD
1.14. Receive signed confirmation letter and RSO. Attach the Intellectual Property Agreement (IPA) as well as the Customer	None	1 hour	<i>Administrative Staff</i> CBS

	Satisfaction Measurement Survey (CSMS) Form			
	1.15. Send out to the requestor the documents thru email and to Records Section for numbering (RSO) and sending out (confirmation letter, IPA and CSMS) to mail	None	1 hour	<i>Administrative Staff CBS</i>
	1.16. Encode details of the request to a database	None	1 hour	<i>Administrative Staff CBS</i>
	1.17. Coordinate with requestor to set a pre-activity meeting with the identified RP and requestor	None	3 hours	<i>Technical staff CBS</i>
2. Fill out the DSWD Intellectual Property Agreement and Client Satisfaction Measurement Survey	2.1 Ask the client to fill-out the DSWD Intellectual Property Agreement and administer the Client Satisfaction Measurement Survey	None	1 hour	
TOTAL		NONE	4 days, 7 hours	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Fill out Customer Satisfaction Measurement Survey form sent by the Field Office. You may also send your concerns to the concerned Field Office or cbs.fo11@dswd.gov.ph Contact info: Field Office XI – (082) 227 1954 local 1127
How feedback forms are processed	Weekly client feedback forms are reviewed by the Field Office staff-in-charge and feedback received are relayed and discussed with Field Office staff during staff meetings.

	<p>Feedback requiring answers are communicated with concerned Field Office staff and they are required to respond within three (3) days upon receipt of feedback.</p> <p>The answer is relayed to the concerned customer.</p> <p>For inquiries and follow-ups, the customer may call the concerned Field Office.</p>
How to file a complaint	<p>Feedback and complaints undergo the same process.</p> <p>Complaints can also be filed via telephone. Please include the following information:</p> <ul style="list-style-type: none"> -Name of person/office being complained -Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how) -Evidence <p><i>Same contact numbers</i></p>
How complaints are processed	Feedback and complaints undergo the same process.
Contact information of ARTA, PCC, CCB	<p>CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p><i>Email:</i> email@contactcenterngbayan.gov.ph <i>Facebook:</i> https://facebook.com/civilservicegovph/ <i>Web:</i> https://contactcenterngbayan.gov.ph/ <i>PCC: 8888</i> <i>ARTA: complaints@arta.gov.ph</i></p>

List of Offices

Office	Address	Contact Information
Financial Management Division	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	Section Head Budget Section 227-1964 local 1110
General Administration Support Services Division	R. Magsaysay Avenue corner D. Suazo Street, Davao City	Section Heads Property and Supply Section 227-1964 local 1115 Procurement Management Section 227-1964 local 1117

		General Services Section 227-1964 local 1116
Human Resource Management Development Division	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	Section Heads HR PAS 227-1964 local 1100 Section Head HRPPMS 227-1964 local 1101
Office of the Regional Director	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	Head Legal Unit 227-1964 local 1121 Unit Head Social Marketing Unit 227-1964 local 1160 Unit Head Social Technology Unit 227-1964 local 1147
Policy Development and Planning Section	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	Division Chief 227-1964 local 1149/1169 planning.fo11@dswd.gov.ph
		Grievance Officer National Household Targeting Section 09124513359
		Section Head ICTMS 227-1964 local 1146
Pantawid Pamilya Pilipino Program Management Division	DSWD Field Office XI R. Magsaysay Avenue, Corner D. Suazo St., Davao City	Regional Program Coordinator 227-1964
Protective Services Division	DSWD Field Office XI R. Magsaysay Avenue, Corner D. Suazo St., Davao City	Section Head Capability Building Section 227-1964 local 1127