



# DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

## **CITIZEN'S CHARTER HANDBOOK**

5<sup>th</sup> Edition

2023

# **Quality Policy**

## **DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT**

**D**eliver, coordinate, and monitor social protection programs and services to the poor, vulnerable, and disadvantaged population towards a fair, just and peaceful society;

**S**ustain a culture of excellence through continual improvement of systems, mechanisms, and procedures in the delivery of programs and services;

**W**ork with integrity and adhere to ethical standards for customer satisfaction and quality service by complying with the DSWD mandates, and other pertinent laws; and

**D**emonstrate genuine concern for the poor, prompt compassionate service, and free from any form of corruption.

## **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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## **Policy & Plans Division (PPD)**

### **External Services**

## **National Household Targeting Section External Services**

## 1. Data Sharing - List of Data Subjects

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Memorandum of Agreement (MOA).

Office or Division	National Household Targeting Section			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen (G2C),			
Who may avail:	All NGAs, GOCCs. NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (indicating reasons for the request)		Provided by the Requesting Party		
2. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations)				
3. Electronic copy of the Data Requirements				
4. Designated Data Protection Officer (DPO)				
5. Valid Proof of Identities of the agency head and DPO				
6. Memorandum of Agreement		NHTO/ NHTS PDO and ITO		
7. Certificates:				
(a.) Certificate of orientation on the DPA				
(b.) Certification on Acknowledgement Receipt of the copy of the law, IRR and its issuances				
(c.) Physical Setup Certification; and				
(d.) Organizational, Technical, and Security Setup Certification				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Endorse the letter of request with attached e-copy of the data requirements to NHTS.	1.1 Receive and record the request in the document transaction/ tracking system.	None	5 minutes	Administrative Assistant 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"> <li>If approved- the orientation will be scheduled including preparation of documentary</li> </ul>	None	30 minutes	<i>Project Development Officer</i>

	requirements for submission.  <ul style="list-style-type: none"> <li>If disapproved- Inform the requesting party of the disapproval. End of process.</li> </ul>			
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 Data Protection	None	2 hours	<i>NHTO Director/ RFC</i>

	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"> <li>Other storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting</li> </ul>			

	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.			<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>
<b>TOTAL</b>		<b>NONE</b>	<b>11 days, 2 hours, 55 minutes</b>	

*\*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 G2C – Government to Citizen			
Who may avail:	All NGAs, GOCCs, NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (indicating reasons for name-matching)		Provided by the Requesting Party		
2. Electronic copy of the names to be matched				
3. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations)				
4. Designated Data Protection Officer (DPO)				
5. Valid Proof of Identities of the agency head and DPO				
6. Memorandum of Agreement		NHTO/ NHTS PDO and ITO		
7. Certificates:				
(a.) Certificate of orientation on the DPA				
(b.) Certification on Acknowledgement Receipt of the copy of the law, IRR and its issuances				
(c.) Physical Setup Certification, and				
(d.) Organizational, Technical, and Security Setup Certification				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Requesting Party will endorse their letter of	1.1. Receive and record the request in the	None	5 minutes	Administrative Assistant

request with attached e-copy of names for name matching to NHTS.	document transaction/ tracking system.			
	1.1. Endorse request for approval to the NHTO Director or NHTS PPD Chief.  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.			
	1.2. Decide if the request is for processing or not. <ul style="list-style-type: none"> <li>The Director/ PPD Chief input comments and decisions and endorse to the Operations Division Chief/NHTS PDO</li> </ul>	None	2 hours	<i>NHTO Director/ PPD Chief</i>
	For NHTO: 1.4. Input comments and endorse request to the PDO.	None	10 minutes	<i>NHTO Operations Division Chief</i>

	1.5. Inform the requesting party on the approval/ disapproval of the data request based on the DSWD MC 12, s.2017 <ul style="list-style-type: none"> <li>• If approved- the inspection meeting will be scheduled including preparation of documentary requirements for submission.</li> <li>• If disapproved- Inform the requesting party of the disapproval</li> </ul>	None	10 minutes	<i>Project Development Officer</i>
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 <ul style="list-style-type: none"> <li>Inspect the IT facilities of the requesting party</li> <li>Collection of documentations based on data requirements</li> </ul> *Note: NHTS conduct signing of the certifications of the inspection completion and exit conference	None	1 day	<i>NHTO IT Inspection Team/ NHTS Inspection Team</i>
	4.2. Certifications will be attached to the MOA and endorsed to the Department's Data Protection Officer.			<i>NHTO Director/ RFC</i>
	4.3. Assess the MOA, its purpose, and			<i>DSWD Data Protection Officer</i>



	attachments.			
	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.  <ul style="list-style-type: none"> <li>• If not in accordance with the required template- inform the requesting party for revision</li> <li>• If in accordance- ITO shall inform the Administrative staff of the schedule of release of the results</li> </ul>	None	1 hour	<i>Information Technology Officer</i>
	4.6. Process the request on a set deadline, depending on the volume or number of	None	20 days (maximum 300,000 names)	<i>Information Technology Officer</i>

	names to be matched.			
	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"> <li>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</li> </ul>			
	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>
<b>TOTAL</b>		<b>NONE</b>	<b>29 days, 2 hours, 10 minutes</b>	

*\*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.

<b>Office or Division:</b>	National Household Targeting Section	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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/ NHTS RFC.	None	5 hours	<i>NHTO Director/ NHTS PPD Chief</i>
	1.3. Review the request, if the request is: 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. b. <i>Clear</i> – Endorse request to the Associates Statisticians for	None	5 hours	<i>NHTO Head Statistician/ NHTS Regional Field Coordinator</i>

	data generation.			
	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>
	1.4.1. Draft reply letter/ memorandum			
	1.4.2. Submit to the NHTO Head Statistician/ NHTS RFC			
	1.5. Review generated statistical/ raw data. If the statistical/ raw data. If the statistical/raw data is: a. <i>Not accurate</i> – Return the generated statistical/ raw data will be to the Associate Statisticians for revisions. b. <i>Accurate</i> – Submit the generated statistical/ raw data to the NHTO Operations Division Chief/ NHTS PPD Chief.	None	5 hours	<i>NHTO Head Statistician / NHTS RFC</i>
	1.6. Review	None	5 hours	<i>NHTO Operations</i>

	facilitated data, countersign reply letter/ memorandum and endorse to the NHTO Director/ NHTS Regional Director for approval and release.			<i>Division Chief/ NHTS PPD Chief</i>
	<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> – 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>	None	5 hours	<i>NHTO Director/ NHTS Regional Director</i>
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"> <li>Administer the CSMS form per CART guidelines.</li> </ul>	None	10 minutes	<i>Administrative Assistant</i>  <i>Associate Statisticians</i>

<b>TOTAL</b>	<b>NONE</b>	<b>4 days, 1 hour, 20 minutes</b>	
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#### 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.

<b>Office or Division:</b>	National Household Targeting Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All walk-in clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. (1) Valid Identification Card/Proof of Identity 2. Walk-in Name Matching Form (1 original)		1. Provided by the Client  2. National Household Targeting Office/ National Household Targeting Section Office – Administrative Assistant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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"> <li>• <i>If not valid-</i> The PDO will inform</li> </ul>	None	10 minutes	<i>Project Development Officer</i>

	<p>the client on the grounds for the denial of the request based on the DSWD MC 12, s.2017. End of process.</p> <ul style="list-style-type: none"> <li>• <i>If valid</i> – Forward the request to the Information Technology Officer for matching</li> </ul> <p>Note: * In case, the ITO is on official travel, the client shall leave his/her contact details.</p>			
	<p>1.4. Process the name matching request.</p> <ul style="list-style-type: none"> <li>• Manual verification</li> <li>• Running of name matching application</li> </ul> <p>*Note: 1day processing time if the ITO is on official travel</p>	None	5 minutes	<i>Information Technology Officer</i>
	<p>1.5. Review and archive result.</p>	None	5 minutes	<i>Information Technology Officer</i>
	<p>1.6 Endorse result to the PDO</p>			



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>
<b>TOTAL</b>		<b>NONE</b>	<b>30 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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 <a href="mailto:nhtspr.npmo@dswd.gov.ph">nhtspr.npmo@dswd.gov.ph</a>
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 <a href="mailto:nhtspr.npmo@dswd.gov.ph">nhtspr.npmo@dswd.gov.ph</a></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 <a href="mailto:nhtspr.npmo@dswd.gov.ph">nhtspr.npmo@dswd.gov.ph</a> 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)</p> <p>Call: 165 56</p> <p>P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p>

	Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook: <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web: <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
	PCC: 8888
	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>

## **Policy Development & Planning Section External Services**

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

Approval is issued to 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, focus group discussions, and case studies, among others, with the DSWD, including its clients/beneficiaries and ongoing programs, projects, and services, wherein their main subject of research study involves the DSWD as an organization. Requests to conduct such activities need to undergo research protocol. Research in which target respondents **involve more than one (1) region** shall seek the approval of the Policy and Plans Division Chief. Research requests must be submitted to the Regional 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 head of the concerned office, bureau, service or unit:

- 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 a client or beneficiary is essential for the study, the researcher shall secure the consent of the Center Head/Client/Beneficiary.
- Briefing/interview/orientation sessions with key focal persons in the Central Office on general information about DSWD programs, policies and projects. The DSWD, 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 DSWD's program operations.
- Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however, shall adhere to the policies on undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

<b>Office or Division:</b>	Policy and Plans Division (PPD) – Policy Development and Planning Section (PDPS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government
<b>Who may avail:</b>	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, including DSWD personnel researching to pursue higher academic education) who intend to conduct research studies related to or involving the DSWD.		
CHECKLIST OF REQUIREMENTS (original/photocopy/scanned)		WHERE TO SECURE		
<b>If request shall not undergo Research Protocol:</b>  1. Request letter (1 copy)		Researcher		
<b>If the request shall undergo Research Protocol:</b>  1. Request letter (1 copy) 2. Research Request Form (1 copy) 3. Research Brief (1 copy) 4. Research Instruments (1 copy)		Researcher PDPB-RED/PPD-PDPS PDPB-RED/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. Receive request  1.1. Receive the request letter addressed to the PDPB/Regional Director and/or the research request documents and encode the details in the office's document tracking/ monitoring system	None	4 hours	Administrative staff or Technical Staff in charge of receiving research request letters/ documents PPD/Office of the Regional Director
	1.2 Furnish researcher with a receiving copy of the request letter, along with printed or digital leaflets/			

	information, education, and communication (IEC) materials detailing the process flow and requirements. If request is received through email, reply and acknowledge receipt with attached digital leaflets/IEC materials showing the process flow and requirements			
	1.3 Endorse to the Division Chief (PDPB-RED/PPD) or PDPS Head for assignment and further instructions (if any) to the concerned technical staff			
	1.4 Review the request and assign to available technical staff	None	2 hours	<i>Division Chief/ Section Head/ Officer-in- Charge (OIC) PPD/PDPS</i>
	1.5 Review the request as to the following:			
	1.5.1 Area/region of coverage ( <i>refer to Memorandum Circular No. 10, s. 2019 Section VII. Item 4</i> ) to ensure that it is sent to the correct office. Otherwise, endorse to the correct office.	None	2 hours	<i>Technical Staff PDPS</i>
	1.6 If the request falls within the scope of the office, assess if it shall			

	undergo research protocol (i.e., approval of the PDPB Director/PPD Chief) using the <i>Checklist for Reviewing Research and Social Welfare and Development (SWD) Data Requests</i>			
	1.6.1 For requests that <b>need not go through the protocol</b> (refer to <i>Memorandum Circular 10, s.2019, Section VI, Item 1</i> ), endorse researcher to the concerned DSWD Offices/Bureaus/Sections/Units (OBSUs) 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 up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.	None	4 days	<i>Technical Staff PDPS</i>
	1.6.2 For requests with complete documentary requirements that <b>need to go through the protocol</b> ,	None	7 days	<i>Technical Staff PDPS</i>

	proceed to the review of the research request in consultation with concerned OBSUs and Field Offices (FOs).			
	1.7 Receive the comments/inputs and recommendations from other offices. These shall be the basis for decision to approve/ disapprove the request.	None	1 day	<i>Technical Staff</i> PDPS
	1.8 To recommend Approval?			
	1.8.1 Yes - Prepare a recommendation for approval using the <i>Outline Memorandum of Recommendation on the Research Request</i> for review and initial of the Division Chief/Section Head. This shall include the consolidated recommendations from the concerned OBSUs/FOs.	None	1 day	<i>Technical Staff and Division/ Section Head/ Officer-in- Charge</i> PDPS
	1.8.2 No - Communicate decision to the researcher and inform them of relevant revisions that are needed to			



	<p>be made. Two (2) days will be given to researchers 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 1.6.2 and restart count of working hours/days. Otherwise, request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.</p>			
	<p>1.9 PPD Chief to approve/disapprove request based on recommendations</p>	None	2 days	Chief PPD
	<p>To approve?</p> <p>1.9.1 Yes - inform researcher and endorse to the concerned OBSUs/FOs. Coordinate with the concerned office where the research request was endorsed and assist the</p>			Technical Staff PDPS

	researcher in matters related to conduct of data-gathering activities, then request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.			
2. Accomplish the Client Satisfaction Measurement Survey	2.1 Receive the accomplished Client Satisfaction Measurement Survey (either online or paper-based)	None		<i>Technical/ Administrative Staff PDPS</i>
<b>Total</b>		<b>None</b>	<b>5 working days (non-protocol)</b>  <b>12 working days (protocol)</b>	

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

Social Welfare and Development (SWD) data and information are provided to external researchers upon their request, specifically for secondary data. Requests for secondary SWD data and information need not go through the DSWD Research Protocol (or DSWD Memorandum Circular No. 10 s. 2019) and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, bureau, service or unit. Secondary SWD data refers to data that has already been consolidated and/or published by the DSWD and readily available as public document.

<b>Office or Division</b>	Policy and Plans Division (PPD) – Policy Development and Planning Section (PDPS)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen G2G – Government to Government

<b>Who may avail</b>			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 DSWD.	
<b>CHECKLIST OF REQUIREMENTS (original/photocopy/scanned)</b>			<b>WHERE TO SECURE</b>	
Request Letter (1 copy)			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 request letter	None	10 minutes	<i>Administrative Staff</i> PDPS
	1.1.1 Receive request for SWD data from the researcher			
	1.1.2 For Walk-in: Receive request letter and ask the researcher to provide details in the logbook			
	1.1.3 For Email: Download and print request	None	10 minutes	<i>Administrative Staff</i> PDPS
	1.2 Check completeness of information in the request letter (i.e., name of the researcher, contact details, and data being requested)			
	If complete, acknowledge receipt of the request (for email) or provide receiving copy (for walk-in)			
	1.3 Encode details to the system or the Enhanced Document Transaction Management System (EDTMS)	None	3 minutes	<i>Administrative Staff</i> PDPS

	1.3.1. For email: Request Letter			
	1.3.2. For walk-in: Information provided in the Researcher's Logbook  Endorse request to the concerned Division (for PDPB)/ Unit (for PDPS)	None	5 minutes	<i>Administrative Staff PDPS</i>
	1.4 Assess if the data/information being requested is available within the division	None	10 minutes	<i>Technical Staff PDPS</i>
	1.5 If data is available, prepare the data and letter response (utilizing the letter response template) which includes a request to accomplish the Client Satisfaction Measurement Survey.  Submit to Division Chief/Unit Head for review, approval, and signature.	None	Single data: 7 hours Multiple data: 1 day, 4 hours	<i>Technical Staff PDPS</i>
	1.5.1 If not available within the office/ section, endorse the request to the concerned office/division/ section using the <i>Endorsement of Research and SWD Data Request Form</i> .	None	30 minutes	<i>Technical Staff PDPS</i>
	1.5.2 If data/ information is not available in			

	<p>DSWD, inform the researcher of other sources of data.</p> <p>Prepare a letter response (utilizing the <i>letter response template</i>) which includes a request to accomplish the <i>Client Satisfaction Measurement Survey</i>. Submit to the Division Chief/Unit Head for review, approval, and signature.</p>			
	1.6 Review, approve and sign the letter response, prepared data (if available), and applicable form	None	20 minutes	<i>Division Chief or OIC/ Unit Head</i> PDPS
	1.7 Send the signed letter response containing the <i>Client Satisfaction Measurement Survey Form</i> link/code to the researcher together with the approved data (if available) and applicable form.	None	10 minutes	<i>Administrative Staff</i> PDPS
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		<i>Administrative/ Technical Staff</i> PDPS

	<b>Total</b>	<b>None</b>	<b>1 working day, 15 minutes (single data)</b>  <b>1 working day, 5 hours, 15 minutes (multiple data)</b>  <b>1 hour, 45 minutes (no data)</b>	
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<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>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.</p>
How feedbacks are processed	<p>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.</p>
How to file a complaint	<p>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.</p> <p>In case of an appeal, the researcher may file a written appeal within 10 working days from receipt of the notice of disapproval.</p>
How complaints are processed	<p>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.</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: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook: <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web: <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
	PCC: 8888
	ARTA: complaints@arta.gov.ph

## **Standards Section (SS) External Services**

## 1. Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation and Organization: Temporary Permit 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.

<b>Office or Division:</b>	Standards Section – DSWD Field Office XI Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office		
<b>Classification:</b>	Thru a Fast Lane Established for the Purpose		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	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  • <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  Annex 2 - DSWD-SB-PSF-002: Application Form	
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency		• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 5 - DSWD-SB-PSF-003: Project Proposal	
3. Undertaking to comply with the remaining requirements for the issuance of Solicitation Permit		• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  Annex 8 - DSWD-SB-PSF-007-B: Undertaking (Persons) Annex 9 - DSWD-SB-PSF-007-C: Undertaking (Corporations)	
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		• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report	
5. Sample of additional specific requirements for each methodology to be used, such as:		• Applicant	



5.1. Ticket, Ballots, Cards and similar forms 5.2. Donation Boxes, Coin Banks and other similar forms 5.3. Benefits show such as fashion show, concert and similar activities 5.4. Photo or Painting Exhibits and similar activities 5.5. Written request such as envelopes, letters of appeal, greeting cards and similar forms 5.6. Text message, e-mail, online post and other types of solicitation using electronic devices 5.7. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms 5.8. Sport activities for a cause such as fun run, marathon, cycling and similar activities 5.9. Rummage sale, garage sale, sale of goods and other similar forms				
<b>Note to Applicant:</b> 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
<b>A. Assessment Procedures for Walk-in Applicants</b>				
Step 1: Submit Application Documents	1. Determine whether the submitted documents are complete.	None	10 minutes	Technical/ Support Staff Standards Section DSWD Field Office XI
	1.1 <b>If complete</b> , receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents			

	into the Document Tracking System.			
	1.2 <b><i>If incomplete</i></b> , 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			
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
Step 2: Awaits the result of Assessment	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.	None	4 hours	<i>NFRC Focal Person –</i>  Standards Compliance and Monitoring Division (SCMD) - Standards Bureau  DSWD Central Office

<p><b>Step 2a – If found compliant to eligibility and documentary requirements</b></p> <p>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>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>			

	<b>Step 2b – If found non-compliant to eligibility and documentary requirements</b> <b>5</b> 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
	<b>5</b> 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	DSWD Secretary or Authorized Representative
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		NONE	3 working days	
Complete and Compliant:			4 hours, 50 minutes	
Complete and Non-Compliant Submission:			30 minutes	
Incomplete Submission:				

<b>A. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier</b>				
<b>STEP 1:</b> Send the Application Form together with the prescribed documentary requirements through Mail or Courier to:  <b>Standards Bureau</b> DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City.		None	*10 minutes	<i>Support Staff in-charge of incoming documents</i>
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
Step 2: Awaits the result of Assessment	2.1 Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;  <i>May conduct validation activities, collateral interview and/or agency visit, if necessary.</i>	None	4 hours	<b>NFRC Focal Person – Standards Compliance and Monitoring Division (SCMD) - Standards Bureau DSWD Central Office</b>
	<b>Step 2a – If found compliant to eligibility and documentary requirements</b> 3. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary			

	4. 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	<b>Step 2b – If found non-compliant to eligibility and documentary requirements</b> b.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	Section Head/ Division Chief 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	Office of the Bureau Director Standards Bureau DSWD Central Office*
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	Undersecretary 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	6.1 Approve and sign Solicitation Permit/ Certificate	None	1 day	DSWD Secretary or Authorized

application	of Authority to Conduct National Fund Raising Campaign			<i>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 and 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.*

## 2. Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation and Organization: National Regular Permit

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

<b>Office or Division:</b>	Standards Section – DSWD Field Office XI Standards Compliance and Monitoring Division (SCMD)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizen

	G2G – Government to Government		
<b>Who may avail:</b>	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	
<b>A. For Individuals, Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes</b>			
1. Duly Accomplished Application Form		<ul style="list-style-type: none"><li>• DSWD Field Office XI R. Magsaysay Avenue Corner D. Suazo Street, Davao City</li><li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 2: DSWD-SB- PSF-001: Application Form</li></ul>	
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 <b>*Not applicable to Government Agencies and SWDAs with Valid RLA</b>		<ul style="list-style-type: none"><li>• Securities Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Maa-Road, Davao City</li></ul>	
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 regulate the applicant organization or agency. <b>*Not applicable to Government Agencies and SWDAs with Valid RLA.</b>		<ul style="list-style-type: none"><li>• Securities Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Maa-Road, Davao City</li></ul>	
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.		<ul style="list-style-type: none"><li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 5 - DSWD-SB-PSF-003: Project Proposal</li></ul>	
5. Updated Profile of the Governing Board or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. <b>*Not applicable to Government Agencies and SWDAs with Valid RLA.</b>		<ul style="list-style-type: none"><li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 6: DSWD-SB-PSF-004: Profile of Governing Board</li></ul>	

<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"> <li>From the applicant signed by the intended beneficiary/recipients or its head/authorized representative</li> </ul>
<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"> <li>From the Licensed and Accredited SWDA that allowed the applicant to solicit funds under their name or responsibility</li> </ul>
<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"> <li>From the agency that allows applicant to undertake solicitation activities in their jurisdiction</li> </ul>
<p>9. Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by an Hospital Records Section</p>	<ul style="list-style-type: none"> <li>From the attending physician or Hospital Records Section</li> </ul>
<p>10. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)</p>	<ul style="list-style-type: none"> <li>From the Local Social Welfare and Development Officer who has jurisdiction on the area of the applicant</li> </ul>
<p>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.</p>	<ul style="list-style-type: none"> <li>From the concerned DSWD Office and/or the C/MSWDO of the concerned LGU</li> </ul>
<p>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)</p>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>            Annex 10 - DSWD-SB-PSF-008: Board Resolution            Annex 11 - DSWD-SB-PSF-009: Pledge</li> </ul>

	of Commitment
13. Fund Utilization Report (Annex 12) of proceeds and expenditures	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> 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"> <li>From the Applicant as issued by the concerned Field Office</li> </ul>

**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
<b>STEP 1:</b> 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 Staff - Standards Section DSWD Field Office
<b>STEP 2:</b> Payment of Processing Fee	2.1 Receive payment for the required processing fee and issue official receipt (OR)	₱1,000.00	*10 minutes	Receiving Staff – Cash Division DSWD Field Office
<b>STEP 3:</b> Submit/file application documents	<b>If Complete and Compliant:</b> 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	Focal Person - Standards Section DSWD Field Office
	<b>If found incomplete or non-compliant</b>	None	3 days	Focal Person - Standards

	3.1 Communicate with the applicant citing reason/s for non-processing and denial.			Section DSWD Field Office
	3.2 Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for applicant Organization's compliance.			
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 4:</b> 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	<i>Focal Person - Standards Section/Section Head/Division Chief/Regional Director - DSWD Field Office</i>
	4.2 Review and validate application documents for compliance to requirements, prepare Permit/Certificate of Authority to Conduct National Fund Raising Campaign and		2 days, 6 hours, 30 minutes	<i>Technical Staff –Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central</i>

	endorse the same to the Undersecretary concerned for recommending her approval			Office
	4.3 Endorse application documents and Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Undersecretary 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	None	1 day	<i>Assistant Secretary</i>
	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	None	1 day	<i>Undersecretary</i>

	Campaign  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 representative.  Note: If disapproved, return to the Standards Bureau and provide reason for disapproval.	None	2 days	<i>DSWD Secretary or Authorized Representative</i>
	<b>If disapproved to requirements:</b> 1.1 Call the attention of the concerned DSWD Field Office and communicate citing reason/s for non-processing and denial.  1.2 Provides the necessary technical assistance to rectify the gap and/or submit lacking requirements.	None	3 days	<i>Technical Staff –Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director</i> - Standards Bureau DSWD Central Office



<b>STEP 5:</b> Issuance of Permit	5.1 Notify the Applicant Organization on the approved National Fundraising Campaign Authority/Permit through Conforme Letter	None	1 hour, 30 minutes	<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.			
<b>TOTAL</b>		<b>₱1,000.00</b>	<b>14 working days</b>	
<b>Complete and Compliant:</b>				
<b>Complete but Non-Compliant and/or Incomplete Submission:</b>		<b>₱1,000.00</b>	<b>Three (3) days</b>	
<b>Incomplete Submission:</b>		<b>NONE</b>	<b>30 minutes</b>	

*\*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.*

### 3. Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation and Organization: Regional Temporary Permit 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

<b>Office or Division:</b>	Standards Section – DSWD Field Office XI	
<b>Classification:</b>	Complex Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	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	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. For Person/s desiring to solicit or receive contributions for response to victims of state of emergency/calamity</b>		
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> <li>DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City</li> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> Annex 2 - DSWD-SB-PSF-002: 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"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> 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"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> 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"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report	
5. Additional Requirements for Persons <ol style="list-style-type: none"> <li>Two valid government issued Identification Cards</li> <li>Barangay Certification attesting to the applicants integrity and capability to launch a fund raising activity</li> </ol>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>	

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"> <li>Applicant</li> </ul>
<b>B. For Person/s representing an unorganized/unregistered group</b>	
1. One (1) Duly Accomplished Application Form signed by the applicant person or head of agency or his/her authorized representative	<ul style="list-style-type: none"> <li>DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City</li> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> <p>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	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> <p>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	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> <p>Annex 7 - DSWD-SB-PSF-006: Undertaking</p>
4. Additional Requirements for Persons representing an informal/unorganized group <ol style="list-style-type: none"> <li>Two valid government issued Identification Cards</li> <li>Barangay Certification attesting to the applicant's integrity and capability to launch a fund raising activity</li> <li>Endorsement Letter from the group the person is representing with</li> </ol>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
5. 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"> <li>Applicant</li> </ul>

6. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p>
<b>C. For Corporations, Organizations or Associations including SWDAs and Religious Organizations</b>	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> <li>• DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City</li> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> <p>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	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> <p>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	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> <p>Annex 7 - DSWD-SB-PSF-006: Undertaking</p>
4. Fund Utilization Report of proceeds and expenditures.	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> <p>Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p>
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"> <li>• Applicant</li> </ul>
6. Sample of additional specific requirements for each methodology to be used, such as:  a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>

<p>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>	
<b>D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds</b>	
<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"> <li>DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City</li> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> <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"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
<p>3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit</p>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> <p>Annex 7 - DSWD-SB-PSF-006: Undertaking</p>
<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"> <li>Applicant</li> </ul>

5. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-public-solicitation-forms/</a></li> </ul> <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p>
6. Sample of additional specific requirements for each methodology to be used, such as: <ol style="list-style-type: none"> <li>Ticket, Ballots, Cards and similar forms</li> <li>Donation Boxes, Coin Banks and other similar forms</li> <li>Benefits show such as fashion show, concert and similar activities</li> <li>Photo or Painting Exhibits and similar activities</li> <li>Written request such as envelopes, letters of appeal, greeting cards and similar forms</li> <li>Text message, e-mail, online post and other types of solicitation using electronic devices</li> <li>Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</li> <li>Sport activities for a cause such as fun run, marathon, cycling and similar activities</li> <li>Rummage sale, garage sale, sale of goods and other similar forms</li> </ol>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>

**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
<b>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)</b>				
Step 1: Submission of Application	1.1 Determine whether the submitted documents are complete.  <b>If complete,</b> receive the documentary requirements and provide the organization an acknowledgement	Php 500.00	30 minutes	Support/ Technical Staff DSWD Field Office XI - Standards Section

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

	<b><i>compliant to eligibility and documentary requirements</i></b>  1. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary			
	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			
	<b><i>Step 2b – If found non-compliant to eligibility and documentary requirements</i></b>  2b.1 Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify		2 hours	<i>Focal Person – Standards Section – DSWD Field Office XI</i>



	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.		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>Standards Section Head DSWD Field Office XI – Standards Section</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 Campaign	None	3 hours	<i>Policy and Plans Division Chief DSWD Field Office XI</i>

	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>Standards Section</i> DSWD Field Office XI
<b>TOTAL</b>		<b>₱500.00</b>	<b>Two (2) working days</b>	
<b>Complete and Compliant:</b>				
<b>Complete but Non-Compliant and/or Incomplete Submission:</b>		<b>₱500.00</b>	<b>6 hours</b>	
<b>Incomplete Submission:</b>		<b>NONE</b>	<b>30 minutes</b>	

<b>B. Processing Procedures of Applications submitted at Field Office through Mail/Courier</b>				
<b>STEP 1:</b> 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>Standards Section Support Staff in-charge of incoming documents</i>
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
Step 2: Awaits the result of Assessment	2.1 Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;  <i>May conduct validation activities, collateral interview and/or agency visit, if necessary.</i>	None	4 hours	<i>Focal Person – DSWD Field Office XI - Standards Section</i>
	<b>Step 2a – If found compliant to eligibility and documentary requirements</b> 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			
	<b><i>Step 2b – If found non-compliant to eligibility and documentary requirements</i></b>  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.	None	2 hours	<i>Focal Person – DSWD Field Office XI - Standards Section</i>
	2b.2 Review and Sign the letter citing reasons for disapproval with technical assistance on	None	3 hours	<i>Standards Section Head/ Division Chief/Regional Director – DSWD</i>

	how to rectify non-compliance and/or submit lacking requirements.			Field Office XI
Step 3: Awaits the result of application	3.1 Review and Sign assessment report with complete application documents	None	3 hours	<i>Standards Section Head</i> DSWD Field Office XI
	3.2 Prepare 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>Standards Section Head</i> DSWD Field Office XI
<b>TOTAL</b>		<b>₱500.00</b>	<b>Two (2) working days</b>	
<b>Complete and Compliant:</b>				
<b>Complete but Non-Compliant and/or Incomplete Submission:</b>		<b>₱500.00</b>	<b>6 hours</b>	
<b>Incomplete Submission:</b>		<b>NONE</b>	<b>30 minutes</b>	

*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.*

#### 4. Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation, Organization and Association: Regional Regular Permit

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.

<b>Office or Division</b>	Standards Section – DSWD Field Office XI	
<b>Classification</b>	Complex Transaction	
<b>Type of Transaction</b>	Government to Client (G2C)	
<b>Who may avail</b>	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	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>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)</b>		
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> <li>DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City</li> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or;</b> <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 2 - DSWD-SB-PSF-001: Application Form</li> </ul>	
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"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or;</b> <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 5 - DSWD-SB-PSF-003: Project Proposal</li> </ul>	
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	<ul style="list-style-type: none"> <li>Applicant</li> </ul>	

or maternal/paternal relative/s may sign the document in behalf of the child.	
4. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
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"> <li>• Applicant</li> </ul>
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"> <li>• Applicant</li> </ul>
7. Pledge of Commitment (Annex 11)	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or</b>;   <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>            Annex 11 - DSWD-SB-PSF-010: Pledge of Commitment</li> </ul>
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"> <li>• Applicant</li> </ul>
9. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or</b>;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>            Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</li> </ul>
<b>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)</b>	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> <li>• DSWD Field Office XI – Standards Section            R. Magsaysay Avenue Corner D. Suazo Street,            Davao City</li> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-">https://www.dswd.gov.ph/downloads-forms-</a></li> </ul>



	<a href="https://www.dswd.gov.ph/downloads-public-solicitation-forms/">downloads-public solicitation forms/</a> <b>or;</b> <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> 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"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or;</b>  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>            Annex 5 - DSWD-SB-PSF-003: Project Proposal</li> </ul>
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"> <li>• Applicant</li> </ul>
4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
5. Board Resolution or any document authorizing the conduct of public solicitation	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or;</b>  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>            Annex 10 - DSWD-SB-PSF-008: Board Resolution</li> </ul>
6. 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"> <li>• Applicant</li> </ul>
7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or;</b>  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>            Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</li> </ul>

<b>C. For Non- Stock, Non-Profit Corporations, Organizations or Associations</b>	
8. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> <li>• DSWD Field Office XI – Standards Section</li> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or</b>; <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> <p>Annex 2 - DSWD-SB-PSF-001: Application Form</p>
9. 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"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or</b>; <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
10. 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	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
11. 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 that has jurisdiction to regulate the applying organization or agency.	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
12. Updated Profile of Governing Board or its Equivalent in Government Organizations	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or</b>; <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> <p>Annex 6 - DSWD-SB-PSF-004: Profile of Governing Board</p>
13. Board Resolution or any document authorizing the conduct of public solicitation	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or</b>; <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> <p>Annex 10 - DSWD-SB-PSF-008: Board</p>

	Resolution
14. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities. <i>For children beneficiaries, only the parent/s or maternal/paternal relative/s may sign the document in behalf of the child.</i>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
15. Pledge of Commitment	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>; <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> <p>Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment</p>
16. 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:  a. Director of Private Schools b. Schools Superintendent of Public School c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Unit (LGU) e. Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
17. Fund Utilization Report of proceeds and expenditures.	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>; <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> <p>Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p>

18. 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"> <li>• Applicant</li> </ul>
19. Sample of additional specific requirements for each methodology to be used, such as: <ul style="list-style-type: none"> <li>a. Ticket, Ballots, Cards and similar forms</li> <li>b. Donation Boxes, Coin Banks and other similar forms</li> <li>c. Benefits show such as fashion show, concert and similar activities</li> <li>d. Photo or Painting Exhibits and similar activities</li> <li>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</li> <li>f. Text message, e-mail, online post and other types of solicitation using electronic devices</li> <li>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</li> <li>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</li> <li>i. Rummage sale, garage sale, sale of goods and other similar forms</li> </ul>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
20. 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"> <li>• Concerned LGU where the applicant is based.</li> </ul>

**D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds**

<p>21. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City</li> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or;</b>  <a href="https://www.dswd.gov.ph/issuances/MCs/MC-2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC-2021-005.pdf</a> Annex 2 - DSWD-SB-PSF-001: Application Form</li> </ul>
<p>22. 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"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or;</b> <a href="https://www.dswd.gov.ph/issuances/MCs/MC-2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC-2021-005.pdf</a>  Annex 5 - DSWD-SB-PSF-003: Project Proposal</li> </ul>
<p>23. Written authorization from Head of Government Agency for the intended solicitation activity that also ensure strict compliance to the standard ratio of funds utilization</p>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
<p>24. 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"> <li>• Applicant</li> </ul>
<p>25. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or;</b>  <a href="https://www.dswd.gov.ph/issuances/MCs/MC-2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC-2021-005.pdf</a> Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</li> </ul>
<p>26. 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</p>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>

<p>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>	
<b>E. For Social Welfare and Development Agency (SWDA) with updated/valid registration, licensing and/or accreditation</b>	
<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"> <li>• DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City</li> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> Annex 2 - DSWD-SB-PSF-002: Application Form</li> </ul>
<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"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or;</b>  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 5 - DSWD-SB-PSF-003: Project Proposal</li> </ul>
<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</p>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>

or maternal/paternal relative/s may sign the document in behalf of the child.	
4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
5. Board Resolution or any document authorizing the conduct of public solicitation	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or;</b> <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 10 - DSWD-SB-PSF-008: Board Resolution</li> </ul>
6. 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"> <li>• Applicant</li> </ul>
7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or;</b> <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</li> </ul>
8. Sample of additional specific requirements for each methodology to be used, such as: <ol style="list-style-type: none"> <li>a. Ticket, Ballots, Cards and similar forms</li> <li>b. Donation Boxes, Coin Banks and other similar forms</li> <li>c. Benefits show such as fashion show, concert and similar activities</li> <li>d. Photo or Painting Exhibits and similar activities</li> <li>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</li> <li>f. Text message, e-mail, online post and other types of solicitation using electronic</li> </ol>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>





	personally, thru courier or email			
	<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 requirements</p>			
<b>Step 2:</b> 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			
<b>Step 3:</b> 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 receipt to the Standards Section			<i>Cash Section Cashier/ Support Staff</i>
	3c. Applicant photocopies receipt and submit the same to the Standards Section of the concerned DSWD Field Office			
	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			
	4e. Routes the complete application documents including photocopy of official receipt to the Head of the Standards Section			
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>Step 5:</b> 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	Section Head
	5b. Endorse application documents to the concerned Standards Section Technical Staff, for appropriate action			
	5c. Standards Section concerned technical staff receives application documents and conducts assessment of the application for the issuance of solicitation permit			
	5d. Acknowledges receipt of application documents and transmit it thru e-mail or courier			
	<i>If found eligible and compliant, facilitates the preparation of Solicitation Permit/Certificate of Authority to Conduct</i>		1 day and 1/2 days	Technical Staff Standards Section DSWD Field Office XI

	<i>Fund Raising Campaign and Conformance Letter and endorse the same to the Section Head for review</i>			
	<i>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.</i>			
	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		1 day	<i>Standards Section Head/Policy and Plans Division Chief</i>
	5f. Section Head receives and reviews the application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct		1 hour	<i>Concerned Division Chief Support Staff</i>

	Fund Raising Campaign endorsed by the technical staff.			
	<i>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</i>		1 day	DSWD Field Office XI Policy and Plans Division Chief DSWD Field Office XI
	<i>If found not in-order, provide comments/inputs/corrections and return the same to the technical staff</i>			
	5g. Logs its receipt to the Document Tracking System		30 minutes	Office of the Regional Director Support Staff DSWD Field Office XI
	5h. Route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to the Division Chief			
	Concerned Division Chief receives and reviews application for solicitation permit and the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Campaign			
	<i>If found in-order, endorsed the same to the Office of the Regional Director for approval and signature</i>			
	<i>If found not in-order, return the same to the Standards Section for</i>			

	<i>proper action</i>			
	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			
	5k. The Regional Director reviews application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign		1 and ½ day	<i>Regional Director</i> DSWD Field Office XI
	<i>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</i>			
	<i>If found not in order, return the same to the Standards Section through the concerned Division Chief for appropriate action</i>			
	5l. Logs the receipt of the approved Solicitation Permit /Certificate of Authority to Conduct Fund Raising		20 minutes	<i>Policy and Plans Division Chief</i> DSWD Field Office XI

	Campaign to the Document Tracking System			
	5m. Endorse the same to the Standards Section Head, for further instructions			
	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			
	5o. Receives approved 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		1 hour	<i>Standards Section Head DSWD Field Office XI</i>
	5p. Issue and e-mail the approved Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign including the Conforme Letter to the applicant		4 hours	<i>Standards Section Technical Staff</i>
	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			
	5r. Provides a copy of the issued permit to the Records and Archives Management Unit (RAMU) of the Administrative Division			
<b>Step 6:</b> Receipt of the signed and approved Solicitation Permit	6a. Issuance of the Solicitation Permit to the successful applicant	None	10 minutes	<i>Standards Section Technical/ Support Staff</i>
	6b. Acknowledge/ receives signed and approved Solicitation Permit and sign Conforme Letter			<i>Applicant</i>
	6c. Transmit signed Conforme Letter to the Standards Section, DSWD Regional Office			
<b>Total No. of Days</b>		<b>₱500.00</b>	<b>Seven (7) working days</b>	
<b>Complete but Non-Compliant and/or Incomplete Submission:</b>		<b>₱500.00</b>	<b>Three (3) working days</b>	
<b>Incomplete Submission:</b>		<b>NONE</b>	<b>30 minutes</b>	

*\*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.*



## 5. Registration of Private 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:	<ul style="list-style-type: none"><li>Government to Client (G2C)</li><li>Government to Government (G2G)</li></ul>		
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  <ul style="list-style-type: none"><li><a href="https://www.dswd.gov.ph/downloads-2/publications1">https://www.dswd.gov.ph/downloads-2/publications1</a> Annex 1. DSWD-RLA-F001 Application Form for Registration</li></ul>		
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. <b>*Not applicable to Government Agencies.</b>	8 <b>Securities Exchange Commission – Davao Extension Office (SEC-DEO)</b> 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"><li><a href="https://www.dswd.gov.ph/downloads-2/publications1">https://www.dswd.gov.ph/downloads-2/publications1</a> Annex 4. DSWD-RLA-F004 Manual of Operation</li></ul>		
3.2 Brochure	<ul style="list-style-type: none"><li><a href="https://www.dswd.gov.ph/downloads-2/publications1">https://www.dswd.gov.ph/downloads-2/publications1</a> Annex 5. DSWD-RLA-F005 Brochure</li></ul>		
3.3 Duly signed Work and	<ul style="list-style-type: none"><li></li></ul>		

Financial Plan ( for two succeeding years) by the Head of Agency	<a href="#">2/publications1 Annex 9</a> . DSWD-RLA-F009 Work and Financial Plan			
4. Copy of Official Receipt (OR) of processing fee on registration amounting to P 1,000.00	● Applicant			
<b>Note to Applicant:</b> 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
<b>A. Pre-Registration Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b> Secure application form thru the DSWD Website or from the DSWD Field Office	Provided the client with application form and checklist of requirements	None	--	Support/ Technical Staff (Standards Section- Field Office XI)
<b>STEP 2:</b> 2.1 Submit/ file application and supporting documents.	2.1.1 Determine whether the submitted documents are complete.		30 minutes	Support Staff in charge of all incoming documents (Standards Section- Field Office)
2.2 For applicant organization with complete requirements, receive the acknowledgement receipt of the submitted requirements.	2.2.1 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.			Officer of the day (Standards Section- Field Office)
	2.2.2 Provides the walk-in applicant with document reference number for easy tracking.			
	2.2.3 If incomplete, return all documents submitted accompanied by a			

	checklist of requirements for applicant Organization's compliance.			
<b>STEP 3:</b> If Complete, Settle the required processing fee and make payments to Cash Section or thru online.	3.1 Prepares billing statement	None	10 minutes	<i>Support/ Technical Staff</i> (Standards Section- Field Office XI)
	3.2 Process payment and issues Official Receipt.	₱1,000.00	20 minutes	<i>Cashier</i> (Cashier Section- FO XI)
<b>STEP 4:</b> 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	<i>Support/ Technical Staff</i> (Standards Section- Field Office XI)
<b>STEP 5:</b> Ensure that the Client Satisfaction Measurement Form is duly accomplished and emailed/via courier by the applicant to the Standards Section	5.1 Provides the applicant the Client Satisfaction Measurement Form	None	5 minutes	<i>Support/ Technical Staff</i> (Standards Section- Field Office XI)
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 6:</b> Wait for the result of the assessment.	6.1 Routes to Standards Section the Application Documents.	None	25 minutes	<i>Support Staff</i> (Standards Section- Field Office XI)
	6.2 Receives incoming applications and assigns to concerned technical staff.	None	30 minutes	<i>Standards Section Head</i> DSWD Field Office XI
	6.3 Conducts desk review of the received application as to completeness and compliance. The submitted	None	3 hours	<i>Technical Staff</i> (Standards Section- Field Office XI)

	<p>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. If complete and compliant, notify the applicant SWDA on the payment for processing fee.</p> <p>6.3.1 If incomplete, prepares an acknowledgment letter with checklist of documents indicating the lacking requirement.</p>			
	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)
<b>STEP 7:</b> Signs in the logbook for received certificate	Releasing of the Certificate of Registration to the SWDA	None	30 minutes	<i>Support/Technical Staff</i> (Standards Section- Field Office XI)

thru pick-up.				
<b>TOTAL</b>		<b>₱1,000.00</b>	<b>3 working days</b>	
<b>For Complete and Compliant:</b>				
<b>For Incomplete Submission</b>				
<b>Walk-in:</b>		<b>None</b>	<b>30 minutes,</b>	
<b>Courier:</b>			<b>2 days</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:</b>				
<b>STEP 1:</b> Send the Application Form together with the prescribed documentary requirements through Mail or Courier to: <b>DSWD Field Office XI – Standards Section</b>  R. Magsaysay Avenue Corner D. Suazo Street, Davao	1.1 “Received” stamp the document and logs its receipt into the document tracking system.	None	30 minutes	Support Staff (Standards Section- Field Office XI)
	1.2 Endorse the document to section head.			
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 2:</b> 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	Standards Section Head 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	None	3 hours	Technical Staff (Standards Section- Field Office XI)

	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.			
	2.3 If complete and compliant, notify the SWDA on the payment for processing fee.			
	2.4 If incomplete, an acknowledgment letter with checklist of requirements shall be returned to the applicant.			
<b>STEP 3:</b> Wait for the result of the assessment.	3.1 Prepares the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy.	None	5 hours 25 minutes	<i>Technical Staff</i> (Standards Section- Field Office XI)
	3.2 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.		2 hours 25 minutes	<i>Standards Section Technical Staff Standards Section Head/ PPD Chief/ ORD Support Staff/ Regional Director DSWD Field Office XI</i>

	3.3 Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate	None	4 hours, 10 minutes	
<b>Step 4:</b> Receive the Certificate and confirmation letter.	4.1 Send the 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	None	30 minutes	<i>Support/ Technical Staff (Standards Section- Field Office XI)</i>
<b>TOTAL</b> <b>For Complete and Compliant:</b>		<b>₱1,000.00</b>	<b>3 working days</b>	
<b>For Incomplete Submission</b> <b>Walk-in:</b> <b>Courier:</b>		<b>NONE</b>	<b>30 minutes</b> <b>2 days</b>	

*\*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.*

## 6. 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.

<b>Office or Division:</b>	DSWD Field Office – Standards Section XI
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	ALL Private SWDAs Intending to Operate in One Region
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. One (1) Duly Accomplished and Notarized Application Form	DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City  • <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a>

	<i>Annex 2. DSWD-RLA-F002 Application Form for Licensing</i>
<p>2. One (1) set of the following Basic Documents:</p> <ul style="list-style-type: none"> <li>a. 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</li> <li>b. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others</li> <li>c. Profile of Board of Trustees</li> <li>d. Certified True Copy of General Information Sheet issued by SEC (One (1) copy)</li> <li>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</li> <li>f. Work and Financial Plan for the two (2) succeeding years</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> <i>Annex 22. DSWD-RLA-F022 Profile of Employees</i></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> <i>Annex 4. DSWD-RLA-F004 Manual of Operation</i></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> <i>Annex 21. DSWD-RLA-F021 Profile of Governing Board</i></li> <li>• <b>Securities Exchange Commission – Davao Extension Office (SEC-DEO) 2F,</b> SDC Building, Purok 13, Maa-Road, Davao City</li> <li>• Board resolution by the Organization</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> <i>Annex 9. DSWD-RLA-F009 Work and Financial Plan</i></li> </ul>
<p>3. <b>ADDITIONAL REQUIREMENTS</b></p> <ul style="list-style-type: none"> <li>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</li> <li>b. <b><i>For Applicant SWA's implementing Child Placement Services</i></b> Certification from DSWD or photocopy of the certificate of</li> </ul>	<ul style="list-style-type: none"> <li>• Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> <i>Annex 22. DSWD-RLA-F022 Profile of Employees</i></li> </ul>



<p>training attended by the hired RSW related to child placement service.</p> <p><b>c. Documents Establishing Corporate Existence and Regulatory Compliance</b></p> <ol style="list-style-type: none"> <li>1. For Center Based (<i>Residential and Non-Residential Based</i>) Copy of the valid safety certificates namely:           <ol style="list-style-type: none"> <li>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</li> <li>b. Fire Safety Inspection Certificate</li> <li>c. Water Potability Certificate or Sanitary Permit</li> </ol> </li> <li>2. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.</li> <li>3. For applicant with past and current partnership with the DSWD that involved transfer of funds           <ol style="list-style-type: none"> <li>a. Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</li> </ol> </li> </ol>	<ul style="list-style-type: none"> <li>• City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</li> <li>• Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> <li>• City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> <li>• National Commission of Indigenous People (NCIP) Regional Office where the NGO operates.</li> <li>• DSWD Field Office – Financial and Management Division, R. Magsaysay Avenue Corner D. Suazo Street, Davao City</li> <li>• Government Agency where the Organization implemented or implements projects and programs.</li> </ul>
<p><b>Note to Applicant:</b> 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.</p>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b> Secure application form thru the DSWD Website/ Standards Section – Field Office	1.1 Provides client application form, and checklist of requirements	None	*10 minutes	<i>Support/ Technical Staff</i> (Standards Section- Field Office XI)
<b>STEP 2:</b> 2.1 Submit/ file application and supporting documents.	2.1.1 Receive the documentary requirements and provide the applicant organization with an application reference number for easy tracking and reference.	None	*20 minutes	<i>Technical Staff</i> (Standards Section- Field Office XI)
2.2 For applicant organization with complete requirements, shall have acknowledgement receipt of the submitted requirements.	2.2.1 Determine whether the submitted documents are complete.			
2.3 For incomplete requirements, the applicant organization shall sign the acknowledgement receipt of the returned documents and the checklist of the lacking requirements.	2.3.2 If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section – Field Office.			

	2.3.3 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
<b>STEP 3:</b> If Complete, Settle the required processing fee.	3.1 Prepare Billing Statement and instruct applicant to proceed to the Cash Section of DSWD Field Office	None	*20 minutes	<i>Support/ Technical Staff</i> (Standards Section- Field Office XI)
	3.2 Process payment and issues Official Receipt.	₱1,000.00	*15 minutes	<i>Cashier/Cash Section</i> DSWD Field Office XI
<b>STEP 4:</b> 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	<i>Support/ Technical Staff</i> (Standards Section- Field Office XI)
<b>Step 5:</b> 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	<i>Support/ Technical Staff</i> (Standards Section- Field Office XI)
<b>Note:</b> Applications received after 3:00pm shall be considered as a next working day transaction.				
<b>STEP 6:</b> 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	None	2 working days	<i>Technical Staff</i> (Standards Section- Field Office XI)

	<p>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>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</p>			
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	<p>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>vi. <b>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</b></p>			
	<p><b>6.1.1. If complete and compliant,</b> an Acknowledgement Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p>			
	<p><b>6.1.2 If found incomplete or non-compliant,</b> the Acknowledgement Letter prepared shall</p>			

	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.			
	6.2 Review and approval of the Acknowledgement Letter including its attachments.	None	2 working days	<i>Standards Section Head/Policy and Plans Division Chief/Regional Director DSWD Field Office XI</i>
<b>STEP 7:</b> Confirm the Availability on the proposed Validation Visit	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>
<b>STEP 8:</b> Assist the Assessor during the conduct of Validation visit.	8.1 Conduct of Validation visit	None	1 working day per agreed schedule	<i>Technical Staff (Standards Section- Field Office XI)</i>
<b>Step 9:</b> Accomplish and place the Customer's Feedback Form on a sealed envelope.	9.1 Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Technical Staff (Standards Section- Field Office XI)</i>
<b>STEP 10:</b> Awaits the result of the licensing assessment	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.			
	10.1.3 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.		Favorable; 8 working days	Standards Section Head/Policy and Plans Division Chief DSWD Field Office XI
	10.1.4 If unfavorable, review and approval of the Confirmation Report.		Unfavorable; 7 working days	
	10.1.5 If favorable, for approval and signature of the Certificate of License to Operate.		Favorable; 3 working days	Regional Director DSWD Field Office XI
	10.1.6 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Unfavorable; 2 working days	Technical Staff (Standards Section- Field Office XI)
<b>STEP 11:</b> Acknowledge the receipt of the Certificate of	11.1 Send the Confirmation Report and notify the	None	1 working day (depending on the choice of the applicant)	Support/ Technical Staff (Standards Section- Field

License to Operate.	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)			Office XI)
<b>TOTAL</b>		<b>₱1,000.00</b>	<b>20 working days</b>	
<b>For Complete and Compliant:</b>				
<b>For Incomplete Submission:</b>		<b>NONE</b>	<b>17 working days</b>	
<b>A. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:</b>				
<b>STEP 1:</b> Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to: <b>Standards Section</b> of concerned DSWD Field Office	1.1 Log receipt into the Document Tracking System (DTS) for Standards Section – Field Office. This shall be route to the Assigned Technical Staff.	None	*15 minutes	<i>Support/ Technical Staff</i> (Standards Section- Field Office XI)
<b>STEP 2:</b> Wait for the result of documents review.	1.1 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	None	2 working day	<i>Technical Staff</i> (Standards Section- Field Office XI)



	<p>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>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</p>			

	funds are disbursed for administrative services.			
	iv. The SWDA must have a financial capacity to operate for at least two (2) years.			
	v. Applicant keeps record of all social development and/or welfare activities it implements.			
	<b>Note: Criteria iv and vi</b> are only applicable for those SWDAs that are already in operation prior to application for License to Operate.			
	1.2 <b>If complete and compliant,</b> an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.			
	1.3 <b>If found incomplete or non-compliant,</b> 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.			
<b>STEP 3:</b> Settle the required processing fee.	<p><b>If found both complete and compliant</b>, notify the Applicant Organization that they have to settle their processing fee.</p> <ul style="list-style-type: none"> <li>• 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.</li> </ul> <p><b>Field Office:</b> The Support Staff shall prepare Billing Statement and instructs applicant to proceed to Field Office Cashier Section.</p> <p><b>Note: The processes shall only take place once the applicant organization settle its payment.</b></p>	₱1,000.00	*15 minutes	<i>Technical Staff</i> (Standards Section- Field Office XI)
<b>STEP 4:</b> Provide the DSWD Standards Section the copy of the		None	*15 Minutes	<i>Technical Staff</i> (Standards Section- Field Office XI)

Official Receipt (OR) through the following:				
4.1. Scanned copy of the Official Receipt to the concerned DSWD Field Offices' official email address with the subject: <b>Name of the Organization_ Copy of OR for Licensing.</b>	4.1.1 Acknowledge the copy of Official Receipt from the SWDA.			
4.2 Hand-carry the Photocopy of Official Receipt	4.2.1 For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Section shall acknowledged its receipt.			
4.3 Courier the Photocopy of Official Receipt	4.1.3 For the Copy of OR sent through mail/courier: the assigned technical Staff shall acknowledged its receipt.			
<b>Step 5:</b> 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	Technical Staff (Standards Section- Field Office XI)
<b>Note:</b> Applications received after 3:00pm shall be considered as a next working day transaction.				
<b>STEP 6:</b> Wait for the notice of validation assessment.	6.1 Review and approval of the Acknowledgement Letter including its attachments.  For those with	None	3 working days	Technical Staff (Standards Section- Field Office XI)

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

	10.2. If favorable,	None	Favorable;	<i>Standards</i>
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	review and approval of the Confirmation Report and the Draft Certificate of License to Operate.		8 working days	<i>Section Head/Policy and Plans Division Chief</i> (Standards Section- Field Office XI)
	10.2.1 If unfavorable, review and approval of the Confirmation Report.		Unfavorable; 7 working days	
	10.3 If favorable, for approval and signature of the Certificate of License to Operate.		Favorable; 3 working days	
	10.3.1 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Unfavorable; 1 working days	<i>Regional Director</i> DSWD Field Office XI  <i>Support/ Technical Staff</i> (Standards Section- Field Office XI)
<b>STEP 11:</b> Wait on the release 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	None	1 working day (depending on the choice of the applicant)	<i>Support/ Technical Staff</i> (Standards Section- Field Office XI)

	courier)			
<b>TOTAL</b>	<b>₱1,000.00</b>	<b>20 working days</b>		
<b>For Complete and Compliant:</b>				
<b>For Incomplete Submission:</b>	<b>NONE</b>	<b>17 working days</b>		

*\*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.*

## 7. 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.

<b>Office or Division</b>	DSWD Field Office XI – Standards Section		
	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office		
<b>Classification</b>	Highly Technical		
<b>Type of Transaction</b>	G2C – Government to Client		
<b>Who may avail</b>	ALL Private Licensed SWA with Social Welfare and Development Programs and Services and Public SWDA in the region.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
A. One (1) original copy of the Duly Accomplished Application Form		<ul style="list-style-type: none"> <li>DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City</li> <li>DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li><a href="https://www.dswd.gov.ph/downloads-2/Annex%203.%20DSWD-RLA-F003%20Application%20Form%20for%20Accreditation">https://www.dswd.gov.ph/downloads-2/Annex 3. DSWD-RLA-F003 Application Form for Accreditation</a></li> </ul>	
B. Pre-accreditation assessment		<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/issuances/#MCs">https://www.dswd.gov.ph/issuances/#MCs</a></li> <li><i>For Residential</i>  Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service</li> <li><i>For Community Based</i> Please email <a href="mailto:standards.fo11@dswd.gov.ph">standards.fo11@dswd.gov.ph</a></li> </ul>	

	<p>(Standards Section – F.O. XI)</p> <p>Revisions on Administrative Order No. 1 s. 2010 (Amended Standards for Community Based Services)</p>
<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 <b>(not applicable for Public SWDA)</b>)</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"> <li>Securities Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Maa-Road, Davao City</li> <li><a href="https://www.dswd.gov.ph/downloads-2/Annex%2023.%20DSWD-RLA-F023%20ABSNET%20Active%20Membership">https://www.dswd.gov.ph/downloads-2/Annex 23. DSWD-RLA-F023 ABSNET Active Membership</a></li> </ul>
<p>D. One (1) Original Copy of each of the following Documents Establishing Track Record and Good Standing</p> <p>1. Duly signed Work and Financial Plan for the two (2) succeeding years</p> <p>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. <b>(not applicable for Public SWDA)</b></p> <p>3. Annual Accomplishment Report</p>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-2/Annex%209.%20DSWD-RLA-F009%20Work%20and%20Financial%20Plan">https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan</a></li> <li>Board Resolution by the Organization</li> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a></li> </ul>



<p>previous year</p> <p>4. Audited Financial Report of the previous year</p> <p>5. Profile of Clients served for the preceding and current year</p>	<p><i>Annex 6. DSWD-RLA-F006 Accomplishment Report</i></p> <ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%208.%20DSWD-RLA-F008%20Audited%20Financial%20Statement">https://www.dswd.gov.ph/downloads-2/Annex 8. DSWD-RLA-F008 Audited Financial Statement</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%2020.%20DSWD-RLA-F020%20Profile%20of%20Clients/Beneficiaries%20Served">https://www.dswd.gov.ph/downloads-2/Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served</a></li> </ul>
<p>E. 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 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>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/AO%2011%20s2019%20Annex%20A%20Declaration%20of%20Commitment">https://www.dswd.gov.ph/downloads-2/ AO 11 s2019 Annex A Declaration of Commitment</a></li> </ul>
<p>One (1) Original Copy of each of the following Basic Documents</p> <ol style="list-style-type: none"> <li>1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others</li> <li>2. Profile of Board Trustees (Not applicable to Public SWDAs)</li> <li>3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations</li> <li>4. Certified True Copy of General Information Sheet issued by SEC <b>(not applicable for Public SWDA)</b></li> </ol> <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>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%204.%20DSWD-RLA-F004%20Manual%20of%20Operation">https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%2021.%20DSWD-RLA-F021%20Profile%20of%20Governing%20Board">https://www.dswd.gov.ph/downloads-2/Annex 21. DSWD-RLA-F021 Profile of Governing Board</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%2022.%20DSWD-RLA-F022%20Profile%20of%20Employees">https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees</a></li> <li>• Securities Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Maa-Road, Davao City</li> </ul>

For those operating in more than one region:

5. One (1) original copy of the List of main and satellite/branch offices with contact details, if any.

For Applicant SWA's implementing Child Placement Services:

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.

One (1) Original Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance

7. Certified True Copy of General Information Sheet issued by SEC **(not applicable for Public SWDA)**
8. For Center Based (Residential and Non-Residential Based) AND Community Based, Copy of the valid safety certificates namely:
  - a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)
  - b. Fire Safety Inspection Certificate Water
  - c. Potability Certificate or Sanitary Permit
9. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP
10. For applicants with past and current partnership with the DSWD that

- [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%207.%20DSWD-RLA-F007%20List%20of%20Main%20and%20Satellite%20Office)
- [https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees](https://www.dswd.gov.ph/downloads-2/Annex%2022.%20DSWD-RLA-F022%20Profile%20of%20Employees)
- 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 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
- 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.

involved transfer of funds.				
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.				
<b>Note to Applicant:</b> 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
<b>PRE-ASSESSMENT</b>				
<b>A. Assessment Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b> Secure application form and other templates on Accreditation thru the DSWD Website/Standards Bureau/Field Office	1.1 Provide via email and/or posts the application form and other templates on Accreditation at the DSWD website.	None	--	Support Staff (Standards Section – Field Office XI)  Support Staff (Standards Bureau - SB)
<b>STEP 2:</b> 2.1 Submit/ file application and supporting documents. 2.2 For applicant SWDA with complete requirements, shall have acknowledgement receipt of the submitted requirements.	2.1.1. Determine whether the submitted documents are complete.  <b>If complete</b> , receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.	None	30 minutes	Support Staff (Standards Section – Field Office XI)  Incoming Support Staff (Standards Bureau - SB)
2.3 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	2.1.2 Logs its receipt into the Document Transaction Management System (DTMS)			
	2.1.3. Provides the walk-in applicant with Document Reference Number for easy tracking.  <b>If incomplete</b> , return all			

	documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
<b>STEP 3:</b> 3.1 If Complete, settle the required processing fee. 3.2 Presents the Billing Statement at the Cashier and settles the required fee.	3.1.1 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 or thru online at: <a href="http://www.lbp.eservices.com/egps/portal/index.jsp">http://www.lbp.eservices.com/egps/portal/index.jsp</a>	None	30 minutes	<i>Support Staff</i> (Standards Section – Field Office XI)  <i>Incoming Support Staff</i> (Standards Bureau - SB)
	3.1.2 Process payment and Issues Official Receipt	P1,000.00	20 minutes	<i>Cashier</i> (DSWD Field Office XI) or  (Finance Management Service-Cashier Division)
	<b>STEP 4:</b> Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	Attach the photocopy of the official receipt of the processing fee.	None	<i>Support Staff</i> (Standards Section – Field Office XI)  <i>Incoming Support Staff</i> (Standards Bureau - SB)
<i>Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.</i>				
<b>STEP 5:</b> Wait for the result of the documents review and notice of Virtual Assessment.	5.1. Logs its receipt into the DTMS. 5.2. Routes to concerned Section Head	None	3 days	<i>Support Staff</i> (Standards Section – Field Office XI)
	5.3. Prepares acknowledgement of the submitted application documents 5.3.1. If complete and			Assigned technical staff (Standards Section – Field Office XI)  <i>Incoming Support</i>

	compliant, prepares acknowledgement letter indicating the schedule and mode of assessment:			<i>Staff</i> (Standards Bureau - SB)
	<ul style="list-style-type: none"> <li>Under Normal circumstances actual accreditation visit shall be conducted;</li> <li>During the state of calamity/emergency, virtual assessment shall be conducted</li> </ul>			<i>Technical Staff</i> (Standards Bureau - SB)
	5.3.2. If incomplete or non-compliant, prepare an acknowledgement letter indicating the checklist of lacking documents.			
	1.1. Reviewed acknowledgement letter and affixes the initial  1.1.1 If no comments/clarifications, initial/endorse the final draft of acknowledgement letter to the Division Chief for approval  1.1.2 If with inputs/comments/ corrections, return to the technical staff	None	1 day	<i>Standards Section Head/Policy and Plans Division Chief</i>  (DSWD Field Office XI)  Section Head, Division Chief of SCMD
	Tracks and endorses the acknowledgement letter 1.1. Logs into the DTMS		1 hour	<i>Support Staff</i> (Standards Section – Field Office XI)  <i>Incoming Support Staff</i> (Standards Bureau - SB)
	1.2. Routes finalized		1 hour	<i>ORD Support Staff</i>

	acknowledgement letter to the OIC/ Bureau Director for approval			<i>OBD Support Staff</i>
	Approves Acknowledgement letter 1.1 If approved: Signed/ approved acknowledgement letter  1.2 If with inputs/ comment/corrections, return to Standards Section technical staff or SCMD/technical staff		1 day	<i>Regional Director</i> (DSWD Field Office XI)  <i>Bureau Director</i> (Standards Bureau - SB)
	Tracks and forwards the signed acknowledgement letter  1.1 Logs it into the DTMS		1 hour	<i>ORD Support Staff, Standards Section Support Staff</i> (DSWD Field Office XI)  <i>OBD Support Staff, SCMD Support Staff</i> (Standards Bureau – SB)
	Receives and tracks the signed acknowledgment letter 1.1 Emails advance copy of the signed acknowledgement letter			
	Transmits to Records Section for delivery to concerned SWDA  1.1 For complete/compliant documents, send to SWDA the acknowledgement letter indicating the assessment schedule  1.2 For non-complaint/with list of lacking		1 hour	<i>Standards Section Support Staff</i> (DSWD Field Office XI)  <i>OBD Support Staff, SCMD Support Staff</i> (Standards Bureau - SB)

	requirements, end of process			
<b>TOTAL</b>		<b>₱1,000.00</b>	<b>5 working days</b>	
<b>For Complete and Compliant</b>				
<b>Incomplete submission</b>		<b>None</b>	<b>30 minutes</b>	

*\*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.*

## 8. Pre-Accreditation Assessment of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs) - 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.

<b>Office or Division:</b>	DSWD Field Office - Standards Section XI
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government
<b>Who may avail:</b>	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"> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 3. DSWD-RLA-F003 Application Form for Accreditation</li> </ul>
2. Pre-accreditation assessment <ul style="list-style-type: none"> <li>For New Applicant, submit one (1) original copy of the pre-assessment conducted by concerned Field Office covering the Area of Operation</li> <li>For Renewal, submit one (1) original copy of the assessment tool signed by the SWAs Head of Agency</li> </ul>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/issuances/#MCs">https://www.dswd.gov.ph/issuances/#MCs</a></li> <li>For Residential <a href="#">Amended Administrative Order No. 11, s.2007 Entitled Revised Standards</a> on Residential Care Service</li> <li>For Community Based Please email standards.fo11@dswd.gov.ph</li> </ul>
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 <b>(not applicable for Public SWDA)</b>)</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"> <li>● <b>Securities Exchange Commission – Davao Extension Office (SEC-DEO)</b> 2F, SDC Building, Purok 13, Maa-Road, Davao City</li> <li>● <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 23. DSWD-RLA-F023 ABSNET Active Membership</li> </ul>
<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"> <li>1. Duly signed Work and Financial Plan for the two (2) succeeding years</li> <li>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. <b>(not applicable for Public SWDA)</b></li> <li>3. Annual Accomplishment Report previous year</li> <li>4. Audited Financial Report of the previous year</li> <li>5. Profile of Clients served for the preceding and current year</li> </ol>	<ul style="list-style-type: none"> <li>● <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 9. DSWD-RLA-F009 Work and Financial Plan</li> <li>● Board Resolution by the Organization</li> <li>● <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 6. DSWD-RLA-F006 Accomplishment Report</li> <li>● <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 8. DSWD-RLA-F008 Audited Financial Statement</li> <li>● <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served</li> </ul>



<p>5. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <ul style="list-style-type: none"> <li><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)</li> </ul>	<ul style="list-style-type: none"> <li>● <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> AO 11 s2019 Annex A Declaration of Commitment</li> </ul>
<p>One (1) Original Copy of each of the following Basic Documents</p> <ol style="list-style-type: none"> <li>1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others</li> <li>2. Profile of Board Trustees (Not applicable to Public SWDAs)</li> <li>3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations</li> <li>4. Certified True Copy of General Information Sheet issued by SEC (<b>not applicable for Public SWDA</b>)</li> </ol> <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> <ol style="list-style-type: none"> <li>1. One (1) original copy of</li> </ol>	<ul style="list-style-type: none"> <li>● <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 4. DSWD-RLA-F004 Manual of Operation</li> <li>● <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 21. DSWD-RLA-F021 Profile of Governing Board</li> <li>● <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 22. DSWD-RLA-F022 Profile of Employees</li> <li>● <b>Securities Exchange Commission – Davao Extension Office (SEC-DEO) 2F, SDC Building, Purok 13, Maa-Road, Davao City</b></li> <li>● <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a></li> </ul>

<p>the List of main and satellite/branch offices with contact details, if any.</p> <p>For Applicant SWA's implementing Child Placement Services:</p> <ol style="list-style-type: none"> <li>2. 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.</li> <li>3. Certified True Copy of General Information Sheet issued by SEC (<b>not applicable for Public SWDA</b>)</li> <li>4. For Center Based (Residential and Non-Residential Based) AND Community Based, Copy of the valid safety certificates namely:             <ol style="list-style-type: none"> <li>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</li> <li>b. Fire Safety Inspection Certificate Water</li> <li>c. Potability Certificate or Sanitary Permit</li> </ol> </li> <li>5. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP</li> <li>6. For applicants with past and current partnership with the DSWD that involved transfer of funds.</li> </ol>	<p>Annex 22. DSWD-RLA-F022 Profile of Employees</p> <ul style="list-style-type: none"> <li>● <b>Securities Exchange Commission – Davao Extension Office (SEC-DEO)</b> 2F, SDC Building, Purok 13, Maa-Road, Davao City</li> <li>● City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</li> <li>● Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> <li>● City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> <li>● National Commission of Indigenous People (NCIP) Regional Office where the NGO operates</li> <li>● Field Office- Financial and Management Service Unit or concerned Government Agency where the Organization implemented or implements projects and programs.</li> <li>● Applicant</li> </ul>
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**7. Signed Data Privacy Consent Form**

**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 PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Request received through courier/email (7 days)</b>				
<b>STEP 1:</b> Secures application form thru the DSWD Website/ Field Office	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
<b>STEP 2:</b> Submits the application documents, get a stamped receiving copy of the documents submitted and reference number for follow up of the request.	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)
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 3:</b> Awaits the result of the documents review and notice of pre-accreditation assessment.	1. Conducts desk review of the documentary requirements:  1.1 If complete, prepares acknowledgment letter indicating the schedule of the pre-assessment;  1.2 If Incomplete, prepares an acknowledgment letter indicating the checklist of	None	6 days, 7 hours, 30 minutes	Technical Staff/ Standards Section Head/ Policy and Plans Division Chief/Regional Director  (DSWD Field Office XI)

	documents to be submitted.			
<p><b>Step 4:</b> Receive the acknowledgment letter from the DSWD Field Office:</p> <p>If the acknowledgement 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 acknowledgement letter indicates that the submitted documents submitted are incomplete and non-compliant, comply and submit the lacking requirements.</p>	<p>Prepare necessary documents: pre-assessment tool, power point presentation, special order, etc.</p>	None	Depends on the SWDA	<p><i>Technical Staff</i></p> <p>(Standards Section – DSWD Field Office XI)</p>
<p><b>Step 5:</b> For the SWDA with complete and compliant documents, participate in the conduct of pre-accreditation assessment</p>	<p>Conducts the pre-accreditation assessment (virtual or actual visit) through the following activities:</p> <p>Focus Group Discussion with Clients</p> <p>1. Interview with the staff</p>	None	Minimum of 2 working days depending on the Programs and Services for Accreditation	<p><i>SWDA/ Technical Staff</i></p> <p>(Standards Section – DSWD Field Office XI)</p>

	2. Review of documents 3. Ocular Inspection 4. Action Planning/ Exit Conference			
<b>Step 6:</b> Answer the Client Satisfaction Measurement Form (CSMF) and submit to DSWD Field Office.	6.1 Provide the SWDA with a Client Satisfaction Measurement Form for them to answer and submit to the DSWD Field Office.	None	After the pre-accreditation assessment	SWDA/ <i>Technical Staff</i> (Standards Section – DSWD Field Office XI)
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>Step 7:</b> Wait for the result of assessment.	If the result of the pre-accreditation assessment is favorable, the technical staff to prepare the following: <ul style="list-style-type: none"> <li>• Confirmation Report to the SWDA</li> <li>• Transmittal memo to Standards Bureau attached the confirmation report, complete documentary requirements including the accomplished pre-accreditation assessment tool.</li> </ul> If the result of the pre-accreditation is not favorable, prepares a	None	11 working days	Technical Staff/ Standards Section Head/ Policy and Plans Division Chief/Regional Director (DSWD Field Office XI)  Section Head/Division Chief/Regional Director

	confirmation report to the SWDA and Standards Bureau highlighting the indicators / requirements for compliance of SWDA.			
<b>TOTAL</b>		<b>NONE</b>	<b>20 working days</b>	
<b>Social Work Agency:</b>				
<b>Senior Citizen Center:</b>			<b>19 working days</b>	
<i>*The number of minutes shall be included on the total number of working days.</i>				
<i>** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>B. Applications received through Mail/Courier</b>				
STEP 1: Send the Application Form together with the prescribed documentary requirements for Accreditation through Mail or Courier to:  <b>Standards Section</b>  DSWD Field Office XI, 36 D Suazo St, Poblacion District, Davao City, Davao del Sur	Receives application (Completeness of requirements) 1.1 Checks the completeness of the submitted application documents.		1 hour	Incoming SS support staff  (Standards Section – DSWD Field Office XI)
	1.1 Checks the completeness of the submitted application documents.			
	1.2 Logs its receipt into the Document Transaction Management System (DTMS)			
STEP 2:  1.1 For applicant SWDA with	1.1 Routes to SS Log receipts into the DTMS		30 minutes	Incoming SS Support staff  (Standards Section

complete requirements, shall have acknowledgement receipt of the submitted requirements.	Tracks/Farms our to concerned Section Head:			– DSWD Field Office XI)
1.2 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	1.2 Routes to concerned Section Head  Assigns to Technical Staff 1.1. Monitors incoming applications and assigns to technical staff  1.2. Provides notes/ instructions for action		2 hours	<i>Section Head</i>  <i>(Standards Section – DSWD Field Office XI)</i>
<b>STEP 3:</b> Settle the required processing fee.  1.1 For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.	Assesses the submitted application documents if complete/compliant  If with comments/inputs/ return to technical staff, conduct desk review of the received application as to completeness and compliance. 1.1 If complete and compliant, prepares acknowledgement letter indicating the schedule and mode of assessment	None	3 days	<i>Assigned Technical Staff</i> (Standards Section – DSWD Field Office XI)

1.2 Presents the Billing Statement at the Cashier and settles the required fee.	1.2 Notify the SWDA on the payment for processing fee, otherwise, application shall not be facilitated. Under Normal circumstances actual accreditation visit shall be conducted; During the state of calamity/ emergency, virtual assessment shall be conducted  2. If incomplete or noncompliant, prepare an acknowledgement letter indicating the checklist of lacking documents.			
	Process the payment and issues Official Receipts	Php 1,000	*15 minutes	<i>Cashier</i> (Finance Management Service-Cashier Division)
<b>STEP 4:</b> Provide the DSWD Standards Bureau the copy of the Official Receipt (OR) through the following:  1. Scanned copy of the Official Receipt standards.fo11@ds wd.gov.ph with the subject: <b>Name of the Organization_ Copy of OR for Accreditation.</b>	Acknowledge the copy of the Official Receipt from the SWDA.  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.	None	*15 minute	Support Staff in charge of incoming documents (Standards Section - SS)



2. Hand-carry the Photocopy of Official Receipt to Standards Section				
3. Courier the Photocopy of Official Receipt to Standards Section.				
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 5:</b> Wait for the result of the documents review and notice of Virtual Assessment.	Reviews acknowledgement letter and affixes the initial		2 days	<i>Section Head, Division Chief (DSWD Field Office XI)</i>
	1.1 If no comments/ clarifications. Initial/endorse the final draft acknowledgement letter to the Division Chief for approval			
	If with inputs/ comments corrections, return to the technical staff			
	1.2. Logs it into the DTMS  1.3. Routes finalized acknowledgement letter to the Office of the Regional Director		2 hours	<i>Incoming Support Staff, ORD Support Staff (DSWD Field Office XI)</i>
	Approves acknowledgment letter. 1.1 If approved: Signed/ approved acknowledgement letter  1.2 If with inputs/comments/ corrections, return to SS/technical staff		1 day	<i>Regional Director</i>

	Tracks and forwards the signed acknowledgement letter. Logs it into the DTMS		30 minutes	ORD Support Staff
	Receives and tracks the signed acknowledgement letter.  1.1 Logs it into the DTMS.  1.2 Emails advance copy of the signed acknowledgement letter		30 minutes	<i>Standards Section Support Staff (Standards Section DSWD Field Office XI)</i>
<b>STEP 7:</b> Confirm the Availability on the proposed Accreditation Assessment	Transmits to Records Section for delivery to concerned SWDA  1.1 For complete/compliant documents, send to SWDA the acknowledgement letter indicating the assessment schedule  1.2 For non-compliant/with list of lacking requirement, end of process		1 hour	<i>Outgoing SS Support Staff (Standards Section DSWD Field Office XI)</i>
<b>TOTAL</b>		Php 1,000	6 working days	
For Complete and Compliant		None	4 working days	
Incomplete Submission				

<b>Accreditation Assessment Proper (2days)</b>				
<b>STEP 1:</b> 1.1 Prepare and make available if necessary on the day of the scheduled/agreed assessment visit  1.2 Assist the Assessor during the conduct of the Accreditation Assessment  1.3 Accomplish and place the Customer's Feedback Form on a sealed envelope	1.1 Conduct of Accreditation Assessment, with the applicable mode: • Under normal circumstances actual accreditation visit; • During the state of calamity/ emergency virtual assessment.  1.2 Activities to take place: • Focused Group Discussion; • Key informant Interview; • Review of documents based on the SWDA's compliance with standard indicators; • Ocular inspection (thru virtual or actual); • Requests SWDA to accomplish Client Satisfaction Measurement Form		2 days	<i>Assigned Technical Staff</i>
	<b>Sub-total</b>	<b>None</b>	<b>2 working days</b>	

**POST-ACCREDITATION ASSESSMENT**  
**For Issuance (11 working days)**

<p><b>STEP 1:</b></p> <p>Wait on the result of Virtual Assessment/Validation Assessment</p>	<p>Favorable:</p> <p>1.1 Prepares confirmation report with attachments. If with comments/ inputs/ returned to technical staff</p> <p>1.2. Review and provide inputs on the submitted reports including the attachments</p> <p>1.3. Prepares Certificate in the security paper and second copy of the Certificate</p> <p>1.4. Assigns accreditation number</p> <p>1.5. Affixes initial on the second copy of certificate</p> <p>1.6. Reviews final draft, signed/ approve confirmation report. Affixed initials with the certificate of accreditation and transmittal to the USBG, for approval</p>		<p>6 days</p>	<p><i>Assigned Technical Staff, Section Head, Incoming SCMD Support Staff, Division Chief, SCMD, OBD Support Staff</i></p>
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Wait on the result of Virtual Assessment/ Validation Assessment.	Endorse final draft of Confirmation report for approval with Certificate of accreditation and executive summary  1.1 SCBG Heads approve/ sign the Certificate of Accreditation If with inputs/ comments/ corrections, return to the technical staff		3 days          1 day	<i>Bureau Director, OBD Support Staff, Outgoing SCMD Support Staff</i>          <i>Incoming Support Staff from the Office of the Assistant Secretary, Assistant Secretary, Outgoing Support Staff from the Office of the Assistant Secretary</i>
<b>STEP 2:</b>  1.1 Inform SB on the preferred mode of release of Certificate (e.g. Pick-up or courier)  1.2 For those through courier, endorsement to Administrative Service - Records and Archives Management Division	Reviews/approves the Certificate of Accreditation  1.1 Signs/ approves certificate of accreditation  1.2 If with inputs/ comments, return to the SB  Receives signed Accreditation Certificate 1.1 Email scanned copy of the confirmation report and signed Certificate to the SWDA		1 day	<i>Undersecretary, Outgoing Support Staff from the Office of the Undersecretary, Incoming SB Support Staff</i>          Incoming SS Support Staff, SCMD Support Staff, Outgoing SCMD Support Staff

	1.2 Prepares receiving copy of signed Confirmation Report 1.3 Coordinate with the concerned technical staff as to the SWDA's preferred mode of release of certificate e.g pick-up or courier 1.4 For those through courier, endorsement to Administrative Service - Records and Archives Management Division 1.5 Transmits the approved confirmation report and Certificate of Accreditation to the Records Section		2 hours	
<b>Held in Abeyance (11 Working days)</b>				
<b>STEP 1:</b> 1.1 Wait on the result of Virtual Assessment/ Validation Assessment  1.2 Work on the agreed compliance/ lacking indicators	1.1 Prepare confirmation report with indicators and period for compliance with Attached Action Plan 1.2 Track, review and endorse confirmation report to the Regional Director		5 hours and 6 hours	<i>Assigned Technical Staff, Section Head, Incoming SCMD Support Staff, Division Chief, Incoming SCMD support staff, OBD Support Staff</i>
	1.1 Approves confirmation report  1.2 If with inputs/ comments/ corrections, return to SS technical staff		2 days, 30 minutes	<i>Bureau Director, OBD Support Staff</i>

	Tracks the signed confirmation report		1.5 hours	SCMD Support Staff, Outgoing SCMD Support Staff
	1.1 Emails advance copy of the signed confirmation report to SWDA  1.2 Transmits to Records Section for delivery to concerned SWDA			
<b>TOTAL</b> For Compliance/Approved		None	11 working days	
For Complete Requirements with Areas for Compliance:		None	11 working days	

\*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

## 9. 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

<b>Office or Division</b>	DSWD Field Office XI – Standards Section  Standards Compliance Monitoring Division (SCMD) - Standards Bureau, DSWD Central Office	
<b>Classification</b>	Highly Technical	
<b>Type of Transaction</b>	Government to Client (G2C)	
<b>Who may avail</b>	Social Work Agencies w/ at least one (1) year valid license to operate	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. One (1) Original Copy of Duly Accomplished and Notarized Application Form (DSWD-SB-CSOA-001A)		<ul style="list-style-type: none"> <li>DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City</li> <li><b>DSWD website</b>  <a href="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-">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-</a> </li> </ul>

	<a href="#">SB-CSOA-001A-Application-Form-Implementing-CSO.doc</a>
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"> <li>DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City</li> <li><b>DSWD website</b> <a href="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">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</a></li> </ul>
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	<b>Securities Exchange Commission – Davao Extension Office (SEC-DEO)</b> 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	<b>DSWD website</b> <a href="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">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</a>
<b>ADDITIONAL REQUIREMENTS AS APPLICABLE:</b> 1. One (1) Original Copy of the Duly Accomplished List of Projects and Programs funded by DSWD or any government	<b>DSWD website</b> <a href="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">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</a>



agency. If applicable. (DSWD-SB-CSOA-002A)	<a href="#">ent or public funds/edited-3.12.19DSWD-SB-CSOA-002A-List-of-Projects-Programs-Implementing-CSO.docx</a>
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)	<b>DSWD website</b> <a href="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">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</a>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
<b>STEP 1:</b> The CSO representative files the Application Form together with other documentary requirements to the Standards Section - DSWD Field Office XI or 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>
<b>STEP 2:</b> 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	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>(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)</p> <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>2.3 If found with irregularities, documents will not be returned to applicant which shall serve as evidence and a ground for blacklisting</p>			
<b>STEP 3:</b> Actual Virtual/On-site Validation Assessment.	<p>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)</p>	None	<p>1 working day</p> <p><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>

	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 assessment of the Standards Bureau/Standards Section staff.)			
<b>STEP 4:</b> 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	None	3 working days, 2 hours	<i>Standards Bureau assigned personnel (SCMD)</i>

	requirements which are deemed necessary to verify doubtful information and to establish compliance to appropriate policies.)			
	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>
<b>STEP 5: Receives the Certificate of Accreditation or the Denial Letter</b>	1.1 Notify the Applicant Organization on the availability of the Certificate 1.2 Issues the Certificate of Accreditation or the Denial Letter	None	2 hours	<i>Support Staff (Standards Bureau - SB), Support/Technical Staff</i>  Standards Section – DSWD Field Office XI
<b>TOTAL For Complete and Compliant:</b>		<b>NONE</b>	<b>20 working days</b>	

*\*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.*

## 10. Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - 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).

<b>Office or Division:</b>	DSWD Field Office - Standards Section XI
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	<ul style="list-style-type: none"> <li>• Government to Client (G2C)</li> <li>• Government to Government (G2G)</li> </ul>
<b>Who may avail:</b>	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"> <li>• DSWD Sustainable Livelihood Program-Regional Program Management Office XI (DSWD SLP-RPMO XI)</li> </ul>
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"> <li>• DSWD Sustainable Livelihood Program-Regional Program Management Office XI (DSWD SLP-RPMO XI)</li> </ul>

**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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>STEP 1:</b> Submit/file application documents	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>

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

<b>STEP 2:</b> Wait for the result of the assessment	<b>If Complete and Compliant:</b> 1.1 Receive the documentary requirements  <b>If found incomplete or non-compliant,</b> 1.1 If found to be incomplete, prepares memo to the SLP-RPMO returning the application documents for compliance.	None	*4 days	<i>Focal Person - Standards Section DSWD Field Office XI</i>
<b>STEP 3:</b> Issuance of	1.1 Forwards the	None	2 days	<i>Focal Person -</i>

Permit	signed memo to SLP-RMPO with the signed certificates and secures receiving copy.			Standards Section DSWD Field Office XI
	1.2 Forwards signed memo to ICTMS for posting to FO website.  1.3 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.*

## 11. Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - 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:	Government to Client (G2C) Government to Government (G2G)		
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		● 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: a. Pictures of office and direction sketch; and b. At least one of the following documents: i. <i>Barangay certification</i> ii. <i>Certification or endorsement</i>		● CSO Beneficiary Applicant	

<p><i>from at least two (2) publicly known individuals in the community</i></p> <p>iii. <i>Other documents showing proof of existence</i></p>	
<p>3. Proof of organization, namely:</p> <p>a. Organizational chart or governance structure; and</p> <p>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;</p>	<ul style="list-style-type: none"> <li>• CSO Beneficiary Applicant</li> </ul>
<p>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</p>	<ul style="list-style-type: none"> <li>• Government agency or agencies from which it has received public funds</li> </ul>
<p>5. Proof of having undergone Social Preparation</p>	<ul style="list-style-type: none"> <li>• Designated DSWD Regional Program/Project Officer of the DSWD Program or project where the CSO applicant is seeking funds</li> </ul>
<p><b>Note to Applicant:</b> 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.</p>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Submit/ file application documents	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
<b>Note:</b> 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: 1.1 Receive and review the documentary requirements	None	*18 days, 6 hours	Focal Person - Standards Section DSWD Field Office XI
	1.2 Posting of applicant to DSWD website			

	1.3 Preparatory activities for the conduct of validation			
	1.4 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			
	1.5 Prepares and signs Validation Report and Abstract with supporting documents.			
	1.6 Evaluation and deliberation by the Field Office-Accreditation Committee.			
	1.7 Prepares the Certificate of Accreditation			
	1.8 Facilitates the signing of the Certificate of Accreditation			
	1.9 Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board			
	<b>If found incomplete or non-compliant</b> (in any part of the process)			
	1.1 If found to be incomplete, prepares acknowledgement memorandum returning the application documents for compliance.			



	1.1 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.			
STEP 3: Receives the Certificate of Accreditation	Release of the signed Certificate/s of Accreditation through:	None	*1 day	Focal Person - Standards Section DSWD Field Office XI
	1) Befitting ceremony (e.g. during the flag-raising ceremony)			
	2) Pick-up by the CSO applicant			
	3) Pick-up by the CSO applicant			
	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.*

## 12. 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.

<b>Office or Division:</b>	DSWD Field Office - Standards Section XI
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Client (G2C)
<b>Who may avail:</b>	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"><li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> Annex A. PMC Form_App</li></ul>	
One (1) photocopy of the following documents ( <u>original copies must be presented</u> ):		
1. Any of the following as proof that the applicant is a graduate of four (4) year course:  a. Photocopy of Certificate of graduation/college diploma or transcript of records; or  b. Certified photocopy of valid PRC ID.	<ul style="list-style-type: none"><li>Professional Regulation Commission (PRC) Region XI - Juna Subdivision, Calamansi St., corner 1st Street, Matina Pangi Rd, Davao City</li></ul>	
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"><li>Training Provider</li></ul>	
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:  a.Certification from immediate Supervisor; or b.An approved resolution	<ul style="list-style-type: none"><li>Local Government Office</li></ul>	
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"><li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a>  Annex C. Documentation Report Template</li></ul>	
Other documents to be made available during the assessment visit:		
Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.		

<b>B. For Renewal</b>	
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"> <li>• <b>Training Provider</b></li> </ul>
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 ( <b><i>Annex D</i></b> );	<p>DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City</p> <ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> <i>Annex D. PMC Form</i></li> </ul>
3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD ( <b><i>Annex C</i></b> );	<p>DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City</p> <ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> <i>Annex C. PMC Form</i></li> </ul>
<b>Other documents to be made available during the validation visit.</b>	
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 ( <b><i>See Annex F for the template</i></b> ) 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"> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> <i>Annex F. PMC Form</i></li> </ul>
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
<b>A. Assessment Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b> Secures application form thru the DSWD Website/Field Office	Provides client application form, and checklist of requirements	None	*5 minutes	<i>Support Staff/ Technical Staff</i> (Standards Section – DSWD Field Office XI)
<b>STEP 2:</b> Submit/ file application and supporting documents at Field Office – Standards Section	Records receipt of application and forward the same to assigned staff.	None	*15 minutes	<i>Technical Staff</i> (Standards Section – DSWD Field Office XI)
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 3:</b> 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:	None	5 working days, 2 hours	<i>Technical Staff</i> (Standards Section – DSWD Field Office XI)
	3.1.1 If found complete/ sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of			<i>Standards Section Head/Policy and Plans Division Chief/Regional Director</i> DSWD Field Office XI

	assessment visit.			
	3.2 If found insufficient/ have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements and provide necessary technical assistance.			
	3.3. Review and approval of Supervisor/Section Head  3. 4 Review and approval of the Regional Director.			
<b>Step 4:</b> Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Support Staff/Technical Staff</i> Standards Section – DSWD Field Office XI
<b>STEP 5:</b> Actual Accreditation Assessment	Conducts validation assessment with the applicable mode: <ul style="list-style-type: none"> <li>• Under Normal circumstances actual accreditation visit;</li> <li>• During the state of calamity/ emergency virtual assessment.</li> </ul>	None	1 working day	<i>Support Staff/Technical Staff</i> Standards Section – DSWD Field Office XI

	Activities to take place: <ol style="list-style-type: none"> <li>1. Brief overview on the assessment process;</li> <li>2. Observation on the counseling session; and</li> <li>3. Exit Conference</li> </ol>			
<b>STEP 6:</b> Awaits the approval of the confirmation report/issuance of the Certificate	<ol style="list-style-type: none"> <li>1. Final Assessment of the application documents and result of the actual accreditation assessment.           <ol style="list-style-type: none"> <li>1.2 Prepares the confirmation report, with the following possible content:               <ol style="list-style-type: none"> <li>a. If favorable, inform applicant on the approval of his/her accreditation.</li> <li>b. If unfavorable, recommend for re-assessment.</li> </ol> </li> <li>1.3 Forwards to the office of the RD for approval/signature.</li> <li>1.4 Approval and signature of the documents</li> </ol> </li> </ol>	None	7 working days	<i>Support Staff/Technical Staff/Standards Section</i> <i>Head/Policy and Plans Division</i> <i>Chief/Regional Director</i> DSWD Field Office XI
<b>STEP 7:</b> Awaits for the approval and issuance of certificate, if favorable.	Prepares certificate for issuance, if favourable. Approval and signature of the Certificate	None	5 working days	<i>Support Staff/Technical Staff</i> <i>Regional Director</i> DSWD Field Office XI

<b>STEP 8:</b> Receives the Accreditation Certificate	Release of Certificate	None	1 working day	Support Staff/Technical Staff Standards Section – DSWD Field Office XI
<b>TOTAL</b> For Complete and Compliant:		<b>NONE</b>	<b>18 working days, 2.25 hours</b>	
<b>For Complete Requirements with Areas for Compliance:</b>		<b>NONE</b>	<b>25 minutes</b>	

*\*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.*

### 13. Endorsement of Duty-Exempt Importation of Donations to SWDAS

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.

<b>Office or Division</b>	Standards Section – DSWD Field Office XI Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office	
<b>Classification</b>	Highly Technical	
<b>Type of Transaction</b>	G2C – Government to Client	
<b>Who may avail</b>	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.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Application form (DSWD DFE Form 1)		<ul style="list-style-type: none"> <li>DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf</a> – DSWD DFE Form 1</li> </ul>
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	<a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf</a> – DSWD DFE Form 2 <ul style="list-style-type: none"> <li>To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution (DSWD Field Office XI)</li> </ul>
<b>OPTIONAL REQUIREMENTS</b>	
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.	<a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf</a> – DSWD DFE Form 3 <ul style="list-style-type: none"> <li>To be certified correct by the concerned DSWD Field Office</li> </ul>
3. Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines	Appropriate government agencies
<b>Note to Applicant:</b> 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
<b>STEP 1:</b> 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	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	Support Staff/Technical Staff  Standards Section – DSWD Field Office XI



goods shall take place.	2. Logs its receipt into the document tracking system	None		
	3. Provides the walk-in applicant with document reference number for easy tracking.	None		
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 2: 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	Cashier DSWD Field Office XI
STEP 3: Awaits results of the assessment.	Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;  Step 3a – If found compliant to eligibility and documentary requirements  Prepare for conduct of area visit	None	3 working days	Technical Staff Standards Section – DSWD Field Office XI
	Step 3b – If found non-compliant to eligibility and documentary requirements  Return application documents to the applicant with a letter			

	and checklist citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements  Provides the applicant the Client Satisfaction Measurement Form			
<b>Note:</b> 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.				
<b>STEP 4:</b> Validation Visit	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
<b>STEP 5:</b> Endorsement to the DSWD Central Office.	Endorses the draft acknowledgement 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
	Endorses the application to the Standards Bureau at the Central Office			<i>Regional Director</i> DSWD Field Office XI
	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>

	documents.			Staff/ Division Chief/ Bureau Director
	1.1. Logs its receipt into the Document Transaction Management System (DTMS)			
	<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"> <li>• Endorsement letter to the DOF</li> <li>• Conforme letter to applicant that it should comply with post-facilitation requirements</li> <li>• Letter to concerned DSWD Field Office informing them of the endorsement</li> </ul> <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>
<b>STEP 6:</b> Approved applicants to pick up the Endorsement Letter	<p>Informs the applicant and Field Office of the approval of endorsement.</p> <p>Preparation of the endorsement letter for pick-up of the applicant and the conforme letter for their signature.</p>	None	*10 minutes	<i>SCMD Technical Staff Standards Bureau</i>
<b>TOTAL Complete and Compliant:</b>		<b>₱1,000.00</b>	<b>14 days</b>	
<b>Complete but non-Compliant Submission:</b>		<b>₱1,000.00</b>	<b>8 days, 50 minutes</b>	
<b>For Incomplete Submission:</b>		<b>NONE</b>	<b>30 minutes</b>	

\*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.

## 14. 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.

<b>Office:</b>	Standards Section – DSWD Field Office XI Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office
<b>Type of Transaction:</b>	Highly Technical

<b>Who may avail:</b>	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
<b>A. For New Applicants</b>	
<b>1. For Social Workers</b>	
a. 2 copies of Application Form for Accreditation of Social Workers Managing Court Cases (Annex A)	<ul style="list-style-type: none"> <li>DSWD Field Office XI – Standards Section R. Magsaysay Avenue Corner D. Suazo Street, Davao City</li> <li>Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the form</li> </ul>
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"> <li>Supervisor of the applicant;</li> <li>Philippine Association of Social Workers, Inc. (PASWI);</li> <li>If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)</li> </ul>

f. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> <li>• Case study reports;</li> <li>• Progress/running notes;</li> <li>• Case summaries;</li> <li>• Case conference proceedings/notes</li> </ul>	Applicant/Client
<b>2. For Supervisors</b>	
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"> <li>• Case study reports;</li> <li>• Progress/running notes;</li> <li>• Case summaries;</li> <li>• Case conference proceedings/notes</li> </ul>	Applicant/Client
<b>B. For Renewal</b>	
<b>1. For Social Workers</b>	
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"><li>• Case study reports;</li><li>• Progress/running notes; and</li><li>• Other relevant documentations pertaining to the cases</li></ul>	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"><li>• Case study reports;</li><li>• Progress/running notes/marginal notes;</li><li>• Case summaries;</li><li>• Case conference proceedings/notes</li></ul>	Applicant/Client			
<b>Note to Applicant:</b> 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				
STEP 1: The Applicant shall file application (Annex A) at the concerned	The Field Office-Standards Section Support Staff shall receive submitted documents with its	None	1 hour and 30 minutes	Technical Staff/Standards Section Head  Standards Section - DSWD Field Office XI

DSWD Field Offices (FO) XI – Standards Section together will the requirements stated above.	<p>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.</p> <p>If incomplete, documents shall be returned accompanied by provision of technical assistance and checklist of requirements.</p>			
<b>B. Applications received through Mail/Courier</b>				
	<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>	None	4 hours, 20 minutes	<p><i>Technical Staff/Standards Section Head</i></p> <p>Standards Section – DSWD Field Office XI</p>
	1.1.The technical staff shall conduct desk	None	6 days and 1 hour	<p><i>Standards Section Technical Staff/Standards Section</i></p>



	review of the received application as to completeness and compliance.			<i>Head/Policy and Plans Division Chief/Regional Director DSWD Field Office XI</i>
	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 acknowledgment letter to the applicant Social Worker on the status of the application. If incomplete or non-compliant, an acknowledgment letter shall be prepared indicating the checklist of lacking documents.	None		
	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	None	1 hour	<i>Technical Staff Standards Section – DSWD Field Office XI</i>

	<p>DSWD- Standards Bureau, and file the other copy in the Field Office.</p> <p>The signed/ approved acknowledgement letter shall also be sent to the applicant Social Worker.</p>			
	<p>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 DSWD – Standards Bureau</i></p>
	<p>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</p>	None	1 day	<p><i>Assigned DSWD– Standards Bureau technical staff, depending on the Field Office where the application was from.</i></p>

	be made: <ul style="list-style-type: none"> <li>• Under Normal circumstances actual accreditation visit shall be conducted;</li> <li>• During the state of calamity/ emergency, virtual accreditation shall be conducted</li> </ul> <p>If incomplete or non-compliant, the Technical Staff to also prepare an acknowledgement letter indicating the checklist of lacking documents.</p>			
	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	None	1 day, 5 hours, 30 minutes	<i>Support Staff / Assigned technical staff/ SCMD Section Head / Bureau Director</i>  DSWD- Standards Bureau
<b>STEP 2:</b> The Applicant shall coordinate with Standards Bureau through the Field Office on the schedule of the assessment.	The technical staff shall conduct assessment through review of case records, interview of the applicant and client/s, and conduct of other relevant activities.	None	1 day (per agreed schedule)	<i>Assigned technical staff from DSWD- Standards Bureau</i>

	<p>1.7 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 be given appropriate technical assistance on the areas needing improving. A re-assessment shall be conducted after six months.</i></p>	None	5 days, 2 hours after conduct of assessment	<p><i>Support Staff / Assigned technical staff</i>            DSWD – Standards Bureau SCMD  <i>Section Head / SCMD Division Chief</i></p>
<p><b>Issuance of Accreditation Certificate.</b> This shall be issued by the Department Secretary or his/her duly authorized representative if the applicant has qualified the accreditation standards.</p>				
	<p>1.8 Standards Bureau shall review and/or approve and endorse the Confirmation Report, Executive Summary, Certificate of Accreditation</p>	None	1 day, 1 hour, 30 minutes	<p><i>Bureau Director</i>            DSWD-Standards Bureau</p>

	<p>and transmittal memo to the Assistant Cluster Head.</p> <p>If with inputs/comments/corrections, the documents shall be returned to the technical staff.</p>			
	<p>1.9 The Assistant Cluster Head to review and/or approve and endorse the Executive Summary, Certificate of Accreditation and transmittal memo to the Undersecretary.</p> <p>If there will be inputs/comments, it shall be returned to the Standards Bureau.</p>	None	1 day, 1 hour	<p><i>Assistant Secretary/ Cluster Head</i></p> <p>DSWD-Standards and Capacity Building Group</p>
	<p>1.10 The Cluster Head to review and/or approve the Certificate of Accreditation and other approved attached documents.</p>	None	1 day, 1 hour	<p><i>Undersecretary/ Cluster Head</i></p> <p>DSWD-Standards and Capacity Building Group</p>
	<p>1.11 Standards Bureau to endorse the approved Certificate of Accreditation to the qualified Social Worker</p>	None	2 hours	<p><i>Support Staff</i></p> <p>Standards Compliance Monitoring Division (SCMD)</p>

	through the Field Office.  One set of copy of the approved Confirmation Report and Certificate of Accreditation shall be transmitted to Records Section			
2. Qualified applicant shall receive/pick-up the Accreditation Certificate from the Field Office where the application was filed.	1.1 Notify the Applicant Organization on the availability of the Certificate 1.2 Issues the Certificate of Accreditation	None	30 minutes	<i>Support Staff/ Technical Staff Standards Section – DSWD Field Office XI</i>
<b>Total Processing Time</b>		<b>NONE</b>	<b>20 working days</b>	

*\*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.*

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<ul style="list-style-type: none"> <li>Concerned citizen/concerned agencies send letter/email to the DSWD Field Office XI – Standards Section.</li> <li>DSWD Field Office XI – Standards Section Technical Staff send memo/email to Standards Section</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>DSWD Field Office XI – Standards Section Technical Staff send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback.</li> <li>Standards Section shall send reply letter/memo to the FO XI/concerned citizen within three (3) days upon receipt of the feedback.</li> </ul>
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"> <li>• 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.</li> <li>• 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.</li> <li>• The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</li> </ul>
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: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook: <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web: <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
	PCC: 8888
	ARTA: complaints@arta.gov.ph

## **Policy & Plans Division**

### **Internal Services**



**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

<b>Office or Division:</b>	PPD – ICTMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All DSWD OBSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> or email to <a href="mailto:ictsupport.fo11@dswd.gov.ph">ictsupport.fo11@dswd.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The user or client will create a technical support ticket via ICTMS ticketing system at <a href="https://ictsupport.fo11@dswd.gov.ph">https://ictsupport.fo11@dswd.gov.ph</a> . 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	ICT Staff
	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.			

	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: 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)			
	1.1 The technical staff will process the creation of Active Directory (AD) account (username and password).			
	1.2 Once the AD account is created, the technical staff shall provide the user credential and AD manual for employees via email for documentation.			
<b>TOTAL</b>		<b>NONE</b>	<b>4 hours</b>	

## 2. Assessed as Activity/Training Support

Processes technical assistance for both hardware and software

<b>Office or Division:</b>	PPD – ICTMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All DSWD OBSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> or email to <a href="mailto:ictsupport.fo11@dswd.gov.ph">ictsupport.fo11@dswd.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)	ICT Staff
	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.			
<b>TOTAL</b>		<b>NONE</b>	<b>Duration depends on OBSU request (Refer to ICTMS SLA)</b>	

### 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.

<b>Office or Division:</b>		PPD – ICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All DSWD OBSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> or email to <a href="mailto:ictsupport.fo11@dswd.gov.ph">ictsupport.fo11@dswd.gov.ph</a>		
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)	ICT Staff
	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			
<b>TOTAL</b>		<b>NONE</b>	<b>Maintenance/Optimization (24 Hours/depend on the size of the tables/</b>	

		<b>database) PPIS Account Activation &amp; Updates (4 Hours)</b>	
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#### 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.

<b>Office or Division:</b>		PPD – ICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All DSWD OBSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> or email to <a href="mailto:ictsupport.fo11@dswd.gov.ph">ictsupport.fo11@dswd.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for data visualization via DSWD Dashboard.	1.1 Gather and check requirements	None	4 hours Creation (if data is complete)	ICT Staff
	1.2 Generate required data for visualization (if Database)		1 day Updating Visualization based on non-database data	
	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)		Creation (if data is NOT complete (would depend on data completion from requester))	
<b>TOTAL FOR CREATION (IF DATA IS COMPLETE)</b>		<b>NONE</b>	<b>4 hours</b>	

<b>TOTAL FOR UPDATING VISUALIZATION BASED ON NON-DATABASE DATA</b>		<b>1 day</b>	
<b>TOTAL FOR CREATION (IF DATA IS NOT COMPLETE)</b>		<b>Would depend on data completion from requester</b>	

## 5. Incident Requests on ICT Hardware and Software

Processes technical assistance for both hardware and software

<b>Office or Division:</b>		PPD ICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All DSWD OBSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> or email to <a href="mailto:ictsupport.fo11@dswd.gov.ph">ictsupport.fo11@dswd.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The OBSUs submit their incident request through ICT helpdesk system.	<b>1.1</b> The Service Support Team Lead assess and assign the ticket to appropriate Technician.	None	4 hours (Refer to ICTMS SLA)	<i>ICT Staff</i>
	<b>1.2</b> The Technician provide service support for ICT software and hardware trouble to end user			
	<b>1.3</b> 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.			
<b>TOTAL</b>		<b>NONE</b>	<b>4 hours (Refer to ICTMS SLA)</b>	

## 6. ICT Support Ticketing System

Processes technical assistance for both hardware and software

<b>Office or Division:</b>		NTSSD ICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All DSWD OBSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> or email to <a href="mailto:ictsupport.fo11@dswd.gov.ph">ictsupport.fo11@dswd.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The ICT Support Ticketing System is accessible via Webform and via email. The URL to	1.1 While the email is ictsupport.fo11@dswd.gov.ph .With this ticketing system, end-user can now monitor the	None	Depends on the Incident/ Service Request  (Refer to ICTMS SLA)	<i>ICT Staff</i>



<p>access the said system is <a href="https://ictsupport.fo11@dswd.gov.ph">https://ictsupport.fo11@dswd.gov.ph</a> using the AD credentials for login.</p>	<p>progress of his/her 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</p>			

	reopen the 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.			
<b>TOTAL</b>		<b>NONE</b>	<b>Depends on the Incident/ Service Request (Refer to ICTMS SLA)</b>	

## 7. ICT Technical Specification Request

Processes technical assistance for both hardware and software

<b>Office or Division:</b>		PPD ICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All DSWD OBSU		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
ICT Support Ticket			ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> or email to <a href="mailto:ictsupport.fo11@dswd.gov.ph">ictsupport.fo11@dswd.gov.ph</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.			
<b>TOTAL</b>		<b>NONE</b>	<b>3 days</b> <b>(Refer to ICTMS SLA)</b>	

## 8. Network (Wired and Wireless)

Processes technical assistance for both hardware and software

<b>Office or Division:</b>		PPD ICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All DSWD OBSU		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
ICT Support Ticket			ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> or email to <a href="mailto:ictsupport.fo11@dswd.gov.ph">ictsupport.fo11@dswd.gov.ph</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)  8 hours (if an OBSU is affected)	ICT Staff
	1.2 Next is to check the network configurations of the device of the user requesting			

	<p>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>			
<b>TOTAL IF ONLY SINGLE USER IF AFFECTED</b>		<b>NONE</b>	<b>4 hours</b>	
<b>TOTAL IF AN OBSU IS AFFECTED</b>			<b>8 hours</b>	

## 9. Wide Area Network

Processes technical assistance for both hardware and software

<b>Office or Division:</b>	PPD ICTMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All DSWD OBSU			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
ICT Support Ticket			ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> or email to <a href="mailto:ictsupport.fo11@dswd.gov.ph">ictsupport.fo11@dswd.gov.ph</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)	ICT Staff
	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 pictures of the		1 day (for onsite)	
			3 days (if hardware replacement is required)	

	hardware showing the alarm.			
	1.3 Confirm with the remote contact person if the link is already restored.			
	1.4 Require an Incident Management Report from the Service Provider after issue is resolved for documentation purposes.			
TOTAL FOR REMOTE ASSISTANCE			4 hours	
TOTAL FOR ONSITE			1 day	
TOTAL IF HARDWARE REPLACEMENT IS REQUIRED			3 days	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	ICTMS Request feedback through <a href="https://tinyurl.com/ryesyuh">https://tinyurl.com/ryesyuh</a>
How feedbacks are processed	Feedback are consolidated and reviewed by each division.
How to file a complaint	Complain can be sent through <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>
How complaints are processed	Each complain or request are assigned to specific person that will take action
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: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook: <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web: <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a> PCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>

## **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.

<b>Office or Division:</b>	National Household Targeting Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business G2C – Government to Citizen			
<b>Who may avail:</b>	All DSWD OBSUs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request (indicating purpose and list of data sets)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.			
	1.5 Review and facilitated the request <ul style="list-style-type: none"> <li>If Disapproved - Return to requesting party and stating in the letter the reasons for disapproval based on MC 12, s. 2017. End of process.</li> <li>If Approved - Endorse to the NHTO IT DPS Section Head</li> </ul> *Note: For NHTS- If Approved, the request will be processed.	None	10 minutes	Information Technology Officer NHTS
	1.6. Process the request.	None	3 days	Information Technology Officer 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	Head/ PDO NHTS
	1.9 Prepare the Data Release Form (DRF), draft memo reply and burn results in a	None		

	compact disc (CD). • 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 requesting party will contact (thru	None		<i>Information Technology Officer</i>

	phone) Data Processing Section for the password of the file.			
<b>TOTAL</b>		<b>NONE</b>	<b>8 days, 4 hours, 20 minutes</b>	

## 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	Administrative Assistant 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	None		

	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"> <li>• If Disapproved- Return to requesting party and stating in the letter the reasons for disapproval based on MC 12, s. 2017. End of process.</li> <li>• If Approved - Endorse to the NHTO IT DPS Section Head</li> </ul> *Note: For NHTS- If Approved, the request will be processed.	None	10 minutes	<i>Information Technology Officer NHTS</i>
	1.6. Assess if the attached electronic copy of names is in accordance with the template required.	None	1 hour	<i>Information Technology Officer NHTS</i>

	<ul style="list-style-type: none"> <li>If not in accordance with the required template - Inform the requesting party for revision.</li> <li>If in accordance – Inform the Administrative Assistant of the schedule of release of the results.</li> </ul>			
	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 disc(CD). <ul style="list-style-type: none"> <li>Other storage device may apply as long</li> </ul>	None		

	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		Head/ PDO NHTS
	1.12. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.			PDO NHTS
	1.13 Sign the memorandum/ endorsement letter.	None	4 hours	Regional Director
	1.14 Track and scan the document before releasing the result to the requesting Party.	None	5 minutes	Administrative Assistant NHTS
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		Information Technology Officer NHTS
<b>TOTAL</b>		<b>NONE</b>	<b>26 days, 1 hour, 20 minutes</b>	

*\*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.

<b>Office or Division:</b>	NHTS – Policy and Plans Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen			
<b>Who may avail:</b>	DSWD OBSUs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Letter of Request (specify purpose and data requested)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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		
	1.1. Review, input comments and approval in the request based on MC 12, s.2017 then endorse to the NHTO Statistics Section/ NHTS Regional Field Coordinator.	None	5 hours	<i>Chief</i> NHTS
	1.4. Review the request if:	None	5 hours	<i>Regional Field Coordinator</i>

	<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>			NHTS
	1.2. 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	Associate Statisticians NHTS
	1.5 Draft reply letter/ memorandum	None		
	1.6 Submit the generated data and reply letter to the NHTO Head Statisticians/	None		



	<b>NHTS RFC</b>			
	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 request to the Statistics section for revisions. b. <i>Accurate and acceptable</i> – Sign the reply letter/	None	5 hours	<i>Regional Director Field Office XI</i>

	memorandum. The facilitated data request will be approved for release.			
2. Receive the data requested	2.1. Track and facilitate the release of the <i>approved</i> data request to the requesting party. <ul style="list-style-type: none"> <li>Administer the CSMS Form per CART guidelines</li> </ul>	None	10 minutes	<i>Administrative Assistant NHTS</i>  <i>Associate Statisticians NHTS</i>
<b>TOTAL</b>		<b>NONE</b>	<b>4 days, 1 hour, 20 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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 <a href="mailto:nhtspr.npmo@dswd.gov.ph">nhtspr.npmo@dswd.gov.ph</a>
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 <a href="mailto:nhtspr.npmo@dswd.gov.ph">nhtspr.npmo@dswd.gov.ph</a></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 <a href="mailto:nhtspr.npmo@dswd.gov.ph">nhtspr.npmo@dswd.gov.ph</a> specifying the staff being complained, incident, and evidence if available.</p>
How complaints are processed	The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.

	<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 ARTA, PCC, CCB	<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: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Facebook: <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p> <p>PCC: 8888</p> <p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p>

## List of Offices

Office	Address	Contact Information
Policy Development and Planning Division	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	Division Chief  (082) 227-1964 local 1149/1169 planning.fo11@dswd.gov.ph
		Section Head Policy Development & Planning Section (082) 227-1964 local 1169 planning.fo11@dswd.gov.ph
		Grievance Officer National Household Targeting Section 09124513359
		Section Head ICTMS (082) 227-1964 local 1146
		Section Head Standards Section (082) 227-1964 local 1148 standards.fo11@dswd.gov.ph