



# 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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## **Protective Services Division External Services**

## **Center and Residential Care Facility External Services**

## 1. Case Management in Center and Residential Care Facility

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

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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>I. PRE-ADMISSION PHASE</b>				
1. Client submits for initial interview and assessment	<p>1.1 Conducts initial interview with the client (either walk-in, outreached, referral from the Local Government Unit (LGU), law enforcement agency, hospital, court, and or other Social Welfare Agencies, individuals and government or private agencies), to determine eligibility to receive services in the CRCF.</p> <p><i>Remarks: In new normal situation/emerging infectious diseases, the LGUs are encouraged to refer clients in group considering health and safety protocols and use of available isolation facility in the RCF.</i></p> <p>If upon</p>	None	30 minutes	<i>Social Worker on duty</i> CRCF

	<p>assessment, the client is eligible, the Social Worker accomplish the Intake Sheet, and the client/referring party and the SW signs the informed consent portion for further data gathering activities.</p> <p>If client is not eligible, the Social Worker refers the client to other agency if his/her needs are beyond the service capacity of the CRCF.</p> <p><i>(Endorsement should be made depending on the Level of Accreditation)</i></p>			
2. Attends pre-admission conference	<p>1.1 Conduct of pre-admission with referring party, client's family, and other center staff to discuss the problem of the client in line with his/her admission to the facility.</p> <p><i>Remarks: In some cases, like walk-in and emergency, pre-admission conference cannot be done, and therefore</i></p>	None	2 hours	<i>Social Worker, Referring Party, Parents or any available family members</i>

	<i>admission conference comes immediately once client is assessed to be eligible for services.</i>			
<b>II. ADMISSION PHASE</b>				
Attend admission conference	2.1 Facilitates conduct of admission conference, Contract Setting with referring party and orientation on the general rules and policies of the facility	None	1 day	<i>Helping Team/ Multidisciplinary Team CRCF Referring Party</i>
	The Social Worker accomplish Admission Slip, and requires referring party's signature. Client/resident of legal age is required to affix his/her signature as an expression of conformity. Parent/relative of minor client/resident should sign the admission slip witnessed by the referring party. Client/Resident signing of Data Privacy Consent or <i>Pahintulot Hinggil sa Pagkalihim ng Datos</i> ' is also facilitated in compliance to Data Privacy Act of 2012.			

	Orients client/resident about the facility and on the existing house rules and policies of the facility, and introduces his/her to the Helping Team/Multi-disciplinary Team.			
Submits self to the inventory of belongings	2. Conducts an inventory of the client's belongings and records them.	None	During the Client's 1 <sup>st</sup> day in the facility	<i>Houseparent</i>
Accepts set of clothing and other provisions to be provided.	3. Provides the client with a set of clothing, toiletries, footwear, and the like based on standards as per AO 22 s.2005 and on the result of the inventory of the client's belongings ( <i>This is not applicable to non-residential facilities</i> )	None	During the Client's 1 <sup>st</sup> day in the facility	<i>Houseparent</i>
Submits self for examination	4. Refers or submits client for physical examination and pre-natal check-up in case client is pregnant.	None	During the client's first day in the facility	<i>Medical Officer/ Nurse CRCF</i>
	5. Endorses the client to the Houseparent on duty, and brief the latter on the client's disposition as	None	During the client's first day in the facility	<i>Social Worker/ Houseparent CRCF</i>

	well as the case background to enable the Houseparent to understand the child's behavior and interact with his/her properly. <i>((This is not applicable to non-residential facilities).)</i>			
<b>Center-based Intervention Phase</b>				
	1. Conducts further interviews with the client to gather additional relevant information on the problem presented as a basis for assessment and recommendation.	None	During the client's 1 <sup>st</sup> day in the facility	Social Worker CRCF
	2. Conducts initial psychological assessment of the client. Psychological assessment will only be administered to children who are 5 years old and above.	None	During the 2 <sup>nd</sup> to 7 <sup>th</sup> day of the client in the facility.	Psychologist, Psychometrician CRCF  <i>Outsourced service of a psychologist should there be no resident Psychologist/ Psychometrician in the CRCFs.</i>
	3. Gathers additional information from the client, significant others and the worker's own observation on the client.  At this stage, the request for Parental/Family Capability	None	During client's 2 <sup>nd</sup> to 3 <sup>rd</sup> week of in the facility	<i>Helping Team/Multidisciplinary members, Referring Party, LGU Social Worker</i>

	Assessment (PCA) is also coordinated by the Social Worker to the concerned LGU.			
	4. Drafts the Initial Social Case Study Report, and Intervention Plan with the client/resident. The Social Worker addresses with the clients/residents collaboratively to identify the problem areas and needs, then formulate a structured plan for achieving both short- and long-term goals.	None	within 30 days after admission  within 15 days after admission for the Intervention Plan	<i>Social Worker, Client/Resident CRCF</i>
	5. Present the case to the Rehabilitation team. The result of the case conference shall be the basis for the formulation and implementation of the Intervention Plan  Case conference is also conducted as need arises.	None	during the client's 4 <sup>th</sup> week in the facility; monthly	<i>Helping Team/ Multidisciplinary Team, Referring Party, LGU</i>
	6. Review and update the Intervention Plan based on the result of the case conference, if	None	during the client's 4 <sup>th</sup> week in the facility	<i>Helping Team/ Multidisciplinary Team</i>

	necessary.			
Receives the provisions of the center and various interventions provided	7. Implements and facilitates the provision of services to the client towards the improvement of social functioning and rehabilitation goal	None	During the client's/ resident's stay in the facility which is a minimum of six months with exception to the following: a. Early reintegration/ rehabilitation prior to six months; b. Six months and beyond depending on the coping of client/ resident and other circumstances of the case and the assessment of the Social Worker.	<i>Helping Team/ Multidisciplinary Team</i>
	8. Monitors the progress of the client in relation to the achievement of goals. The Rehabilitation Team conducts regular case conferences as part of monitoring the case.	None	Monthly	<i>Helping Team/ Multidisciplinary Team</i>
	9. Reassesses and modifies the intervention plan per developments/ changes along	None	During the client's 3 <sup>rd</sup> month in the facility	<i>Social Worker, Helping Team/ Multidisciplinary Team CRCF</i>

	helping process and based on the assessment of other members of the Helping Team/ Multidisciplinary Team.			
<b>Evaluation and Termination</b>				
	1. The Social Worker conducts individual or group session with clients/residents and meets with the Helping Team/Multidisciplinary Team to evaluate the progress of the clients/residents in relation to the helping goals set.	None	3 months prior to discharge	<i>Helping Team/ Multidisciplinary Team, Referring Party, LGU Social Worker, Client's family if available</i>
	2. Informs the referring party regarding the client's achievement of rehabilitation/helping goals, and requests for Parental Capability Assessment Report (PCAR).  For CICL cases, the Social Worker informs the court of the achievement of the rehabilitation goals of the client/resident.	None	Upon receipt of P/FCAR submitted by LGU	<i>Social Worker</i>
Attends pre-discharge conference	3. Conducts pre-discharge conference either	None	2 hours	<i>Helping Team/ Multidisciplinary Team, Accepting</i>



	<p>through virtual meeting or in person. The result of the pre-discharge conference is confirmed to the receiving LGU/Agency/other facilities with reintegration agreement duly signed by all parties.</p> <p>The Helping Team/ Multidisciplinary Team prepares After Care Plan</p> <p>The results of case review and assessment of the Helping Team/ Multidisciplinary Team and referring party shall be the basis for the client's transfer to other agency, placement to other form of alternative care or reunification to the family and community. Likewise, the receiving agency is hereby informed of the necessary preparation for the transfer of the client.</p> <p>If the family is assessed to be</p>			<p><i>Party, Client's family, Key members in the community such as Barangay Officials among others</i></p>
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	not yet ready for the reunification, the LGU is requested to provide the necessary intervention.			
	4. Prepares Termination Report if client is for reintegration, and Transfer Summary if the client is for transfer to other SWA.	None	5 days	<i>Social Worker</i>
	5. The Medical Officer or any available medical personnel in the facility conduct general medical examination to the client.	None	One week prior scheduled discharge	<i>Medical Officer/Nurse or other medical personnel in the facility</i>
Attends discharged conference and turnover to the either to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care.	6. Facilitates discharge conference for the turn-over of the client either to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care.	None	2 hours	<i>Helping Team/ Multidisciplinary Team, Client, Family, concerned SWDAs, LGU</i>
	7. The Social Worker administers satisfaction survey to the client to determine satisfaction of the resident on	None	After conduct of Discharge Conference.	<i>Social Worker, Client/ Resident CRCF</i>

	the programs and services of the CRCF. This will also serve as basis to enhance or improved the existing programs and services of the CRCF to its clients/residents.			
<b>Post Center based Intervention Phase</b>				
	<p>1. Sends request to concerned LGU for the submission of detailed progress report on the adjustment of the client in his/her family and community, likewise the status of implementation of after-care services provided based on the agreed After Care Plan. The submission of Progress Report is also discussed with the LGU during the Discharge Conference.</p> <p>In some facility, the request for LGU to submit aftercare report is incorporated in the Final Report submitted to Honorable Courts.</p>	None	3 months to 6 months after discharge	<i>Social Worker, LGU, other Stakeholders, Client, Client's family</i>
	2. Reviews and evaluates the	None	Upon receipt of the report	<i>Social Worker CRCF</i>

	after-care service report, and check if the agreed aftercare plan/reintegration agreement is achieved or not.			
	3. Follows up with the LGU for the submission of the aftercare report.	None	Within first three months; Monthly  For CICL: Quarterly	<i>Social Worker</i> CRCF
	4. After receipt of Progress Report and or detailed information/ feedback directly from the client, the Social Worker recommends to the Helping Team/ Multidisciplinary Team the closing of the case or for referral to other agencies for other support services, and thus prepares the Closing Summary Report.	None	Upon completion of at least 50% of the After- Care Program Plan	<i>Social Worker</i> CRCF
<b>TOTAL</b>		<b>NONE</b>	<b>6 months for Center Based</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Clients can send a feedback either through e-mail or snail mail addressed to the DSWD Official email ad or through the Client's Satisfaction Measurement Survey Form and drop it at the designated drop box inside the <u>CRCF</u>
How feedbacks are processed	Before end of the month, the Staff in-charge opens the drop box and consolidate all feedback submitted.
	For feedback requiring answers, the concerned staff will then respond immediately through contact number of the concerned party.
	For inquiries and follow-ups, clients may contact the following telephone number: Angel's Haven – 09165237014; Home for

	the Aged (084) 216-0738; Home for Girls & Women – 244-0576; Reception & Study Center for Children – 222-2873; Regional Rehabilitation Center for Youth – 293-0306
How to file a complaint	Clients can file complaint either thru e-mail or snail mail addressed to the Regional Director or through SMS. Client who file the complaint should provide the following information:
	- Name of person being complained
	- Incident
	- Evidence
	- Specific Date and Time
	For inquiries and follow-ups, clients may contact the following telephone number: Angel's Haven – 09165237014; Home for the Aged (084) 216-0738; Home for Girls & Women – 244-0576; Reception & Study Center for Children – 222-2873; Regional Rehabilitation Center for Youth – 293-0306
How complaints are processed	Upon receipt of the complaints, social worker/concerned staff conducts interview to the clients regarding the complaints and assess/evaluate client's complaints.
	After evaluation of the complaints, staff in-charge will create a report and submit it to the Section Head for information and appropriate action.
	The staff in-charge will then provide feedback to the client. A consultation meeting may be done with the complainant depending on the degree of complaint.
	For inquiries and follow-up, clients may contact the following telephone number: Angel's Haven – 09165237014; Home for the Aged (084) 216-0738; Home for Girls & Women – 244-0576; Reception & Study Center for Children – 222-2873; Regional Rehabilitation Center for Youth – 293-0306
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: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>

## **Community Based Services Section (CBSS) External Services**

## 1. Auxiliary Social Services for Persons with Disabilities

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

<b>Office or Division:</b>	Protective Services Division – Community Based Services Section			
<b>Classification:</b>	Simple/Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Filipino Children and Persons with Disabilities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Provision of Assistive Devices</b>				
1.) Medical Certificate (Indicating the specific assistive devices needed)		Attending Physician (Hospital, Clinic, Barangay Health Worker)		
2.) Barangay Certificate of Indigency		Barangay Hall		
3.) Social Case Study Report/ Case Summary		Local Government Unit or Medical Social Service		
4.) 2x2 Picture or 1 whole body picture		Client		
5.) Request letter		Client		
<i>*Provision of the assistance is still based on the record of availments of the client and assessment of Social Worker.</i>				
<i>*Documents is still subject for verification and additional documents may be required depending on the case.</i>				
<b>For Assistive Devices</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Persons with Disabilities or Family members of Person with Disability may Visit the SWADT offices or Field Offices (Walk-in Clients) to submit their complete requirements	For walk-in clients 1.1 Social Worker or Focal Person receives the client	None	2 minutes	<i>Social Worker/ PWD Focal Person CBSS</i>
	1.2 Provide a list of requirements	None	2 minutes	<i>Social Worker/ PWD Focal Person CBSS</i>
	1.3 Social Worker/ Focal person decides with the Person with Disability/ family member what services	None	5 minutes	<i>Social Worker/ PWD Focal Person</i>

	can be provided			
	1.4 Screening of documents; If documents are complete, Social Worker/ Focal Person conducts an assessment and based on the assessment, decides with the client what services be provided.	None	5 minutes	<i>Social Worker/ PWD Focal Person CBSS</i>
	1.5 Social Worker or Focal Person to prepare the general intake sheet, certificate of eligibility, voucher (service provider) for the approval of the Division Chief	None	5 minutes	<i>Social Worker/ PWD Focal Person CBSS</i>
	1.6 For assistive device and technology available, PSU/ CBU/ CBSS Division Chief and Budget Officer recommend the provision of assistance	None	20 minutes	<i>Social Worker/ PWD Focal Person CBSS</i>
	1.7. For assistive devices and technology not available	None	30 minutes	<i>Unit Head or Division Chief and Budget Officer</i>
	Release of the assistive device <i>Note: If the</i>			



	<i>assistive device is available in the FO, Focal Person will also prepare the gate pass or Requisition and Issue Slip for approval of Division Chief</i>			
	1.8 Log the transaction in a Distribution Sheet signed by the receiving person/client	None	5 minutes	<i>PWD Focal Person or Admin Staff CBSS</i>
	1.9 Facilitate filling out of Client Satisfaction Measurement Survey/ Feedback	None	5 minutes	<i>PWD Focal Person/ CBSS</i>
	1.10 For assistive device and technology available, releasing of approved Gate Pass or RIS	None	20 minutes Within the day for available	<i>Cash Officer/ PWD Focal Person or Admin Staff</i>
	1.11 For assistive devices and technology not available, Persons with Disability/ family member/ guardian will be provided with a claiming stub.	None	5-7 working days upon approval depending on the availability of the assistive devices.	
<b>TOTAL IF AVAILABLE</b>		<b>NONE</b>	<b>1 hour, 39 minutes</b>	
<b>TOTAL IF NOT AVAILABLE</b>			<b>10 days, 79 minutes</b>	

For Medical, Educational, Burial Assistance, Livelihood Assistance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Persons with Disabilities or Family members of Person with Disability may Visit the SWADT offices or Field Offices (Walk-in Clients) to submit their complete requirements	<b>For walk-in clients</b> 1. Social Worker of the Program Focal Person receives and review the required documents.	None	3-5 minutes	Social Worker/ PWD Focal Person CBSS
	2. Interview and assessment of Persons with Disability needs	None	5 minutes	Social Worker/ PWD Focal Person CBSS
	3. The FO Focal Person/ Social Worker or SWADT Social Worker decides with the Person with Disability/ family member/ guardian what services can be provided.	None	5 minutes	Social Worker/ PWD Focal Person CBSS
	4. If For AICS, FO Social Worker/ Focal Person to provide referral letter or endorsement to CIS or SWADT	None	10 minutes	Social Worker/ PWD Focal Person CBSS
TOTAL		None	25 minutes	
TOTAL FOR ASSISTIVE DEVICES IF AVAILABLE		NONE	1 hour, 39 minutes	
TOTAL FOR ASSISTIVE DEVICES IF NOT AVAILABLE			10 days, 79 minutes	
TOTAL FOR MEDICAL, EDUCATIONAL, BURIAL ASSISTANCE, LIVELIHOOD ASSISTANCE			25 minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Clients may send feedback either through e-mail or snail mail addressed to the DSWD Field Office 11 Concerns email address ( <a href="mailto:cbss.fo11@gmail.com">cbss.fo11@gmail.com</a> ) or through the Client Satisfaction Measurement Survey form and drop it at the designated drop box inside the CBSS Office.
How feedbacks are processed?	<p>Before end of the month, the PWD focal person consolidates all feedbacks submitted.</p> <p>For feedback requiring answers, the PWD focal will respond immediately through contact number provided by the concerned party.</p> <p>For additional inquiries and follow-ups, clients may contact the CBSS telephone number: (082) 227-1964 local 1124.</p>
How to file a complaint?	<p>Clients can file a complaint thru e-mail or snail mail and send to <a href="mailto:cbss.fo11@gmail.com">cbss.fo11@gmail.com</a></p> <p>Client who file the complaint should provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of the person being complained</li> <li>- Incident</li> <li>- Evidence</li> <li>- Specific Date and Time</li> </ul> <p>For additional inquiries and follow-ups, clients may contact the CBSS telephone number: (082) 227-1964 local 1124.</p>
Complainant using 8888	<p>SMS/email will receive the complaint and will be forwarded to PSD if the concern is:</p> <ol style="list-style-type: none"> <li>1. On Programs and Services- SPD will be the one replying to the complaint</li> <li>2. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint</li> </ol>
How complaints are processed?	<p>Upon receipt of complaints, social worker/concerned staff conducts interview to the clients regarding the complaints and assess/evaluate client's complaints.</p> <p>After evaluation of complaints, staff-in-charge creates a report and submit to the CBSS Head for information and</p>

	<p>guidance.</p> <p>The staff-in-charge will then provide feedback to the client. A consultation meeting may be done with the complainant depending on the degree of complaint.</p> <p>For additional inquiries and follow-ups, clients may contact the CBSS telephone number: (082) 227-1964 local 1124.</p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS)</p> <p>Call: 165 56</p> <p>P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: <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>
	PCC: 8888
	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>

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

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

Office or Division:	International Social Services Office – Field Office		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Repatriated/ Distressed Overseas Filipinos		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Original Barangay Certificate (1 original and 1 photocopy within 3 months from the date of the issuance) Note: whatever legal purpose is acceptable		Barangay Hall	
2. 1 Photocopy of Passport/Travel Documents		Client	

(when necessary)/Gov't issued ID				
3.1 Photocopy of Medical Records including Medical Certificate (when necessary)		Client/Hospital/Clinic		
4. Original/ Photocopy of Referral Letter (when available)		Client/SWAtt/LGU/CO ,and other concerned agencies/entities		
6.Filled out Intake Form/s		FO/provincial Sub-Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client visits FO or ISS Alternate Focal contacted the client through various means	1.1. With security guard on duty (walk-in/referred) for service sequence number.	None	2 minutes	Security Guard/ Alternate Focal ISS – CBSS
	1.2. Security guard endorses the client to SW on duty.			
2. Proceed to ISSO Alternate Focal for the Submission of documentary requirements	2.1 Review/ Initial screening of client's documentary requirements	None	2 minutes	Alternate Focal ISS – CBSS
3. Client fills out intake form and/or responds to the questions of SW	3.1 Intake interview and assessment	None	28 minutes	Alternate Focal ISS – CBSS
	3.2 Intervention Identification			
	3.2.1 Identification of concerned unit/service that will handle the client			
	3.2.2 ISS Alternate Focal Person provides needed services if under his/her responsibility			
	3.2.3 ISS Alternate Focal refers the case to concerned unit/ service if not under his/her			

	responsibility			
4. Receives services provided and fill out Crisis Intervention Forms	4.1 Service Delivery	None	20 minutes	<i>Alternate Focal</i> ISS – CBSS
	4.1.1 ISSAFP direct services- psychosocial, airport assistance, home visitation, and referral to other agencies)			
	4.1.2 Other unit/service using their established SOPs			
5. Clients fills out CSMF	5.1 When there is no need for further assistance: <ul style="list-style-type: none"> <li>• Case closure in case it was assessed that there is no need for further assistance/intervention</li> <li>• Administration of CSMF</li> <li>• Encode the details of the distressed/repatriated OF to FO profile of client (Note: If there is a need for further assistance, continue the next step)</li> </ul>	None	6 minutes	<i>Alternate Focal</i> ISS – CBSS
6. Notes and follows instruction of SW	6.1 Provision of continuous services in the ROFs hometown. Includes referral (when necessary) of the returned	None	20 minutes	<i>Alternate Focal</i> ISS – CBSS

	OF and his/ her family to concerned FO units/LGUs/ partner agencies for support services/ reintegration services.			
7. Fills out CSMF	7.1 Administration of CSMF and analysis	None	6 minutes	<i>Alternate Focal ISS – CBSS</i>
	7.2 Inclusion to client's profile			
	7.3 Monitoring, and Feedbacking to referring parties/ agencies/ entities.	None	20 minutes	
<b>TOTAL</b>		<b>NONE</b>	<b>1 hour, 34 minutes</b>	

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

Children in Need of Special Protection (CNSP) refer to all persons below 18 years of age, or those 18 years old and over but are unable to take care of themselves because of physical or mental disability condition; who are vulnerable to or are victims of abuse, neglect, exploitation, cruelty, discrimination, and violence (armed conflict, domestic violence and other analogous conditions prejudicial to their development) per Memorandum Circular No. 29, series of 2005.

Office or Division:	Protective Services Division – Community Based Services Section (PSD-CBSS)		
Classification:	Complex		
Type of Transaction:	G2C – Government to Client G2G – Government to Government		
Who may avail:	Families with Children in Need of Special Protection		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
a. Barangay/Police Blotter; or Police Certification (for those clients who filed a police blotter report)		a. Barangay Hall/Police Station/Court/Local Civil Registrar	
b. One valid government-issued or company ID		b. Any of the following: GSIS, TIN, UMID, SSS, Voter’s ID/Voter’s Certification, PAG-IBIG, PhilHealth, National ID, Barangay, Company-issued ID	

c. Medico-legal certification	c. Any hospital (preferably a public hospital)
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may visit the DSWD Field Office XI.	1.1 CNSP cases are received by the Focal Person/Worker-on-Duty through walk-in, email, phone-in inquiries, and endorsed referrals from the EXECOM/MAN-COM, PACD, other staff, and inter-agency.	None	1 day	CNSP Focal Person/Worker-on-Duty CBSS
	1.2 Focal Person/Worker-on-Duty conducts interview and assesses the needs of walk-in clients, e-mail and phone-in inquiries, and endorsed referrals from the EXECOM/MANCOM, PACD, other staff and inter-agency.	None	30 minutes	CNSP Focal Person/Worker-on-Duty CBSS
	<b><u>1.3 If a referral letter is not needed:</u></b>	None	10 minutes	CNSP Focal Person/Worker-on-Duty CBSS
	1.3.1 Focal Person/Worker-on-Duty provides information relative to the inquiry/ies of the client/s.	None	15 minutes	CNSP Focal Person/Worker-on-Duty CBSS
	1.3.2 Focal Person/Worker-on-Duty provides psychosocial support through advice-giving or	None		CNSP Focal Person/Worker-on-Duty CBSS



	counseling to the client/s.			
	<b><u>1.4 If a referral letter is needed:</u></b>	None	1 day	<i>CNSP Focal Person/Worker-on-Duty CBSS</i>
	1.4.1 Focal Person/Worker-on-Duty drafts referral letter to the concerned Field Offices, Local Social Welfare and Development Office (LSWDO), or other intermediaries, or response letter to the referring agency.			
	1.4.2 Focal Person/Worker-on-Duty conducts an initial coordination with the concerned LSWDO and other intermediaries ( <i>if necessary</i> ).	None	20 minutes	<i>CNSP Focal Person/Worker-on-Duty CBSS</i>
	1.5 Focal Person/Worker-on-Duty enhances/revises the referral letter to LSWDO or other intermediaries or response letter to the referring agency based on the comments/inputs received from the Division Chief.	None	30 minutes	<i>CNSP Focal Person/Worker-on-Duty CBSS</i>
	1.6. Division Chief approves the referral letter to LSWDO within Davao City and response letter to the referring	None	4 hours	<i>Division Chief Protective Services</i>

	agency.			
	1.7. Focal Person/Worker-on-Duty enhances/revises the referral letter to other Field Offices, LSWDO outside Davao City or other intermediaries and response letter to the referring agency based on the comments/inputs received from the Regional Director.	None	1 day	<i>Regional Director</i> DSWD-FO XI
	1. 8. Regional Director approves the referral letter and response letter to the referring agency.			
2. Client receives the referral/ response letter.	2.1. Focal Person/Worker-on-Duty submits the referral letter and/or response letter to the LSWDO, other intermediaries or referring agency by:  a. e-mail b. hand-carry by client c. snail mail	None	20 minutes	<i>CNSP Focal Person/Worker-on-Duty</i> CBSS
3. Client provides feedback to service/s provided through filling up of the Client Satisfaction Measurement Survey (CSMS) Form.	3.1 Focal Person/Worker-on-Duty requests the client to provide feedback/ fill-out the Client Satisfaction Measurement Survey (CSMS) Form and submit accomplished	None	10 minutes	<i>CNSP Focal Person/Worker-on-Duty</i>

	CSMS Form to the CNSP focal person for consolidation.			
	<b>TOTAL</b>	<b>NONE</b>	<b>3 days, 6 hours, 15 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Clients may send feedback either through e-mail or snail mail addressed to the DSWD Field Office XI - CBSS email address ( <a href="mailto:cbss.fo11@gmail.com">cbss.fo11@gmail.com</a> ) or through the Client Satisfaction Measurement Survey form and drop it at the designated drop box inside the CBSS Office.
How feedbacks are processed	<p>Before end of the month, the CNSP focal person consolidates all feedbacks submitted.</p> <p>For feedback requiring answers, the CNSP focal will respond immediately through contact number provided by the concerned party.</p> <p>For additional inquiries and follow-ups, clients may contact the CBSS telephone number: (082) 227-1964 local 1124.</p>
How to file a complaint	<p>Clients can file a complaint thru e-mail or snail mail and send to <a href="mailto:cbss.fo11@gmail.com">cbss.fo11@gmail.com</a></p> <p>Client who file the complaint should provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of the person being complained</li> <li>- Incident</li> <li>- Evidence</li> <li>- Specific Date and Time</li> </ul> <p>For additional inquiries and follow-ups, clients may contact the CBSS telephone number: (082) 227-1964 local 1124.</p>
How complaints are processed	<p>Upon receipt of complaints, social worker/concerned staff conducts interview to the clients regarding the complaints and assess/evaluate client's complaints.</p> <p>After evaluation of complaints, staff-in-charge creates a report and submit to the CBSS Head for information and guidance. The staff-in-charge will then provide feedback to the client. A consultation meeting may be done with the complainant depending on the degree of complaint.</p> <p>For additional inquiries and follow-ups, clients may contact the CBSS telephone number: (082) 227-1964 local 1124.</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

#### 4. Implementation of Government Internship Program (GIP) to Central Office and Field Offices

The Government Internship Program is part of the Kabataan 2000 program of the government. It was developed with the end goal of providing an opportunity for both out-of-school and in-school youths to a hands-on experience of working in various government agencies, which they could later use when they later decide to be part of the government workforce. This is likewise an opportunity for them to learn life skills in the workplace at the same time earn money to augment their school needs.

<b>Office or Division:</b>	DSWD-Field Office XI – Youth Focal	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Filipino Youth (18 – 25 years of age)	
CHECKLIST of REQUIREMENTS		WHERE TO SECURE
<b>Government Internship Program Implementation</b>		
<i>A. Application as participants of the program</i>		
1. Duly accomplished Application Form (1 original copy)	DSWD Central Office and Field Offices	
2. 1 Photocopy of PSA/LCR issued Birth Certificate of the Youth or any government issued ID indicating the date of birth – youth must be aged 18-25 years old.	Philippine Statistics Authority (PSA)/LCR Concerned Government Agencies	
3. 1 photocopy of recent School Registration Form or certification from the school indicating the recent year/semester of the applicant's school attendance.	School	
4. 1 photocopy of Income Tax Return (ITR) of parents/head of the family/guardian or Barangay Certificate or Indigency confirming	Barangay or Concerned Office/s of the parents	

that family is residing in the barangay.				
Transaction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Pre-Implementation Phase				
1. Client waits for the announcement on the deadline of the application form and other needed documents	1.1 Notice of acceptance of applicants (Announcement during flag-raising ceremonies. For the Field Office, a letter/notice of Acceptance of Applications will be sent to the identified LGUs recipient.)	None	10 minutes	Youth Focal Person DSWD-FO XI
2. Secure Application or Registration Form	2.1 Issuance of Applications forms	None	10 minutes	Youth Focal Person DSWD-FO XI
	2.2 Issuance service sequence number			
	2.3 Encoding of the client's information in Spreadsheet)			
3. Submit the required documents to the DSWD Central Office/Field Office	3.1 Screen the required documents and its authenticity	None	1 day	Youth Focal Person and TWG or Selection Committee Members DSWD-FO XI
	3.2 Conduct table Assessment of the applications based on the qualifications.	None	2 days	TWG or Selection Committee members DSWD-FO XI
4. Wait for notification for interview	4.1 Notify the qualified applicants for the Interview	None	1 day	TWG or Selection Committee members DSWD-FO XI
5. Go to DSWD Field Office for an interview	5.1 Conduct actual interviews with the applicants	None	2 days	Youth Focal Person and TWG DSWD-FO XI
6. Receive a notification on the status of application	6.1 Final screening of the applicants (All qualified applicants will be notified of the next steps to take while the applicants who	None	1 day	Youth Focal Person DSWD-FO XI

	did not qualify will still be notified about the status of their application)			
TOTAL		NONE	7 days, 20 minutes	
II. Implementation Phase				
1. Attend Orientation	1.1 Conduct orientation with the selected participants about the GIP program)	None	1 day	Youth Focal Person DSWD-FO XI
2. Render service in the area of assignment	2.1 Assist and monitor the youth in their area of assignment	None	30 working days	
3. Attend Capacity Building Activities	3.1 Conduct capacity building activities	None	1 day	
4. Receive stipend	4.1 Provide stipend to the youth (Stipend is 75% of the current regional minimum wage rate)	None	1 day	
TOTAL		NONE	33 days	
III. Post-Implementation Phase				
1. Attend Program Evaluation Activity	1.1 Conduct program evaluation activity	None	1 day	Youth Focal Person/TWG DSWD-FO XI
TOTAL		NONE	1 day	
TOTAL PROCESSING TIME FOR PRE-IMPLEMENTATION PHASE		NONE	7 days, 20 minutes	
TOTAL PROCESSING TIME FOR IMPLEMENTATION PHASE			33 days	
TOTAL PROCESSING TIME FOR POST-IMPLEMENTATION PHASE			1 day	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>After the program implementation, the participants are asked to fill up the evaluation form.</p> <p>Verbal or written feedbacks may also be channeled through the following contact information:</p> <ul style="list-style-type: none"> <li>- For verbal feedbacks: clients may call DSWD Field Office XI Landline: (082) 227-1964 local 1147</li> <li>- For written feedbacks: Clients may email the Community Based Services Section via: <a href="mailto:jjgumbao@dswd.gov.ph">jjgumbao@dswd.gov.ph</a></li> </ul>
How feedbacks are processed	<p>The Youth Focal will consolidate all the evaluation forms and takes note of the suggestions/recommendations for future program implementation.</p> <p>For feedbacks through calls and email, the Youth Focal will address the matter through the Technical Working Group and will relay the prompt response to the concerned client within 3 days upon receipt of the feedback.</p> <p>The results of feedback are reported and discussed during the Technical Working Group meeting to enhance program implementation.</p>
How to file a complaint	<p>The complaints may be filed through the following channels:</p> <ul style="list-style-type: none"> <li>● Formal channel: Email addressed to the Field Office Director via <a href="mailto:fo11@dswd.gov.ph">fo11@dswd.gov.ph</a> (please use as subject "Complaint")</li> <li>● Informal channel: through phone call at (082) 227-1964</li> </ul> <p>-Staff/Person/s Involved          - Incident and other facts          - Evidence</p>
How complaints are processed	<ul style="list-style-type: none"> <li>● Complaints received through telephone shall be processed immediately by the designated</li> </ul>

	<p>Grievance Focal Person of the DSWD Field Office XI. Said focal shall then forward the complaint for processing and evaluation by the Grievance Committee.</p> <ul style="list-style-type: none"> <li>● Complainants may also follow-up the actions taken by the Field Office through telephone numbers (082) 227-1964 and email at fo11@dswd.go.ph</li> </ul>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS)</p> <p>Call: 165 56</p> <p>P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email:  <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: complaints@arta.gov.ph</p>



## 5. Securing Travel Clearance for Minors Traveling Abroad

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

<b>Office or Division:</b>	DSWD Field Office XI – Community Based Services Section (CBSS)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Filipino Minors Traveling Abroad	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Issuance of Travel Clearance Certificate		
<i>A. For Minors Traveling Alone to a Foreign Country for the First Time</i>		
1. Duly accomplished Application Form	DSWD Field Offices or at download form at <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>	
2. LSWDO/SWAD Social Worker's assessment, when necessary	Local Social Welfare and Development Office where the minor resides	
3. PSA issued Birth Certificate of Minor	Philippine Statistics Authority (PSA)	
4. One (1) Photocopy of PSA issued Marriage Contract of minor's parents/ Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Bgy or religious leader.  PSA issued CENOMAR for illegitimate minors on SECPA;	Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader	
5. Notarized Affidavit of Consent or Written Consent of both parents/ legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad.	Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad)	
6. Two (2) original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months. No scanned picture is allowed.	Applicant	

7. Affidavit of Support and Certified copy of evidence to show financial capability of sponsor e.g Certificate of Employment, Latest Income Tax Return, Bank Statement, etc)	Applicant
8. Certified True Copy of the Death Certificate (for deceased parent/s) on SECPA;	Applicant
9. Unaccompanied Minor Certificate from the Airlines	Airline Company where ticket is obtained
10. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
<b><i>For Succeeding Travel of Unaccompanied minor or Traveling ALONE</i></b>	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. Notarized Affidavit or Written Consent of both parents, the Solo parent and the legal guardian, whichever is applicable, with copy of valid ID with signature	Law Office and Notarized at the applicants place of residence
3. Original copy of the previous Travel Clearance issued	Applicant
4. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted.	Any establishment that offers ID picture printing
5. Unaccompanied Minor Certificate from the Airline	Airline Company
6. Waiver from the parents releasing DSWD from any liability in case of untoward incident during the travel of the child.	Applicant
<b><i>Minor Traveling for the FIRST TIME with persons other than the Parents or Legal Guardian</i></b>	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>

2. Copy of the PSA issued birth certificate of the minor	Philippine Statistics Authority (PSA)
3. Notarized affidavit or written consent of both parents or solo parent or legal guardian, attached with valid identification card with specimen signature.	Applicant
4. Copy of Marriage Certificate of minors parents (SECPA), Solo Parent ID, for Solo Parents, Court Decree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from PSA; in case of deceased parent/s, copy of the Death Certificate.	PSA, Local Social Welfare and Development Office (for the Solo Parents ID); Family Court.
5. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted.	Applicant
6. Photocopy of the passport of the traveling companion.	Minor's travelling companion
<b><i>Minors Traveling subsequently with a Person Other than the Parents of Legal Guardian</i></b>	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. Original copy of the Travel Clearance previously issued by the DSWD Field Office;	Applicant
3. Notarized Affidavit of Consent from biological parent/s, legal guardian authorizing a particular person to accompany the child in his/her travel abroad, with a copy of the valid identification card with specimen signature.	Applicant
4. Two (2) original colored passport size photos of the minor taken within the last six (6) months. No scanned pictures will be accepted;	Applicant
5. Photocopy of the Passport of the traveling companion.	Minor's traveling companion
<b>Additional Requirements for Minors Under Special Circumstances:</b>	
<b><i>For Filipino Minors Migrating to Another Country</i></b>	
1. Visa Petition Approval	Applicant
<b><i>For Minors Studying Abroad</i></b>	
1. Acceptance or Certificate of Enrollment or Registration from the	Applicant

School where the minor is to be enrolled.	
<i>For Minors who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:</i>	
1. Certification from Sponsoring Organization	Sponsor Organization
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency	Sports Agency
3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	Sponsoring Organization
<i>Minors going Abroad for Medical Purposes</i>	
1. Medical Abstract of the Minor	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	
3. Letter from the Sponsor	Sponsor
<i>Minors going Abroad for Inter-Country Adoption</i>	
1. Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)
2. Authority to Escort issued by ICAB	Inter-Country Adoption Board (ICAB)
<i>Minors under Foster Care</i>	
1. Notarized Affidavit of Undertaking by the Foster Parents	Foster Parent
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative	DSWD Regional Director
3. Photocopy of Foster Placement Authority	Applicant
4. Photocopy of Foster Care License of the Family	Applicant
5. DSWD Certification of the CDCLAA Except those under Kinship Care	DSWD
6. Return Ticket	Applicant
<i>Minors Under Legal Guardianship</i>	
1. Certified True Copy of the Court Order on Legal Guardianship	Court
<i>For Minors whose parents are Seafarers</i>	
1. Certification from the Manning Agency attesting to the parents employment	Applicant
2. Photocopy of Seaman's Book of Parent/s	

<i>For Minors with alleged missing parent/s</i>				
1.Social Case Study Report from the LSWDO where the alleged missing parent's last known address		Local Social Welfare and Development Office		
2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent		Local Police or Barangay of the alleged missing parent/s last known address		
3. One (1) returned registered mail to the last known address of the alleged missing parent/s known address.		Applicant		
<b>Within the Day Transaction</b>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1.1 Issuance of Service Sequence Number	None	5 minutes	<i>Officer of the Day</i>
	1.2. Encoding of the client's information in online Spreadsheet			
	1.3. Issuance of the Client Satisfaction Survey Form (CSS Form)			
2. Submission of Application and Documentary Requirements	2.1. Receives Filled Up Application Form and Documentary requirements presented by the Client.	None	5 minutes	<i>Social Worker CBSS</i>
3. Screening of Application and documentary requirements	3.1. Social Worker will check the presented documentary requirements are complete. If not, the client will be asked to comply. If Complete, proceed to the next Step.	None	5 minutes	<i>Social Worker CBSS</i>
4. Interview/ Assessment	4.1. Social Worker interviews and conducts assessment of the application	None	20 minutes	<i>Social Worker CBSS</i>
	4.2. Recommends for	None		

	the approval or disapproval of the application to the Signing Authority.			
	4.2.1. Approves/ Disapproves the application	None		<i>Supervisor/OIC</i> CBSS
	4.2.1.1 If Approved, proceed to step 6	None	5 minutes	<i>Social Worker</i> CBSS
	4.2.1.2 If Disapproved, Counseling and Explanation of reason for disapproval of application	None	5 minutes	<i>Social Worker</i> CBSS
	4.3 Notify the DFA, BI PMB, DSWD-CO.	None	10 minutes	<i>Social Worker</i> CBSS
	4.4 If Exempted, Prepares the Certificate of Exemption for Approval of the Regional Director or the Authorized Signatory			<i>Social Worker/Admin Staff</i> CBSS
5. Payment	5.1. Issues Order of Payment/Billing Statement	Php 300.00 for 1year validity	3 minutes	<i>Cashier</i> DSWD FO XI
	5.2 Issues Official Receipt to the Applicant on the Payment Received	Php 600.00 for 2 years validity		
	5.3 Issuance of Claim Stub schedule of release (Minimum of 1-day processing and maximum of 3 days processing)	None		<i>Social Worker/Admin Staff</i> CBSS
6. Issuance of the travel clearance	6.1. Encodes/Types the details of the applicant to the	None	10 minutes	<i>Social Worker/Admin Staff</i> CBSS

certificate/ Exemption Certificate	Travel Clearance Certificate			
	6.2. Signs/Approves the Application or Certificate of Exemption for Exempted applicants, as requested by Client.	None	5 minutes	<i>Regional Director or the Authorized Approved Signatory DSWD FO XI</i>
7. Receipt of the Travel Clearance Certificate and Submission of the Filled Up CSS Form and Signs the Logbook for the Received Travel Clearance/Certificate of Exemption	7.1. Releases the Travel Clearance Certificate to the Applicant/ Certificate of Exemption/ Receipt of the Filled up CSMS Form	None	5 minutes	<i>Social Worker/Admin Staff CBSS</i>
<b>TOTAL</b>		<b>Php 300.00 for 1year validity</b>  <b>Php 600.00 for 2 years validity</b>	<b>1 hour, 18 minutes**</b>	

***\*Social Workers may require additional documents from the applicant as a basis of assessment whether or not the minor's travel will not constitute trafficking, exploitation and abuse.***

***\*\* Processing time may vary per region but shall not exceed a maximum of three (3) days as indicated in AO 12, series of 2017***

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Clients may send feedback or conduct follow-up on their requests by contacting the MTA Social Worker assigned through the following:</p> <p>Landline – (082) 227-8746 loc. 1123; 1124</p> <p>Email – <a href="mailto:mtadswd11@gmail.com">mtadswd11@gmail.com</a></p>
How feedbacks are processed	<p>Issues/requests sent thru email are responded via email while queries/concerns through phone calls and personal appearance are immediately addressed. However, complaints lodged through a letter are responded by providing a feedback report citing reasons for the issues raised and actions taken by the worker.</p>
How to file a complaint	<p>Complaints can be filed thru sending a letter or email to the official email address of DSWD FO XI: <a href="mailto:fo11@dswd.gov.ph">fo11@dswd.gov.ph</a>. Clients may also lodge their complaints at the Public Assistance &amp; Complaints Desk (PACD) by calling (082) 227-8746 loc. 1152. The details of the complaint should be included in the information.</p>
How complaints are processed	<p>The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, set a meeting with the complainant and discuss the concern.</p> <p>Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD Field Office.</p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS)</p> <p>Call: 165 56</p> <p>P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: <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>
	PCC: 8888
	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>



## 6. Provision of Assistance to Person living with HIV (PLHIV)

As part of the DSWD's psychosocial care and support services for persons living with HIV (PLHIV) and their affected families and in accordance with Section 36 of RA 11166, the Department, through its Field Offices (FOs) provides economic assistance for education, livelihood, burial/funeral, transportation, medical, and food. These forms of assistance are meant for individuals and families of PLHIV in need of social welfare and development interventions.

The direct provision of this assistance aims to mitigate the impact of HIV and AIDS on affected individuals and their families, assuring their well-being and; contributing to the overall response of the national government to HIV and AIDS.

<b>Office or Division:</b>	Protective Services Division - Community Based Services Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	People Living with HIV (PLHIV) and their affected families	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>Medical Assistance for Hospital Bill</b>		
1. Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>	
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (1 original and 1 photocopy)	<ul style="list-style-type: none"> <li>Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities</li> </ul>	
3. Hospital bill / Statement of Account (outstanding balance) with name and signature (1 original and 1 photocopy)	<ul style="list-style-type: none"> <li>Billing clerk of the hospital</li> </ul>	
4. 1 original copy of Social Case Study Report/Case Summary	<ul style="list-style-type: none"> <li>Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities</li> </ul>	
5. Certificate of Indigency or Barangay Certificate declaring client's situation (1 original and 1 photocopy)	<ul style="list-style-type: none"> <li>From the Barangay where the client is presently residing.</li> </ul>	

<b>Medical Assistance for Medicine</b>		
1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the attending physician issued within three months (1 original and 1 photocopy)	<ul style="list-style-type: none"> <li>Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities</li> </ul>	
2. Prescription with the date of issuance, complete name, license number, and	<ul style="list-style-type: none"> <li>Attending Physician or from Medical Records of the designated Treatment</li> </ul>	

signature of the Physician issued within three (3) (1 original and 1 photocopy)	Hubs and/or Primary HIV Care Facilities
3. Any valid identification card of the client/ person to be interviewed (1 original and 2 photocopies)	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
4. 1 original copy of Social Case Study Report/ Case Summary	<ul style="list-style-type: none"> <li>Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities</li> </ul>
5. Certificate of Indigency or Barangay Certificate declaring client's situation (1 original and 1 photocopy)	<ul style="list-style-type: none"> <li>From the Barangay where the client is presently residing.</li> </ul>
<b>Medical Assistance for Laboratory Requests</b>	
1. Any valid identification card of the client/ person to be interviewed (1 original and 2 photocopies)	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (1 original and 1 photocopy)	<ul style="list-style-type: none"> <li>Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities</li> </ul>
3. Laboratory Requests with name, license number and signature of the attending physician issued within three (3) months (1 original and 1 photocopy)	<ul style="list-style-type: none"> <li>Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities</li> </ul>
4. Social Case Study Report/ Case Summary (1 original)	<ul style="list-style-type: none"> <li>Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities</li> </ul>
5. Certificate of Indigency or Barangay Certificate declaring client's situation (1 original and 1 photocopy)	<ul style="list-style-type: none"> <li>From the Barangay where the client is presently residing.</li> </ul>
<b>Burial Assistance for Funeral Bill</b>	
1. Any valid identification card of the client/ person to be interviewed (1 original and 2 photocopies)	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
2. Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro), or any authorized medical practitioner in the absence of a death certificate (1 original and 1 photocopy)	<ul style="list-style-type: none"> <li>City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal/Religious Chieftain/Leader,</li> </ul>
3. Funeral Contract with Outstanding Balance except for Muslims and Indigenous People performing customary practices (1 original 1 photocopy)	<ul style="list-style-type: none"> <li>Authorized staff of the Funeral Parlor/ Memorial Chapel</li> </ul>

4. Certificate of Indigency or Barangay Certificate declaring client's situation (1 original and 1 photocopy)	<ul style="list-style-type: none"> <li>From the Barangay where the client is presently residing.</li> </ul>
<b>Burial Assistance for Transfer of Cadaver</b>	
1. Any valid identification card of the client/ person to be interviewed (1 original and 2 photocopies)	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
2. Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro), or any authorized medical practitioner in the absence of a death certificate (original and 1 photocopy)	<ul style="list-style-type: none"> <li>City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal/Religious Chieftain/Leader</li> </ul>
3. Funeral Contract except for Muslims and Indigenous People performing customary practices (1 original and 1 photocopy)	<ul style="list-style-type: none"> <li>Authorized staff of the Funeral Parlor/ Memorial Chapel</li> </ul>
5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and 1 photocopy)	<ul style="list-style-type: none"> <li>From the Barangay where the client is presently residing.</li> </ul>
<b>Educational Assistance</b>	
1. Any valid identification card of the client/ person to be interviewed (1 original and 2 photocopies)	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
2. Valid school ID of the student beneficiary (1 original and 2 photocopies)	<ul style="list-style-type: none"> <li>Registrar, Authorized staff from the school</li> </ul>
3. Enrolment Assessment Form or Certificate of Enrolment or Registration (1 original and 1 photocopy)	<ul style="list-style-type: none"> <li>Registrar, Authorized staff from the school</li> </ul>
3. Statement of Account for college students, when available. This may not be available to State Universities Registrar (1 original and 1 photocopy)	<ul style="list-style-type: none"> <li>Registrar officer, Authorized staff from the school</li> </ul>
4. Certificate of Indigency or Barangay Certificate declaring client's situation (1 original and 1 photocopy)	<ul style="list-style-type: none"> <li>From the Barangay where the client is presently residing.</li> </ul>
<b>Food Assistance for Individuals and Families</b>	
1. Any valid identification card of the client/ person to be interviewed (1 original and 2 photocopies)	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
2. Barangay Certificate/ Certificate of Residency (1 original and 1 photocopy)	<ul style="list-style-type: none"> <li>From the Barangay where the client/s is/are presently residing.</li> </ul>
<b>Transportation and Cash Assistance for Other Support Services</b>	
1. Any valid identification card of the client/ person to be interviewed (1 original and 2 photocopies)	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>

		PAG-IBIG, COMELEC, NBI, DFA and among others)		
2. Depending on the circumstances: - Police Report/ Bureau of Fire Protection Report from the Bureau of Fire  - Passport, Travel Document/s, certification from OWWA or the Barangay  - Certification from social worker or Case manager from rescued clients.  - Police Blotter and social worker's certification for the victims of online sexual exploitation of children  - For Locally stranded individuals (LSI) without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.		• Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies.		
3. For all other incidents - Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authority's/regulating agencies, as may be applicable.		• From the Barangay where the client is presently residing.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client receives accomplished Health Declaration Form and received queuing number	1.1. Issuance of Health Declaration Form and queue number	None	5 minutes	Admin/Security Personnel
2. Submits documents and self for interview and assessment	2.1 Conduct initial interview to identify needs/queries of the client	None	5 minutes	Designated PLHIV Focal Staff/ Alternate CBSS
	If asking for <b>informational service</b> , provide the necessary	None	5 minutes	Designated PLHIV Focal Staff/ Alternate CBSS

	information and a copy of the checklist of requirements.			
	If <b>submission of requirements</b> to avail service, receive documents			
	2.2 Review documents submitted by client.			
	If the client is a <b>referral</b> from other agencies or organizations: <ul style="list-style-type: none"> <li>• Check Documentary Requirements for needed Assistance and completeness of forms for referrals</li> </ul>			
	If the <b>walk-in client</b> , PLHIV: <ul style="list-style-type: none"> <li>• Conduct initial interview to identify assistance being sought for and review document requirements being presented as to completeness and compliance</li> </ul>			
	If supporting documents are <b>incomplete</b> and <b>non-compliant</b> , provide a checklist.  <i>Check the completed / compliant documentary requirements and</i>			

	<i>highlight incomplete/ noncompliant requirements for submission and ask client to return with completed documents required.</i>			
3. Client to fill-out necessary fields in prescribed forms	3.1 Conduct of further verification of submitted documents and probing interview	None	15 minutes	<i>Designated PLHIV Focal Staff/ Alternate CBSS</i>
	<ul style="list-style-type: none"> <li>Verify submitted requirements for veracity, consistency, and authenticity.               <ul style="list-style-type: none"> <li>If one or more documents are found to be inauthentic or contains inadequate details, provide explanation to client;</li> <li>Provide checklist and identify which document is inauthentic and inadequate.</li> </ul> </li> <li>Conduct assessment and intake interview</li> </ul>			
	3.2. Recommend assistance to be provided to client and facilitate disbursement or referral to other DSWD OBSUs	None	15 minutes	<i>Designated PLHIV Focal Staff / Alternate CBSS</i>  <i>Authorized approving personnel</i>
	If assistance may be directly provided: <ul style="list-style-type: none"> <li>Preparation of</li> </ul>			

	Certificate of Eligibility <ul style="list-style-type: none"> <li>• Encoding of client's information to registry and accomplishment of Form Three (3) Referral Feedback if client was referred by another agency;</li> <li>• Submit documents to authorized personnel for review and approval;</li> <li>• Ensure all required signatories and fields are accomplished.</li> </ul>			
	If client needs to be referred to other OBSUs such as the CIS and SLP: <ul style="list-style-type: none"> <li>• Social worker to facilitate referral with reference to respective Citizen's Charter of receiving offices;</li> <li>• Conduct follow-through to seek feedback on the actions taken and/or, if needed, provide further clarification.</li> </ul>			
	3.3. Social worker completely facilitates approval of documents and actual disbursement of		If within the day: 30 minutes to one (1) hour depending on the amount and assistance	<i>Designated PLHIV Focal and/or Alternate CBSS</i>  <i>Authorized</i>

	assistance that may either be Cash or a Guarantee Letter to identified service provider <ul style="list-style-type: none"> <li>• Designated approving officer/s conduct/s final review of submitted documents and initiate final approval of the worker's recommendation;</li> <li>• Preparation of vouchers of designated personnel; and</li> <li>• Actual disbursement of assistance to client</li> </ul>		being sought for  If not, within three (3) working days or depending on the availability of funds and/or authorized approving officers; as well as the amount and assistance being sought	<i>approving personnel</i>  <i>Designated disbursing officer</i>
4. Client accomplish Client Satisfaction Survey Form	6. Issue Client Satisfaction Survey (CSS) Form to client <ul style="list-style-type: none"> <li>• Ask client to completely fill-out the CSS Form;</li> <li>• Collect accomplished form and submit to designated personnel for consolidation</li> </ul>	None	10 minutes	<i>Designated PLHIV Focal and/or Alternate CBSS</i>
<b>TOTAL FOR WITHIN THE DAY TRANSACTION</b>		<b>NONE</b>	<b>1 hour, 45 minutes</b>	
<b>TOTAL FOR NOT WITHIN THE DAY TRANSACTION</b>			<b>3 days, 1 hour, 15 minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Clients may send feedback either through e-mail or snail mail addressed to the DSWD Field Office 11 Concerns email address ( <a href="mailto:cbss.fo11@gmail.com">cbss.fo11@gmail.com</a> ) or through the Client Satisfaction Measurement Survey form and drop it at the designated drop box inside the CBSS Office.
How feedbacks are processed?	<p>Before end of the month, the PLHIV focal person consolidates all feedbacks submitted.</p> <p>For feedback requiring answers, the PLHIV focal will respond immediately through contact number provided by the concerned party.</p> <p>For additional inquiries and follow-ups, clients may contact the CBSS telephone number: 227-1964 local 1124.</p>
How to file a complaint?	<p>Clients can file a complaint thru e-mail or snail mail and send to <a href="mailto:cbss.fo11@gmail.com">cbss.fo11@gmail.com</a></p> <p>Client who file the complaint should provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of the person being complained</li> <li>- Incident</li> <li>- Evidence</li> <li>- Specific Date and Time</li> </ul> <p>For additional inquiries and follow-ups, clients may contact the CBSS telephone number: 227-1964 local 1124.</p>
Complainant using 8888	<p>SMS/Email will receive the complaint and will be forwarded to PSD if the concern is:</p> <ol style="list-style-type: none"> <li>1. On Programs and Services- SPD will be the one replying to the complaint</li> <li>2. On Personnel and other outside matters - The Focal Person will be the one replying to the complaint</li> </ol>
How complaints are processed?	<p>Upon receipt of complaints, social worker/concerned staff conducts interview to the clients regarding the complaints and assess/evaluate client's complaints.</p> <p>After evaluation of complaints, staff-in-charge creates a report and submit to the CBSS Head for information and guidance.</p> <p>The staff-in-charge will then provide feedback to the client. A consultation meeting may be done with the complainant depending on the degree of complaint.</p> <p>For additional inquiries and follow-ups, clients may contact the CBSS telephone number: 227-1964 local 1124.</p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS)</p> <p>Call: 165 56</p> <p>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>

## 7. Provision of Assistance under the Recovery and Reintegration Program for Trafficked Persons (RRPTP)

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

Office or Division:	Sectoral Programs Division/ DSWD Field Offices		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	1. Victim-survivor of trafficking 2. Families of the victim-survivor of trafficking. 3. Witnesses of cases of human trafficking. 4. Communities with incidence of human trafficking.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Case Management			
1. Travel documents (for Repatriated TIP Victims) 2. Valid ID 3. Social Case Study Report		Department of Foreign Affairs / Philippine Embassy (for Repatriated TIP Victims)	
Medical Assistance			
1. Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months) 2. Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures). 3. Barangay Certificate and Valid ID for the client		Hospital where the client is admitted or seen.	
Educational Assistance			
1. School registration and/ or certificate of enrolment 2. Statement of Account for tertiary education 3. Valid school ID Valid ID of the parent/ guardian		School where the client is enrolled	

<b>Skills Training</b>	
1. Official receipt from the training school (TESDA/ CHED accredited training school. 2. Valid school ID	TESDA / accredited training school where the client is enrolled
<b>Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.)</b>	
1. Contract of Employment or any similar document which indicates that they are hired 2. Valid ID	Employer of the client
<b>Financial Assistance for Livelihood</b>	
1. Result of the Handa Ka Na Bang Magnegosyo? The client score's must be 75 and above in order to be eligible for the livelihood Program, to determine the preparedness of the client to start their business. Re-assessment will be conducted to clients who will have a score of 74 and below or they may be considered to avail financial assistance for employment. 2. Project Proposal. They may write using their vernacular or local dialect. They may be assisted by the social worker in preparation of the said proposal. 3. Valid ID 4. Social Case Study Report	DSWD Field Offices
<b>Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking</b>	
1. No Documents need.	DSWD Field Offices -Victim-survivors of trafficking during rescue operation. Social workers are highly needed to provide psychosocial counseling and assist victim-survivors of trafficking all throughout the process from recovery to reintegration.
<b>Provision of Temporary Shelter</b>	
1. Medical Certificate 2. Case Summary 3. Referral Letter from the Social Worker	DSWD Field Offices -Victim-survivors of trafficking may be placed in DSWD run/ registered, licensed and accredited residential care facilities for protective custody.

<b>Support for Victim-survivors/ Witness and Transportation Assistance</b>				
1. Valid ID 2. Social Case Study Report Official receipt for the client's board and lodging		DSWD Field Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The victim survivors of trafficking may visit the DSWD Field/ Regional Office or Rescued by Social Worker	1.1 Interview of the client	None	15 minutes	<i>Social Worker</i> RRPTP
	1.2 Provide Psychosocial Counseling	None	30 minutes	
	1.3 Assessment	None	30 minutes	
	1.3.1 If the Client needs Temporary Shelter refer to Residential Care Facility.	None	30 minutes	<i>Social Worker</i> RRPTP <i>Social Worker</i> Residential
	1.3.2 The Social Worker provides a list of documentary requirements depending on the assistance to be provided. Refer to the list of requirements	None	15 minutes	
2. Submission of Documentary Requirement for the service/s to be availed	2.1 Screening of the submitted documents (Note: Given all requirements are submitted by the client)	None	10 minutes	<i>Social Worker</i> RRPTP
	2.2. For the livelihood assistance, the RRPTP Social Worker will forward the	None	7-15 days	<i>Social Worker</i> RRPTP <i>SLP Staff</i> SLP

	documents to Sustainable Livelihood Program for further assessment.			
	2.3 Processing of the assistance being sought	None	3 working days	Social Worker RRPTP
	2.3a. Preparation of Voucher (if financial related			
	2.3b. Social Case Study Report			
	2.3c. Preparation of referral letter (if needs other program assistance)			
	2.4 PSU/ CBU Division Chief and Budget Officer recommend the provision of assistance for approval of the Regional Director.		1-2 working days	
	2.5 The Regional Director approved the provision of assistance to the victim-survivors of trafficking.		1-2 working days	
	2.6 Releasing of the assistance to client (Cash or Non-Cash)			
TOTAL FOR TEMPORARY SHELTER		NONE	2 hours	
TOTAL FOR LIVELIHOOD ASSISTANCE			12 days	
TOTAL FOR OTHER ASSISTANCE			5 days	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Clients may send feedback or conduct follow-up on their request by contacting the RRPTP Social Worker assigned through the following:</p> <p>Landline: (082) 227-1964 loc. 1124</p> <p>Email: <a href="mailto:rrptp.fo11@dswd.gov.ph">rrptp.fo11@dswd.gov.ph</a></p>
How feedbacks are processed	<p>Issues/concerns sent thru email are responded via email while queries and concerns through phone calls and personal appearances are immediately addressed. Hence, complaints through letters are responded by providing a feedback report citing reasons for the issues raised and actions taken by the assigned worker.</p>
How to file a complaint	<p>Complaints can be filed either through snail mail or email to the official email address of DSWD FO XI: <a href="mailto:rrptp.fo11@dswd.gov.ph">rrptp.fo11@dswd.gov.ph</a>. Clients may also lodge their complaints at the Public Assistance &amp; Complaints Desk (PACD) by calling 227-1964 loc. 1152. The details of the complaint should be included in the information.</p>
Complainant using 8888	<p>SMS will receive the complaint and will be forwarded to Field Office XI if the concern is:</p> <p>On PSD-CBSS RRPTP Social Worker will be the one replying to the complaint</p> <p>On Personnel and other outside matters- The Focal Person will be the one replying to the complaint</p>
How complaints are processed	<p>The concerned office/staff will conduct a case conference/meeting to discuss the issue/concern. If necessary, set a meeting with the complainant and discuss the concern in detail.</p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS)</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>
	PCC: 8888
	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>

## **Crisis Intervention Section (CIS) External Services**



## 1. Implementation of Assistance to Individual in Crisis Situations (AICS) at Central Office and to Field Offices

AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any unexpected life event or crisis through the provision of psychosocial intervention and/or direct financial/material assistance that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational and burial assistance among others.

The provision of counseling, referral for psychological service, as well as financial assistance to disadvantaged and marginalized sectors is part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the difficult situation they are presently experiencing, such as illness, death, loss of job, or source of income. In order to effectively and efficiently respond to existing and emerging crisis situations among vulnerable sectors, a Citizens charter was crafted to provide a comprehensive guide on the provision of the aforementioned assistance.

<b>Office or Division:</b>	Protective Services Division – Crisis Intervention Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Indigent, marginalized and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>TRANSPORTATION ASSISTANCE</b>			
1. Any one (1) valid identification card of the client/ person to be interviewed (1 original and 2 photocopies)		Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"><li>SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, DOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li></ul>	
2. Police Blotter/ Police Certification (for victims of pickpockets, illegal recruitment, etc.) (1 original and 1 photocopy)		From the Police Station	
3. Other supporting document/s such as but not limited to, justification of the		From hospitals/clinic for medical abstract Court- court order/subpoena	

social worker, medical certificate, death certificate, and/or court order/subpoena (1 original and 1 photocopy)	Social worker-justification
<b>MEDICAL ASSISTANCE FOR HOSPITAL BILL</b>	
1. Any one (1) valid identification card of the client/ person to be interviewed (1 original and 2 photocopies)	<p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:</p> <ul style="list-style-type: none"> <li>• SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, DOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (1 Original/Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Hospital bill/Statement of Account (outstanding balance) with name and signature (1 original and 1 photocopy)	Billing clerk of the hospital
4. Social Case Study Report/Case Summary ( <i>for P10,000.00 and above amount of assistance granted</i> ) (1 original copy)	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Signed Authorization Letter (1 original and 1 photocopy)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
<b>MEDICAL ASSISTANCE FOR MEDICINE/ ASSISTIVE DEVICE</b>	
1. Any one (1) valid identification card (1 original and 2 photocopies)	<p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:</p> <ul style="list-style-type: none"> <li>• SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, DOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport, NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>

2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (1 Original/1 Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months. (1 original and 1 photocopy)	Attending Physician from a hospital/clinic
4. Social Case Study Report/Case Summary <i>(for P10,000.00 and above amount of assistance granted)</i> (1 original copy)	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Signed Authorization Letter (1 original and 1 photocopy)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
<b>MEDICAL ASSISTANCE FOR LABORATORY REQUESTS</b>	
1. Any one (1) valid identification card of the client/ person to be interviewed (1 original and 2 photocopies)	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> <li>• SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, DOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (1 Original /1 Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Laboratory Requests with name, license number and signature of the Physician (1 original and 1 photocopy)	Attending Physician from a hospital/clinic
4. Social Case Study Report/ Case Summary <i>(for P10,000.00 and above amount of assistance granted)</i> (1 original copy)	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Signed Authorization Letter (1 original and 1 photocopy)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old

<b>BURIAL ASSISTANCE FOR FUNERAL BILL</b>	
1. Any one (1) valid identification card of the client/ person to be interviewed (1 original and 2 photocopies)	<p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:</p> <ul style="list-style-type: none"> <li>• SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, DOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
2. Registered Death Certificate/ Certification from the Tribal Chieftain (1 Original/1 certified true copy)	City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
3. Funeral Contract (1 original and 1 photocopy)	Authorized staff of the Funeral Parlor/ Memorial Chapel
4. Signed Authorization Letter (1 original and 1 photocopy)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
<b>BURIAL ASSISTANCE FOR TRANSFER OF CADAVER</b>	
1. Any one (1) valid identification card of the client/ person to be interviewed	<p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:</p> <ul style="list-style-type: none"> <li>• SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, DOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
2. Registered Death Certificate/ Certification from the Tribal Chieftain (1 Original/1certified true copy)	City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal Chieftain
3. Funeral Contract (1 original and 1 photocopy)	Authorized staff of the Funeral parlor/ Memorial Chapel
4. Transfer Permit (1 original and 1 photocopy)	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain

5. Signed Authorization Letter (1 original and 1 photocopy)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
<b>EDUCATIONAL ASSISTANCE</b>	
1. Any one (1) valid School ID and Valid I.D of the Parent/guardian (1 original and 1 photocopy)	<p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:</p> <ul style="list-style-type: none"> <li>• SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, DOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
2. Enrolment Assessment Form or Certificate of Enrolment or Registration (1 original and 1 photocopy)	Registrar, Authorized staff from the school
3. Statement of Account for college students, when available. This may not be available to State Universities (1 original and 1 photocopy)	Registrar officer, Authorized staff from the school
4. Signed Authorization Letter (1 original and 1 photocopy)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
<b>FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS</b>	
1. Any one (1) identification card of the client/person to be interviewed (1 original and 1 photocopy)	<p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:</p> <ul style="list-style-type: none"> <li>• SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, DOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
2. Project proposal and Food Distribution List (CRCF client) (1 original and 1 photocopy)	Local Government Unit / or Head of the residential care facility

3. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required (1 original and 1 photocopy)	From the Barangay where the client is presently residing.
<b>CASH ASSISTANCE FOR OTHER SUPPORT SERVICES</b>	
1. One (1) identification card of the client/person to be interviewed;	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:  <ul style="list-style-type: none"> <li>• SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, DOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
Depending on the circumstances:  <b>a. For Fire Victims:</b> Police Report/ Bureau of Fire Protection Report from the Bureau of Fire (1 original and 1 photocopy)  <b>b. For Distressed OFs:</b> Passport, Travel Document/s, certification from OWWA or the Barangay (1 original and 1 photocopy)  <b>c. For Rescued Client:</b> Certification from a social worker or Case manager from rescued clients. (1 original and 1 photocopy)  <b>d. For victims of Online Sexual Exploitation:</b> Police Blotter and social worker's certification for the victims of online sexual exploitation of children (1 original and 1 photocopy)  <b>e. For Locally stranded individuals (LSI):</b> LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity. (1 original and 1 photocopy)	Police Station, Bureau of Fire, Philippine Embassy/Consulate, Social Worker from welfare agencies.

<b>For all other incidents:</b>  Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities or regulating agencies, as may be applicable such as but not limited to Police Report or Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification	<ul style="list-style-type: none"> <li>• Barangay Hall where the client is presently residing</li> <li>• Police Station</li> <li>• AFP or PNP</li> <li>• Office of Civil Registry</li> <li>• Certificate from the LDRMO; or</li> <li>• Local Government Unit</li> <li>• Hospital or Clinic signed by Licensed Physician</li> </ul>
<b>MATERIAL ASSISTANCE</b>	
1. General Intake Sheet	DSWD CIU/CIS/SWAD
2. Material Assistance Distribution Sheet	DSWD CIU/CIS/SWAD

<b>WITHIN THE DAY TRANSACTIONS</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a queuing number.	1.1 Provide Client with queuing number.	None	10 minutes	<i>Administrative Staff</i> CIS
2. Present pertinent document	2.1 DSWD personnel will check the validity, and completeness of required documents presented by the client.	None	20 minutes	<i>Social Worker/</i> <i>Administrative Staff</i> CIS
	2.2 Check the client's record to the Crisis Intervention Monitoring System (CrIMS)	None	20 minutes	<i>Administrative Staff</i> CIS
	2.3 If documents are complete and valid, and right frequency of	None	10 minutes	<i>Administrative Staff</i> CIS

	<p>availment, the client will be advised to proceed to step 2 and submit documents pertinent to their request. If not, the client will be advised to comply with the needed documents or be rescheduled to the date wherein the proper frequency of availment will be met</p>			
3. Encoding of basic information	3.1 The DSWD Administrative Staff will encode the basic information of the client and beneficiary in the CPMS.	None	10 minutes	<i>Administrative Staff</i> CIS
4. Submit pertinent documents for Interview and Assessment	4.1 The DSWD Social Welfare Officer (SWO) shall interview, assess the documentary requirements presented, and Fill out the remaining information needed in the General Intake Sheet (GIS) and the Certificate of Eligibility (CE).	None	40 minutes	<i>Social Worker</i> CIS
	4.2 The DSWD Social Welfare Officer (SWO) shall determine the eligibility of the client to receive	None	40 minutes	<i>Social Worker</i> CIS



	<p>assistance, and recommend the appropriate assistance.</p> <p>If found to be ineligible for the services under the program, the client will be formally informed of the reason of ineligibility and henceforth be declined.</p>			
	4.3 If found eligible, advise the client to proceed to Step 3 and wait to be called for the release of assistance.	None	40 minutes	<i>Social Worker CIS</i>
	4.4 Forward the client's document to the Authorized Approving Officer.	None	40 minutes	<i>Administrative Staff CIS</i>
	4.5 Approve the Social Worker's recommendation if found reasonable and with complete and valid documents.	None	40 minutes	<i>Authorized Approving Officer</i>
5. Receive Assistance	5.1 Check the client's Identity	None	15 minutes	<i>SDO/RDO/ DSWD personnel</i>
	5.2 Release the Assistance.	None	15 minutes	<i>SDO/RDO/ DSWD personnel</i>
6. Fill out client satisfaction measurement survey	6.1 Receive the client satisfaction survey	None	20 minutes	<i>Administrative Staff CIS</i>
<b>TOTAL</b>		<b>None</b>	<b>5 hours, 30 minutes (for Cash Out Right<sup>1</sup>)</b>	

<sup>1</sup> Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department.

		<b>1 day or 24 Hours for Guarantee Letter<sup>2</sup></b>	
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<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Clients can send a feedback letter either thru e-mail or snail mail addressed to the DSWD Official email or through the Client's Satisfaction Measurement Survey Form and drop it at the designated drop box in front of the <u>step 4 of Crisis Intervention Section (CIS) Office</u>.</p> <p>Contact info: <a href="mailto:dswdciu.fo11@gmail.com">dswdciu.fo11@gmail.com</a></p>
How feedback's are processed	<p>The duly accomplished Satisfaction Survey Form shall be consolidated once a month, identifying issues and concerns of the clients, which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (082) <u>227-1964</u> loc. <u>1133; 1132</u></p>
How to file a complaint	<p>CIU/CIS and SWAD Offices shall implement two mechanisms for handling grievances and complaints which are (1) Written Communication and Email which is handled by the Grievance Focal Person (GFP), and (2) Personal or Onsite Complaints thru the establishment of the Public Assistance Complaint Desk (PACD).</p> <p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>• personal appearance (walk-in clients) through the Public Assistance and Complaints Desk- electronic email where concerns can be send to <a href="mailto:ciu.fo11@dswd.gov.ph">ciu.fo11@dswd.gov.ph</a></li> <li>• Letters addressed to the Regional Director, Atty. Vanessa B. Goc-ong thru our Protective Division Chief Ms. Gemma D. Dela Cruz and our Crisis Intervention Section Head Ms. Cielito C. Guzman II</li> <li>• Through 8888 Citizen's Complaint Center</li> </ul>

<sup>2</sup> Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department.

How complaints are processed	
Written Communication and Email	<p><b>Step 1: Recording and Tagging of Grievances</b></p> <p>Grievances forwarded to the CIS shall be received by the assigned Focal Person of CIS. If the Grievance is for the Regional Office, the focal person will handle it, if it is SWAD Offices they will then forward it to the Grievance Focal Person of the SWAD Offices.</p> <p><b>Step 2: Action and Response</b></p> <p>Upon receiving the document, the Grievance Focal Person shall assess and inform the concerned staff/s, team, or section on their involvement in the received grievance case. The concerned staff or team shall be given three (3) days to respond to the complaint through a feedback letter. The said document shall be sent to the SMU.</p> <p><b>Step 3: Monitoring</b></p> <p>A designated Grievance Focal Person per CID/CIS and SWAD offices shall be responsible for responding to and monitoring grievances concerning their respective office.</p> <p><b>Step 4: Termination</b></p> <p>Grievances provided with an action shall be marked as resolved if no further follow-through from the complainant is received after three (3) days from the date the feedback letter was sent.</p>
Personal or onsite complaints	<p>A PACD is stationed in the entrance allocated for clients near the CIS Office operating area which is and accessible to clients. The management designate personnel to man the said desk to immediately respond to complaints of clients onsite. Below is the process of handling received cases.</p> <p><b>Step 1: Recording of PACD Concern</b></p> <p>The PACD Officer is in charge of addressing the concerns raised through the PACD and account all transactions through a logbook which contains the name of the client, time and their purpose/concern.</p> <p><b>Step 2: Assessment and Intervention</b></p> <p>The PACD Officer is responsible in assessing the concern of the client and intervene based on the presented concern. She observed maximum tolerance and calmly</p>

	<p>handle clients expressing their concerns or plea, whatever the case may be.</p> <p>In cases that the client persisted to be unresolved with the intervention despite the diligent effort of the PACD Officer to assist them with their case, the PACD Officer will turn over the client to the Social Worker in step 1 of CIS or any available Social Worker in CIS office.</p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS)</p> <p>Call: 165 56</p> <p>P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: <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>
	PCC: 8888
	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>

## **Social Pension Program External Services**

## 1. Procedure of Social Pension Provision to Indigent Senior Citizens (SPISC)

The Social Pension for Indigent Senior Citizens (SPISC) is in compliance with the Republic Act No. 9994 or the “Expanded Senior Citizens Act of 2010” which institutionalizes social protection to senior citizens by providing additional government assistance to indigent senior citizens which aims to augment the daily subsistence and other medical needs of the eligible beneficiaries based on the eligibility criteria as mentioned below.

Office or Division	Social Pension Program Unit - Protective Services Division			
Classification	Complex			
Type of Transaction	G2G-Government to Government ; G2C-Government to Citizen			
Who may avail	Indigent senior citizens who are:  a) 60 years old and above indigent senior citizens who are frail sickly, bedridden, or with a disability; b) No permanent source of income c) No regular support from family or relatives d) No pension from GSIS, SSS, PVAO, and other insurance agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OSCA ID or any Valid ID		OSCA at Local Government Unit, Government Agency issuing ID		
2. Social Pension Application Form		<b>BSCA:</b>  The BSCA President distribute Applications Forms to the indigent senior citizens of the barangay for onward submission to the OSCA.  or <b>OSCA:</b>  The indigent senior citizen may go directly to the Office for Senior Citizens Affairs (OSCA) located in their respective locality.  BSCA/OSCA to provide a copy of the Social Pension Application Form to the senior citizen.		
1 <sup>ST</sup> PHASE VALIDATION AND ASSESSMENT OF THE SOC PEN BENEFICIARIES' SUBMITTED MASTERLIST				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DSWD FO RSPU receives the	1.1 The DSWD Field Office –	None	within 7-14 working days	OSCA/LSWDO/ Referring

consolidated list from the LSWDO and conducts assessment/ validation to potential beneficiaries	Regional Social Pension Unit (RSPU) receives the certified consolidated list of indigent senior citizen applicants submitted by the LSWDO / walk-in applicants/ referrals from different stakeholders to the Field Offices.		from the receipt of the certified list	agencies/ organizations and other stakeholders/ walk-in applicants/ DSWD FO RSPU
	1.2 DSWD FO RSPU schedules the validation/assessment and shall inform the LGU (OSCA and LSWDO)			
	1.3 DSWD FO RSPU conducts the validation using General Intake Sheet (GIS) (Annex 2) and/or Social Pension Beneficiary Update Form (SPBUF) based on the certified list of potential beneficiaries submitted by the OSCA/ LSWDO.			
	1.4 Submission of delisted, replacement, for validation			

	and for inclusion should be quarterly in coordination with LGUs by DSWD FO RSPU.			
2. DSWD FO RSPU encodes the final list of beneficiaries in the Social Pension Information System (SPIS)	2.1. DSWD FO RSPU encodes the validated list of potential beneficiaries in the SPIS by data entry and for uploading to the DSWD Central Office –Social Pension Unit for cross-matching.	None	within 7-14 working days	<i>PDO I, SWO I, AA II</i> Social Pension Section  <i>Data Management Unit (DMU)</i> <i>DSWD Social Pension Central Office</i>
	The data from SPIS will determine if the applicant is eligible or not. (Yes/No)			
	2.1.1. If Yes: Generation of Certification of Eligibility duly approved by RD			
	2.1.2. If No: DSWD FO RSPU to provide data/results through an Official letter to LGUs for revalidation/ grievance			



	2.1.2.1. Delisted beneficiaries (double entry, deceased, able family, receiving a pension from other government and private agencies and with regular income) subject for replacement.			
	2.1.2.2. LSWDO will identify the replacement as per approved and qualified waitlisted beneficiaries			
	2.1.2.3. BSCA, OSCA, LSWDO and DSWD FO RSPU staff conduct door-to-door validation using the SPBUF as the basis for assessment.			
3. DSWD FO RSPU encodes/uploads validated list of beneficiaries	3.1 DSWD FO RSPU encodes/ uploads the consolidated validated list submitted to the DSWD CO Social Pension Unit for data cleansing and eligibility test.	None	within 7-14 working days	DSWD Field Office - RSPU

4. DSWD CO Social Pension Unit performs data cleansing and runs eligibility tests	4.1 DSWD CO Social Pension Unit performs and runs eligibility tests to the received validated lists of beneficiaries.	None	within 20 working days  <i>*turnaround time includes the receipt from FO until the endorsement to FOs of the clean and error list.</i>	DSWD Central Office - Social Pension Unit and ICTMS
	4.1.1 DSWD CO Social Pension Unit endorse generated clean and error list to the DSWD FO RSPU	None		
1. DSWD FO RSPU endorses a validated and approved list of qualified Social Pension Beneficiaries.	5.1 DSWD FO RSPU endorses the approved validated list of beneficiaries to the City/Municipal Mayor through the OSCA Head and LSWDO.	None	within 7-14 days	RSPU Social Pension LSWDO OSCA
	5.1.1. Per coordination of the DSWD FO RSPU, OSCA/ LSWDO notifies the qualified senior citizens thru a written notification of their inclusion as beneficiary of the Social Pension Program			
2. Qualified Indigent Senior Citizen notified and received qualification to the program	6.1 Qualified Indigent Senior Citizen receives written letter from the	None		Indigent Senior Citizen

	OSCA/ LSWDO on his/her inclusion as beneficiary of the program.			
<b>TOTAL PROCESSING TIME</b>		<b>NONE</b>	<b>76 days maximum processing time per the Master list submitted</b>	
<b>2<sup>ND</sup> PHASE FACILITATION OF CASH ADVANCE FOR THE CONDUCT OF SOCIAL PENSION PAYOUT THROUGH SPECIAL DISBURSING OFFICERS (SDOs)</b>				
1. DSWD FO facilitates the cash advance.	1.1 DSWD FO - Finance Unit facilitates the cash advance of the stipend based on the approved list of beneficiaries and corresponding amount for each payroll.	None	within 7-10 working days before informing the LGUs on the conduct of pay-out.	<i>Finance Unit</i> DSWD Field Office  <i>RSPU</i> DSWD Field Office
2. DSWD FO SDOs encash the cash advance	2.2. DSWD FO – Finance Unit identified Special Disbursing Officer (SDOs) encash the cash advance of the stipend based on the corresponding number of Social Pension beneficiaries (FO)	None	within 1-3 working days before the conduct of pay-out.	<i>Identified SDOs</i> Finance Unit DSWD Field Office <i>RSPU</i> DSWD Field Office
3. DSWD FO RSPU informs the OSCA/LSWDO on the schedule of payout	3.1 DSWD FO RSPU informs the City/Municipal Mayor through the OSCA	None	within 5 working days before the pay-out	OSCA/LSWDO  RSPU DSWD Field Office

	Head and LSWDO of the schedule of payout			
	1.1.1 Per coordination with the DSWD FO RSPU, OSCA/ LSWDO informs the Social Pension Beneficiaries of the date and venue of the payout.			
	1.1.2 LSWDO acknowledges the payroll and number of beneficiaries and confirm the schedule on the conduct of payout.			
<b>TOTAL PROCESSING TIME</b>		<b>NONE</b>	<b>within 13-18 days processing time before the conduct of payout.</b>	
<b>3<sup>RD</sup> PHASE: CONDUCT OF PAYOUT</b>				
1. Conduct of the Social Pension Payout	1.1 Qualified Indigent Senior Citizens received their social pension stipend on the scheduled payout	None	within 15 days upon release of the cash advance	<i>Indigent Senior Citizen</i>
	1.2 The DSWD RSPU Social Pension Focal Person shall			<i>RSPU DSWD Field Office  OSCA/LSWDO</i>

	conduct exit conferences for both schemes with LCE and LSWDO to discuss what transpired during the payout and reach an agreement to improve delivery of service to the FOs beneficiaries and the LGUs constituents.			
<b>TOTAL PROCESSING TIME</b>		<b>NONE</b>	<b>Within 15 days processing time upon release of the cash advance from SDOs</b>  <i>*processing time depending on the number of beneficiaries per Barangay, per LGU and output capability of SDOs.</i>	
<b>4<sup>th</sup> PHASE: REPORTING AND LIQUIDATION</b>				
1. Preparation of DSWD FO RSPU report to LGU	1.1 DSWD FO RSPU provides the LGU the data on the paid and unpaid beneficiaries including the deceased for their reference and action for possible replacement.	None	within 7-14 working days after the conduct of pay-out.	RSPU DSWD Field Office

	1.1.1 DSWD FO RSPU to prepare status of recommendation for replacement as validated in the waitlist.			
2. DSWD FO RSPU to prepare the liquidation report	1.1 DSWD FO Identified SDOs to prepare the liquidation report on the recently concluded Social Pension Pay-out in support of DSWD RSPU for the accomplishment of supporting documents	None	within 7-14 working days after conduct of pay-out following the Guidelines on Cash Advance/ AO No. 13.	Identified SDOs DSWD Field Office  RSPU DSWD Field Office
<b>TOTAL PROCESSING TIME</b>		<b>NONE</b>	<b>within 8-21 days processing time</b>	

*NOTE: Turnaround/ Processing time depends on the availability of the DSWD Field Office Identified SDOs, schedules of payout and other geographical location/ logistical requirements as agreed upon by the FOs and LGUs.*

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	DSWD Field Office will send monthly through email and hard copy the following reports: <ul style="list-style-type: none"> <li>• Registry of paid Social Pension Beneficiaries</li> <li>• Fund Utilization Report</li> <li>• Client Satisfaction Survey received from clients served through walk-in/phone-in and referring agencies/organizations.</li> </ul>
How feedback are processed	DSWD FO to conduct dialogue or validation to the concerned party/ies
How to file a complaint	Written complaints from any individuals or institutions may be sent through the Local Government Unit and corresponding DSWD Field Office

Complainant using 8888	Endorsed to appropriate Field Office for action.
How complaints are processed	<p>A committee composed of C/MSWDO, OSCA Head, SCOs, and other CSOs/NGOs shall be established in every city and municipality.</p> <p>Written feedback on the actions taken to the individuals or institutions shall be provided by the committee, copy furnished the DSWD Field Offices for information</p> <p>The committee may elevate other concerns to the DSWD Field Offices for response/action</p> <p>The PMB shall act on written concerns/complaints elevated by the Field Offices or any concerned individuals, institutions, or government</p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS)            Call: 165 56            P5.00 + VAT per call anywhere in the Philippines via PLDT landlines            Email: <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></p>

## 2. Provision of Centenarian Gifts to Centenarians

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

<b>Office or Division:</b>	Protective Services Division – Social Pension Program Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Filipino Living Centenarian and/or Nearest Kin
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>For the Living Centenarians:</b>	
1. Birth certificate and/or Philippine Passport (1 original copy, 1 Certified	Philippine Statistics Authority (PSA) and/or Local Civil Registrar (LCR)

True Copy)	Department of Foreign Affairs (DFA)
2. Senior Citizen's Identification (ID) card issued by the Head of the Office for Senior Citizens Affairs (OSCA) indicating the year of birth (1 original copy, 1 photocopy)	Office of the Senior Citizens Affairs (OSCA)
3. Other Philippine-government issued identification cards (1 original	Pag – ibig, LTO, BIR, Philhealth, COMELEC, DSWD
Any two (2) of the following secondary documents may also be accepted in the absence of the above-mentioned primary IDs:	
1. Marriage certificate of the centenarian issued by the Philippine Statistics Authority (PSA) or the Local Civil Registry (1 original, 1 Certified True Copy)	Philippine Statistics Authority (PSA)
2. Birth Certificate of the children born by/of the centenarian issued by the Philippine Statistics Authority (PSA) or the Local Civil Registrar (1 original, 1 Certified True Copy)	Philippine Statistics Authority (PSA) or the Local Civil Registrar
3. Affidavits executed by at least two (2) disinterested persons should be at least aged 80 years old and above with personal knowledge of the centenarian's actual age or date of birth (1 original copy)	Client
4. Old School or employment records showing date of birth of the centenarian (1 original copy, 1 Certified True Copy)	School
5. Baptismal and/or Confirmation records of centenarian certified by the parish church and other religious denomination (1 original, 1 Certified True Copy)	Church
6. Medical and/or dental examination issued by government/ private doctors or dentist; and (1 original, 1 photocopy)	Hospital
7. Other related documents i.e. certification from the National Commission on Muslim Filipinos (NCMF)/ National Commission on Indigenous People (NCIP), AFPSLAI, AMWSLAI, Veterans, etc.(1 original, 1	



photocopy)				
<b>For the deceased centenarians:</b>				
1. Birth Certificate, Baptismal or Confirmation records certified by the parish church or other religious denomination, marriage certificate, old school record, old employment record, and/or any other document that will prove the deceased centenarian's age eligibility at the time RA 10868 took effect, if any. (1 original, 1 Certified True Copy)		Philippine Statistics Authority (PSA) or the Local Civil Registrar Church		
2. Valid Identification card of nearest surviving relative (1 original, 1 photocopy)				
3. Proof of relationship with posthumous centenarian, such as certificate of live birth, certificate of marriage or any other document of the nearest surviving relative that would establish his/her relationship with the centenarian (1 original, 1 Certified True Copy); and  In case there are various nearest surviving relatives (e.g. children), a SPECIAL POWER OF ATTORNEY authorizing one of them receive the centenarian gift in behalf of all of them shall be required. The claiming nearest surviving relative should also execute a WARRANTY AND RELEASE FROM LIABILITY FORM		Philippine Statistics Authority (PSA) or the Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Application (Walk-in Client)</b>				
1. Visit Social Pension Office at DSWD and present the original copy of OSCA ID or any valid government – issued ID and Birth Certificate	1.1 The Action Officer will consolidate and give initial assessment to the documents presented is complete	None	10 minutes	Centenarian Focal Action Officer DSWD SPPMO
	1.1. If the documents are not complete the client will be asked to comply	None	2 minutes	Centenarian Focal Action Officer DSWD SPPMO

2. Confirm the information given by signing the Intake Form (back portion)	2.1 Certify the correctness of the gathered information by signing the Intake Form (back portion)	None	2 minutes	<i>SWO 1/PDO 1 DSWD SPPMO</i>
	2.2 Turnover the filled-up intake form to the assigned field worker	None	2 minutes	<i>Centenarian Focal DSWD SPPMO</i>
<b>Validation (Walk-in Client)</b>				
3. Wait for the conduct of Interview/ Assessment by DSWD staff	3.1. The Social Worker will conduct home visitation and assessment using centenarian validation form	None	10 minutes	<i>Centenarian Focal Assigned Social Worker DSWD SPPMO</i>
	3.2. If found eligible, forward the filled-up validation form to the Centenarian Database	None	3 minutes	<i>Centenarian Focal DSWD SPPMO</i>
	3.3. Encode Centenarian's information to the Centenarian Database	None	2 minutes	
	3.4. Forward data to Central Office for national cross matching, eligibility and duplication testing	None	5 days	
4. Receives the notice of approval or disapproval of the application through official communication	4.1 Confirm the inclusion or exclusion of the beneficiary to the program	None	10 days	<i>DSWD CO staff</i>
	1.2 If approved, the client is for payment within the quarter	None	5 days	<i>Centenarian Focal DSWD SPPMO</i>

	1.3 If disapproved, the client will be given an official communication with explanation from the FO informing regarding the disapproval	None	5 days	<i>Centenarian Focal</i> DSWD SPPMO
<b>TOTAL</b>		<b>NONE</b>	<b>25 days, 31 minutes</b>	

***“Service is covered under Republic Act 10868”***

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Write your feedback on the services provided through the Client Satisfaction Measurement Survey Form to be provided by our SPPMO staff. A space below is provided for you to write further comments. Return fully accomplished Client's Satisfactory Survey Form to the SPPMO staff for consolidation of feedback.</p> <p>You may also provide feedback through our SPPMO Hotline with numbers 0975-551-6940 and (082) 227-1964 local 1143 or e-mail us at <a href="mailto:socialpension.fo11@dswd.gov.ph">socialpension.fo11@dswd.gov.ph</a></p>
How feedback is processed	<p>SPPMO Grievance Officer will consolidate the Client Satisfactory Survey Form and will present the result to the Centenarian Focal Person and SPPMO.</p> <p>Within 24 – 72 hours, a response letter and appropriate action will be issued by the Centenarian Focal Person and SPPMO.</p>
How to file complaints	<p>Any concerns with Centenarian program will be accommodated by the FO specially SPPMO. They may also file their complaints through Local Government Unit, Office of the Senior Citizens Affairs and Local Social Welfare and Development Office using the Grievance/Complaint Form.</p> <p>Complaints can also be filed through SPPMO Hotline numbers 0975-551-6940 and (082) 227-1964 local 1143 or e-mail us at <a href="mailto:socialpension.fo11@dswd.gov.ph">socialpension.fo11@dswd.gov.ph</a> with the corresponding information:</p> <ul style="list-style-type: none"> <li>• Name of the complainant</li> <li>• Address</li> <li>• Name of person/entity being complained</li> <li>• Issues and concerns with evidences</li> </ul>

How complaints are processed	Complaints received by respective officers are escalated to the Centenarian Focal Person for verification and veracity of complaint for at least 72 hours upon receipt.
Contact Information of CCB, PCC, ARTA	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>

## **Supplementary Feeding Program (SFP) External Services**

## 1. Implementation of the Supplementary Feeding Program

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

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

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

	of Memorandum of Agreement (MOA) between LGU and DSWD FO.			<i>Finance staff</i> DSWD Field Office
	2.5 Facilitate processing and Distribution of available checks/ADA for the LGU.	None	20 days	<i>Cash Section/ Disbursing Officer</i> DSWD Field Office
3.LGU to participate to the program orientation	3.1. Conduct program orientation/ updates and reiterates necessary documents, proper accomplishment, and signatories for submission to the Field Office.	None	1 day per LGU/Province	<i>SFP Focal Person/ND/PDO</i> DSWD Field Office
<b>TOTAL</b>		<b>NONE</b>	<b>144 days</b>	
<p><i>Republic Act No. 9184 or Government Procurement Reform Act - Annex C (Recommended Earliest Possible Time and Maximum Period allowed for the Procurement of Goods and Services; Article 11, Section 37,38)</i></p> <p><i>RA 7160, 54a – “The veto shall be communicated by the local chief executive concerned to the Sanggunian within fifteen (15) days in the case of a province, and ten (10) days in the case of a city or a municipality; otherwise the ordinance shall be deemed approved as if he had signed it”</i></p>				

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	1. Answer the client feedback form and drop it at the designated drop box located in the SFP Unit. You may also reach us through telephone and email. Contact info: (082) 227-1964 local 1128 <a href="mailto:sfp.fo11@dswd.gov.ph">sfp.fo11@dswd.gov.ph</a>
How feedbacks are processed	1. Feedback received through email and telephone will be catered within the day.  2. Feedback requiring answers from a specific officer and thorough discussion will be addressed within two (2) days upon receipt.



	<p>3. Grievance will be addressed by the grievance officer.</p> <p>4. For inquiries and follow-ups, clients may contact the following:          Contact info: (082) 227-1964, local 1128  <a href="mailto:sfp.fo11@dswd.gov.ph">sfp.fo11@dswd.gov.ph</a></p>
How to file a complaint	<p>1. Grievance can be sent via email  <a href="mailto:sfp.fo11@dswd.gov.ph">sfp.fo11@dswd.gov.ph</a>.</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence e.g. (pictures,screenshots)</li> </ul> <p>For inquiries and follow-ups, clients may contact the following:          Contact info: (082) 227-1964, local 1128  <a href="mailto:sfp.fo11@dswd.gov.ph">sfp.fo11@dswd.gov.ph</a></p>
How complaints are processed	<p>1. Complaint letter received will be forwarded to the grievance officer to address the concern.</p> <p>2. The grievance officer shall submit a report regarding the complaint.</p> <p>3. Response letter shall be sent to the complainant.</p> <p>4. For inquiries and follow-ups, clients may contact the following:          Contact info: (082) 227-1964, local 1128  <a href="mailto:sfp.fo11@dswd.gov.ph">sfp.fo11@dswd.gov.ph</a></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: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>

## **Internal Services**

## **Capability Building Section Internal Services**

## 1. Borrowing of KEC Materials and Collections

Borrowing of learning materials and references from the Knowledge Exchange Center (KEC) done by DSWD employees.

<b>Office or Division:</b>	FO XI – Capability Building Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	DSWD Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Borrower's Logbook			Knowledge Exchange Center	
1. Valid ID			Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide proof of identification		None	2 hours	<i>KEC Librarian/ Staff CBS</i>
2. Inquire availability of knowledge material/s	2.1 Receive inquiry on the availability of knowledge material/s	None	2 hours	
	2.2 Conduct physical inspection of material/s being borrowed	None	2 hours	
3. Fill out Borrower's Logbook	3.1 Require borrower to fill out Borrower's Logbook	None	2 hours	
	3.2. Encode material and borrower's name in the KEC Borrowers' Matrix	None	2 hours	
	3.3. Release the material/s and advise date of return	None	2 hours	
<b>TOTAL</b>		<b>NONE</b>	<b>1 day, 4 hours</b>	

## 2. KEC Function Room Reservation and Use

Reservation and use of the Knowledge Exchange Center (KEC) Function Room for meetings, learning sessions, and exams for applicants via electronic mail or phone call.

<b>Office or Division:</b>		FO XI – Capability Building Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		DSWD Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Reservation Form		Knowledge Exchange Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire availability of Function Room via email	1.1 Receive request via email to reserve Function Room	None	1 hour	KEC Librarian/ Staff CBS
	1.2 Check availability of KEC Function Room	None	2 hours	
	1.3. Send Reservation Form to requesting party thru email	None	2 hours	
2. Fill out Reservation Form	2.1. Book reservation to KEC Calendar	None	2 hours	
3. Submit accomplished Reservation Form to KEC thru email	3.1. Send confirmation of reservation and link CSMS Form thru email	None	2 hours	
<b>TOTAL</b>		<b>NONE</b>	<b>1 day, 1 hour</b>	

## 2. Provision of Resource Person to DSWD Intermediaries and Stakeholders

Processing of requests for resource persons to capacitate intermediaries and stakeholders with the needed knowledge and skills to effectively implement social welfare and development and social protection programs and services that are responsive to the needs of different sectoral groups in the community.

<b>Office or Division:</b>	FO XI – Capability Building Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizen			
<b>Who may avail:</b>	DSWD intermediaries (local government units, non-government organizations, peoples' organizations, civil society organizations, academe) and stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo of Request		Requesting party		
2. DSWD Intellectual Property Agreement		DSWD Field Office Capacity Building Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter to DSWD	1.1 Receive, check and log request letter and forward to the Office of the Regional Director (ORD)	None	1 hour	<i>Administrative Staff</i> (Records Section)
	1.2 Receive the request letter and endorse to the Regional Director	None	1 hour	<i>Administrative Staff/Regional Executive Assistant</i> ORD
	1.3 Review and provide instructions and endorse to Protective Services Division (PSD)	None	6 hours	<i>Regional Director</i> Field Office XI
	1.4 Review and provide instructions and endorse to Capability Building Section (CBS)	None	3 hours	<i>Chief/Head</i> PSD

	1.1 Receive the request letter	None	1 hour	<i>Administrative Staff</i> CBS
	1.6 Review and assess the request	None	2 hours	<i>Section Head</i> CBS
	1.7 Identify resource person per database/list of CGS/program focal/SWD L-Net	None	2 hours	<i>Technical Staff</i> CBS
	1.1 Coordinate with the head of the CGS/program focal or SWD L-Net member to inform and check availability	None	2 hours	<i>Technical Staff</i> CBS
	1.2 Prepare confirmation letter (to include name and details of identified resource person) and Regional Special Order	None	3 hours	<i>Technical Staff</i> CBS
	1.10. Forward confirmation letter and draft RSO to PSD Chief for review and initials	None	1 hour	<i>Administrative Staff</i> CBS
	1.11 Review and sign confirmation letter and draft RSO and endorse to ORD	None	3 hours	<i>Chief</i> PSD
	1.12. Review and sign the confirmation letter and RSO	None	6 hours	<i>Regional Director</i>

	1.13 Return to CBS	None	1 hour	<i>Administrative Staff</i> ORD
	1.14. Receive signed confirmation letter and RSO. Attach the Intellectual Property Agreement (IPA) as well as the Customer Satisfaction Measurement Survey (CSMS) Form	None	1 hour	<i>Administrative Staff</i> CBS
	1.15. Send out to the requestor the documents thru email and to Records Section for numbering (RSO) and sending out (confirmation letter, IPA and CSMS) to mail	None	1 hour	<i>Administrative Staff</i> CBS
	1.16. Encode details of the request to a database	None	1 hour	<i>Administrative Staff</i> CBS
	1.17. Coordinate with requestor to set a pre-activity meeting with the identified RP and requestor	None	3 hours	<i>Technical staff</i> CBS
2. Fill out the DSWD Intellectual Property Agreement and Client Satisfaction Measurement Survey	2.1 Ask the client to fill-out the DSWD Intellectual Property Agreement and administer the Client Satisfaction	None	1 hour	



	Measurement Survey			
	<b>TOTAL</b>	<b>NONE</b>	<b>4 days, 7 hours</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Fill out Customer Satisfaction Measurement Survey form sent by the Field Office. You may also send your concerns to the concerned Field Office or &lt;<a href="mailto:cbs.fo11@dswd.gov.ph">cbs.fo11@dswd.gov.ph</a>&gt;</p> <p>Contact info: Field Office XI – (082) 227 1964 local 1127</p>
How feedback forms are processed	<p>Weekly client feedback forms are reviewed by the Field Office staff-in-charge and feedback received are relayed and discussed with Field Office staff during staff meetings.</p> <p>Feedback requiring answers are communicated with concerned Field Office staff and they are required to respond within three (3) days upon receipt of feedback.</p> <p>The answer is relayed to the concerned customer.</p> <p>For inquiries and follow-ups, the customer may call the concerned Field Office.</p>
How to file a complaint	<p>Feedback and complaints undergo the same process.</p> <p>Complaints can also be filed via telephone. Please include the following information: -Name of person/office being complained -Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how) -Evidence</p> <p><i>Same contact numbers</i></p>
How complaints are processed	Feedback and complaints undergo the same process.
Contact information of ARTA, PCC, CCB	<p>CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines 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></p>

## List of Offices

Office	Address	Contact Information
Protective Services Division	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	Chief, Protective Services Division (082) 227-1964 loc. 1123
		Section Head CBS (082) 227-1964 local 1127
		Section Head CBSS (082) 227-1964 local 1123
		Section Head Crisis Intervention Section (082) 227-1964 loc. 1132, 1133
		Program Head Supplementary Feeding Program (SFP) (082) 227-1964 local 1128
		Program Head Social Pension Program (082) 227-1964 local 1143
	Ayala Riverbank Brgy. Apokon, Tagum City	Center Head Angel's Haven 09165237014
	Visayan Village Tagum City	Center Head Home for the Aged (084) 216-0738
	Barangay Maa Davao City	Center Head Home for Girls and Women (082) 244-0576
	Friendship Road J.P Laurel Ave., Bajada, Davao City	Center Head Reception & Study Center for Children (082) 222-2873
	Bago Oshiro Davao City	Center Head Regional Rehabilitation Center for the Youth (RRCY) (082) 293-0306