



# **DSWD**

**Department of Social Welfare and Development**

**Field Office 11 - Davao Region**

**ADMINISTRATIVE DIVISION**

**CITIZEN'S CHARTER**

**2024 (1<sup>ST</sup> Edition)**

## **I. Mandate:**

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

## **II. Vision:**

An empowered society where the poor, vulnerable, and disadvantaged sectors have immediate and equitable access to opportunities for an improved quality of life.

## **III. Mission:**

As the authority in the Social Welfare and Development sector, the DSWD develops, implements, enables, and coordinates SWD 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.

## **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.

## CONTENTS:

<b>I. Mandate</b> .....	2
<b>II. Vision</b> .....	2
<b>III. Mission</b> .....	2
<b>IV. Service Pledge</b> .....	2
<b>Quality Policy</b> .....	3

## FRONTLINE SERVICES

### ADMINISTRATIVE DIVISION

1 Issuance of Gate Pass for Properties for Repair/Replacement/ Transfer/ Disposal/Other Modes of Disposition .....	9
2 Issuance of Property Clearance for Separated Official and Employees .....	14
3 Receiving Request for Information .....	20

## NON-FRONTLINE SERVICES

### ADMINISTRATIVE DIVISION

1 Facilitation of Request for Relief from Property Accountability from Commission on Audit .....	432
2 Facilitation of Request for Replacement/Reimbursement of Lost, Damaged or Destroyed Properties .....	438
3 Issuance of Sticker Pass .....	442
4 Procurement under Agency to Agency .....	445
5 Procurement under Direct Contracting .....	450
6 Procurement under Emergency Cases .....	457
7 Procurement under Lease of Real Property and Venue .....	465
8 Procurement Under Repeat Order .....	473
9 Procurement under Shopping under Section 52.1 (B) .....	478
10 Procurement under Small Value Procurement .....	485
11 Procurement Under Two Failed Biddings under Section 53.1 .....	493
12 Provision of Technical Assistance on Property and Supply Management .....	501
13 Re-issuance of Equipment and Semi-Expendable Supplies .....	504
14 Recording, Documentation and Issuance of Expendable or Consumable Supplies .....	507
15 Recording, Documentation and Issuance of PPE and Semi- Expendable Properties .....	510
16 Request for Air Transport Service .....	515
17 Request for Technical Assistance Relative to Building and Grounds Management .....	519
18 Request for the Use of DSWD Conference Rooms .....	524

19	Request for Use and Monitoring of Vehicle .....	527
20	Surrender / Turnover of Property and Cancellation of Property Accountability .....	531
21	Transfer of Property Accountability .....	535

**List of Offices.....**

# ADMINISTRATIVE DIVISION (AD)

## **FRONTLINE SERVICES**

## 1. Issuance of Gate Pass for Properties for Repair/ Replacement/Transfer/ Disposal/Other Modes of Disposition

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

<b>Office or Division:</b>	DSWD Field Office XI - AS - Property and Supply Section (PSS)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G - Government to Government G2B - Government to Business Entities	
<b>Who may avail:</b>	Property and Supply Custodian	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ol style="list-style-type: none"> <li>Three (3) original copies of duly accomplished Gate Pass</li> <li>Property/ies to be brought outside the DSWD premises.</li> </ol>	<ol style="list-style-type: none"> <li>To be prepared by the concerned Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS)</li> <li>To be prepared by the DPSC of concerned Office without any prescribed format</li> </ol>
	<p><b><u>In the absence of the authorized signatory secure any of the following:</u></b></p> <ol style="list-style-type: none"> <li>Signed by the personnel authorized to sign on behalf of the authorized signatory – with attached one (1) photocopy of Special Order (SO) for order of succession.</li> <li>Digitally signed using the PNPKI registered digital signature.</li> </ol>	<ol style="list-style-type: none"> <li>Records and Archives Management Section (RAMS)</li> <li>Digital signature of:           <ul style="list-style-type: none"> <li>Authorized signatory or;</li> <li>Authorized representative with attached 1 photocopy of SO for order of succession.</li> </ul> </li> <li>From the:           <ul style="list-style-type: none"> <li>Authorized signatory or;</li> </ul> </li> </ol>

<p>3. Printed copy of email using the official DSWD email account allowing the property to be brought outside DSWD premises.</p> <p><b><u>Properties for repair/replacement attach:</u></b></p> <ol style="list-style-type: none"> <li>1. 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter.</li> <li>2. 1 photocopy of Technical Assistance Report</li> <li>3. 1 photocopy of approved Purchase Order (PO) or Purchase Request (PR)</li> <li>4. 1 photocopy of PAR/ICS if property is under warranty.</li> <li>5. 1 photocopy of government issued ID and company ID of client or representative.</li> </ol> <p><b><u>For loaned properties to be returned to supplier attach:</u></b></p> <ol style="list-style-type: none"> <li>1. 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter.</li> <li>2. Personal Property Item Pass Slip (PPIPS) and/or delivery or acknowledgement receipt</li> </ol>	<ul style="list-style-type: none"> <li>• Authorized representative with attached 1 photocopy of SO for Order of succession.</li> </ul> <ol style="list-style-type: none"> <li>1. Issued by the supplier/contractor.</li> <li>2. From concerned DSWD Office (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSD/GSS; Maintenance Equipment – BGMD/GSS)</li> <li>3. Procurement Management Service (PMS)</li> <li>4. From the accountable personnel</li> <li>5. From supplier or representative</li> </ol> <ol style="list-style-type: none"> <li>1. Issued by the supplier/contractor.</li> <li>2. Issued by the Security Personnel upon entry of the property, from supplier or contractor.</li> <li>3. From supplier or representative</li> </ol>
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3. 1 photocopy of government issued ID and company ID of client or representative.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User request and submit accomplished Gate Pass.	1.1 Property personnel shall receive, and review submitted duly accomplished gate passes and attachments vis-à-vis property presented.	None	3 Minutes	Administrative Assistant II <i>Property and Supply Section (PSS)</i>
	1.2 The property personnel shall review if the Gate Pass is complete and with attachments (PPIP and other supporting documents)  <b>1.2.1 Complete/ Duly Accomplished:</b>  Update PREMIS through scanning the barcode of the Gate Pass to record the time of receipt of request and endorse the same to the Heads of Property Office for approval.  <b>1.2.2 Incomplete/ with discrepancy:</b>  Return the Gate Pass to the requestor/ DPSC for proper accomplishment.	None	5 Minutes	Administrative Assistant II <i>Property and Supply Section (PSS)</i>

	1.3 The Head Property Office shall approve the Gate Pass (from 8:00 A.M. to 4:00 P.M.)	None	2 Minutes	Planning Officer III <i>Property and Supply Section (PSS)</i>
	1.4 The property personnel shall scan the Gate Pass barcode to record the time of approval.	None	2 Minutes	Administrative Assistant I <i>Property and Supply Section (PSS)</i>
	1.5. The property staff shall provide the customer feedback form to the requesting party for the service provided.  1.5.1 Forward copy of the approved Gate Pass to:  a. Original copy – Security Guard  b. Duplicate copy – Person who shall bring the equipment out of DSWD premises to present to Security Guard On-Duty/ Property Officer  c. Triplicate – Property Office copy.	None	5 Minutes	Administrative Assistant II <i>Property and Supply Section (PSS)</i>
2. Present property together with the duplicate copy of the	2.1 Review the presented property vis-à-vis the duplicate copy of the approved Gate Pass	None	15 Minutes	Administrative Assistant II <i>Property and Supply Section (PSS)</i>

<p>approved Gate Pass to the security guard</p>	<p><b>With discrepancy</b> Return gate pass to the person who shall take the equipment out of DSWD premises and instruct the latter to secure a new gate pass reflecting the correct details of the property to be brought outside DSWD premises.</p> <p><b>Without discrepancy</b> Security Guard On-Duty shall sign the original and duplicate copy of the gate pass, return the signed duplicate copy to the client.</p> <p>2.2 Scan the barcode of the Gate Pass to record the time when the property was brought outside the DSWD in PREMIS.</p>			
	<p>2.3 Surrender the original copy of the gate pass to the Property, Supply, and Asset Management Division (PSAMD)/Property</p>	<p>None</p>	<p>5 Minutes</p>	<p>Administrative Officer II <i>Property and Supply Section (PSS)</i></p>

	and Supply Section (PSS). The Security Guard shall return the copy of the gate pass upon return of the equipment brought outside the DSWD premises for monitoring purposes.			
	2.4 File gate pass for safekeeping and future reference.	None	6 Minutes	Administrative Assistant I <i>Property and Supply Section (PSS)</i>
	<b>TOTAL</b>	<b>NONE</b>	<b>43 Minutes</b>	

## 2. Issuance of Property Clearance for Separated Official and Employees

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

<b>Office or Division:</b>	DSWD Field Office XI – AD - Property and Supply Section (PSS)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Employees who are: <ol style="list-style-type: none"> <li>a. Resigned</li> <li>b. Transferred to other Government Offices</li> <li>c. Non-renewal of Contract</li> <li>d. Terminated</li> <li>e. Retired</li> </ol>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. <u>Without Property Accountability</u></b>		<b>A. <u>Without Property Accountability</u></b>

1. Three (3) original copies of Clearance Form
2. And/or duly approved request for transfer / resignation / retirement

**B. With Property Accountability**

1. Three (3) original copies of Clearance Form
2. One (1) Original Copy of Duly Accomplished Furniture and Equipment Transfer Slip (FETS) to transfer/turnover of property accountabilities.
3. Duly signed PAR/ICS for transferred property accountability.

**In Case of Lost:**

1. With request for relief from property accountability due to loss - one (1) copy of COA decision
2. With request for replacement / reimbursement of lost property - One (1) photocopy of request for replacement approved by the Undersecretary for General Administration and Support Services Group (GASSG)

1. Personnel Administration Section with prescribed format
2. From Client

**B. With Property Accountability**

1. Personnel Administration Section (PAS) with prescribed format
2. To be prepared by the Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS)
3. Submitted by the personnel applying for property clearance with signature of the new end user.

**In Case of Lost:**

1. DSWD Commission on Audit without prescribed format
2. Property and Supply Section (PSS) without prescribed format

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit three original copies of the clearance form issued by the Personnel Administration Division (PAD)/ Personnel Administration Section (PAS) and/or duly approved request for transfer / resignation / retirement 2 months	1.1 Receive Three original copies of clearance issued PAD/PAS and/or duly approved request for transfer / resignation / retirement and review the attached documents from 8	None	15 Minutes	Administrative Assistant II <i>Property and Supply Section (PSS)</i>

before the effectivity of retirement, 30 days of resignation or transfer from 8 AM to 5 PM, Mondays to Fridays except holidays	AM to 5 PM, Mondays to Fridays except holidays.			
	1.2 Review and validate recorded property accountability/ies on file using the Property Records and Equipment Monitoring Inventory System (PREMIS) and the individual folder of personnel if canceled.	None	1 Day	Administrative Aide IV <i>Property and Supply Section (PSS)</i>
	<b>1.3 If No Accountability/ies</b> The property personnel shall record the date of effectivity of retirement / resignation / transfer/detail of separation/date of issuance of property clearance in PREMIS and process clearance by affixing initial and forward to the Head of Property for approval.	None	1 Day	Administrative Aide IV <i>Property and Supply Section (PSS)</i>

	<b>With Accountability/ies</b> Inform the former Office of the applicant through a Memorandum on the remaining accountability/ies to process its cancellation and/or request submission of other requirements/ proof of canceled Property Accountability.			
2. Submit documents and other requirements as proof of canceled property accountability and accomplish Client Satisfaction Measurement Form	2.1 The property personnel shall receive and review/validate the submitted documents and other requirements as proof of canceled property accountability.	None	4 Hours	Administrative Aide IV <i>Property and Supply Section (PSS)</i>
	2.2 Check the "cleared" box and affix the signature in the clearance form.	None	10 Minutes	Planning Officer III <i>Property and Supply Section (PSS)</i>
	2.3 The property personnel shall scan signed clearance form, record in clearance logbook/ monitoring sheet, forward to the next office concerned and	None	15 Minutes	Administrative Assistant I <i>Property and Supply Section (PSS)</i>

	administer the Client Satisfaction Measurement Form (either online or paper-based)			
	2.4 Upload scanned signed clearance in PREMIS.	None	15 Minutes	Administrative Assistant I <i>Property and Supply Section (PSS)</i>
	<b>TOTAL</b>	<b>NONE</b>	<b>2 Days, 4 Hours, 55 Minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	For feedback, the applicant may call (082) 227-1964 local 1115 or email to <a href="mailto:property.fo11@dswd.gov.ph">property.fo11@dswd.gov.ph</a>
How feedback is processed	The applicant's feedback shall be tracked and acknowledged by the Property and Supply Section.  The feedback will be responded to by the Property and Supply Section in writing through mail or email and must be acknowledged by the sender.
How to file a complaint	For complaints, the applicant may call (082) 227-1964 local 1115 or email to <a href="mailto:property.fo11@dswd.gov.ph">property.fo11@dswd.gov.ph</a>
How complaints are processed	The applicant's complaints shall be tracked and acknowledged by the Property and Supply Section.  The complaints will be responded to by the Property and Supply Section in writing through mail or email and must be acknowledged by the sender.
Contact Information of CCB, PACe, ARTA	<b>Anti Red Tape Authority (ARTA)</b> complaints@arta.gov.ph or call at 8478-5091 or 8478-5093.  <b>Presidential Action Center (PACe)</b>



	<p>pace@op.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182 Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p><b>Contact Center ng Bayan (CCB)</b> email@contactcenterngbayan.gov.ph 0908-881-6565</p>
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### 3. Receiving Request for Information

To provide the process in dealing with requests for information involving transactions, general operations, thrusts, and programs of the Department involving public interest subject to the procedures and limitations pursuant to Executive Order No. 02 dated 23 July 2016 on Freedom of Information (FOI), entitled Operationalizing in the Executive Branch the People's Constitutional Right to Information and the State Policies to Full Public Disclosure and Transparency in the Public Service and Providing Guidelines Therefor.

<b>Office or Division:</b>	DSWD Field Office XI - Administrative Division - Records and Archives Management Section,	
<b>Classification:</b>	Covered by special law (Executive Order No. 02, s. of 2016)	
<b>Type of Transaction:</b>	G2C – Government to Citizens	
<b>Who may avail:</b>	Individuals with Filipino Citizenship	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Standard Request (through FOI Request Form)</b>  1. Must Accomplish FOI Request Form 1.1 State your complete name, contact information, and the purpose of your request. 1.2. Attach one (1) photocopy of a government issued I.D or valid school I.D (for registered students) (front and back) with a photo		The requesting party may visit: <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2017-009.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2017-009.pdf</a> for the FOI Request Form  or  Secure the FOI Request Form in the Office of the FOI Receiving Officer / FO FOI Focal
<b>Online Requests (through eFOI portal)</b>  1. Visit the eFOI website 1.1 Choose the <u>Make a Request</u> icon 1.2 Select <u>Department of Social Welfare and Development</u> 1.3 Click on <u>Write My Request</u> 1.4 Ensure all the mandatory fields are filled out 1.5 Attach one (1) photocopy of a government-issued I.D. or valid school I.D. (for registered students) (front and back) with a photo. 1.6 Create an account		The requesting party may visit the FOI website to place their request: <a href="https://www.foi.gov.ph/">https://www.foi.gov.ph/</a>

<p><b>If unable to make a written request, because of illiteracy or disability.</b></p> <p>1. Visit DSWD Field Office XI or contact directly at (082) 227-1964 for inquiries.</p>	<p>The requesting party may visit DSWD Field Office XI</p>
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**For Requests through the eFOI Portal**

CLIENT STEP/S	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit a request for information via the eFOI Portal</p>	<p>1.1 Receive and review the completeness of the request and the correctness of supporting documents.</p> <p>1.1.1 Check if the details provided in the eFOI are complete with attached one (1) copy of any government issued I.D or school I.D (for registered students) with a photo.</p> <p>1.1.2 Check if the FOI Request reasonably describes the information requested and the reason, or purpose of the request.</p> <p><b>If incomplete and with clarification</b>, notify the requesting party through an e-mail or reply in the eFOI Portal and wait for the requesting party's response.</p> <p><b>If a response is not received within 60 calendar days</b>, the system will automatically close the request.</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Division Chief Administrative Service- Records and Archives Management Division</i></p>

	<p>1.2 Conduct an initial assessment and determine whether to deny or accept the FOI Request</p> <p>1.1.1 Outright deny if the request is found to be:</p> <ul style="list-style-type: none"> <li>a. Available online</li> <li>b. Substantially similar or identical to the previous request; and</li> <li>c. Information not maintained by the Department but is available in other Government Agencies, the same shall be forwarded to the identified Agency using the “referral” option in the eFOI portal;</li> </ul> <p>1.1.2 Send a reply message via eFOI portal indicating the reason for full denial to the requesting party.</p> <p>1.1.3 Attach a link to the Client Satisfaction Measurement Form</p>	None	2 Hours (end of process)	<i>Division Chief</i> Administrative Service- Records and Archives Management Division
	<p>1.2 Accept if the request is accurate and complete.</p> <p>1.2.1 Once accepted, an automated email notification will be sent to the FOI registered email account of the CO FOI Decision Maker</p>	None	1 Hour and 45 Minutes	<i>Division Chief</i> Administrative Service- Records and Archives Management Division
	<p>1.3 Update status in the ISO-registered FOI Monitoring Tool</p>	None	15 Minutes	<i>Division Chief</i> Administrative Service- Records and Archives Management Division

	1.4 Receive notification from FRO through email and Open the eFOI Portal	None	5 Minutes	<i>Division Chief</i> Administrative Service- Records and Archives Management Division
	<p>1.5 Determine if the request is simple or complex.</p> <p><b>If simple</b>, draft a reply letter addressed to the client. Send the reply to the client by uploading it to the eFOI Portal.</p> <p><b>If complex</b>, conduct research.</p> <p>1.5.1. Coordinate with concerned OBSU/s.</p> <p>1.5.2 Prepare a letter of reply to the client.</p> <p>1.5.3 Upload in the eFOI the letter reply to the client.</p>	None	7 Hours and 55 Minutes	<i>Division Chief</i> Administrative Service- Records and Archives Management Division
	1.6 Print the screenshots of the request	None	15 Minutes	<i>Division Chief</i> Administrative Service- Records and Archives Management Division
	1.7 Prepare a memorandum to the concerned OBSU/s	None	2 Hours	<i>Division Chief</i> Administrative Service- Records and Archives Management Division
	1.8 Endorse the draft memorandum to the Office of the Director (OD) through email and hard copy	None	15 Minutes	<i>Division Chief</i> Administrative Service- Records and Archives Management Division
	1.9 Review the printed draft memorandum and	None	3 Hours and 20 Minutes	<i>Division Chief</i>

	<p>recommend its approval to the FDM</p> <p><b>If documents are found to be in order</b>, refer to step 10.</p> <p><b>If the documents need revisions</b>, the OD staff will send back the drafts with comments to FDM Process focal for enhancement.</p>			Administrative Service- Records and Archives Management Division
	1.10. Revise the draft memorandum and incorporate the comments.	None	15 Minutes	<i>Division Chief</i> Administrative Service- Records and Archives Management Division
	1.11. Re-submit to the OD staff the printed copy of the revised memorandum	None	10 Minutes	<i>Division Chief</i> Administrative Service- Records and Archives Management Division
	1.12 Forward the draft memorandum to the FDM for approval.	None	30 Minutes	<i>Division Chief</i> Administrative Service- Records and Archives Management Division
	<p>1.13 FDM shall review the printed draft memorandum.</p> <p><b>If the draft memorandum is found to be in order</b>, FDM shall approve it.</p> <p><b>If the draft memorandum needs revision</b>, FDM will send back to OD staff the documents with comments.</p> <p>1.13.1 OD Staff shall return to the LS FOI Focal,</p>	None	35 Minutes	<i>Division Chief</i> Administrative Service- Records and Archives Management Division Management Division

	the documents for revision. Then proceed to step 8			
	1.14 Sign the memorandum to the OBSU	None	7 Minutes	<i>Division Chief</i> Administrative Service- Records and Archives Management Division
	1.15 Record, scan and send the signed memorandum to the concerned OBSU/s to notify them.	None	20 Minutes	<i>Division Chief</i> Administrative Service- Records and Archives Management Division
	1.16 Send the hard copy of the signed memorandum to the concerned OBSU/s	None	30 Minutes	<i>Division Chief</i> Administrative Service- Records and Archives Management Division
	1.17 Receive the referral through a memorandum from the FOI Decision Maker	None	15 Minutes	<i>Section Head</i> Records and Archives Management Section
	1.18. Retrieval of the requested data:  1.18.1 If the Office/s concern does not maintain the requested information, they must inform the FRO, in writing within 2 working days upon receipt of the referral from the FDM. <i>Proceed to step 20</i>	None	2 working days	<i>Section Head</i> Records and Archives Management Section
	1.19 For standard requests, transmit such information to the FRO within 10 working days upon receipt of endorsement from FDM.  1.19.1 For complex requests or those requests that require an extensive	None	(18.2) Standard Request: 8 working days, 7 hours, and 25 mins.  (18.3) Complex Requests:	<i>Section Head</i> Records and Archives Management Section

	search of office records, the concerned office/s may write a request for an extension of time to respond to FRO for not more than 10 working days.		19 days, 7 hours, and 5 mins.	
	1.20 Forward to the FOI Receiving Officer the requested data.	None	1 hour and 20 minutes	<i>Section Head</i> Records and Archives Management Section
	1.21 Receive response from the CO/FO OBSD/s holding the information	None	15 minutes	<i>Division Chief</i> Administrative Service- Records and Archives Management Division
	1.22 The FRO Process Focal shall collate and ensure that the information is complete.  <b>If found to be incomplete</b> , return the same to the concerned office/s for compliance.	None	1 hour	<i>Division Chief</i> Administrative Service- Records and Archives Management Division
	1.23 If found to be complete, prepare a letter endorsing the data/ information to the Requesting Party through a formal letter with the attached ISO-registered FOI Customer Feedback Form.	None	5 hours	<i>Division Chief</i> Administrative Service- Records and Archives Management Division
	1.24 Sign the letter endorsing the data/ information to the Requesting Party through a formal letter with the attached ISO-registered FOI Customer Feedback Form.	None	40 minutes	<i>Division Chief</i> Administrative Service- Records and Archives Management Division
	1.25 Transmit the approved information to	None	1 hour and 30 minutes	<i>Division Chief</i>



	the requesting party, through: a. electronic mail; or b. courier service			Administrative Service- Records and Archives Management Division
	1.26 Update the status of the request in the FOI Monitoring Tool and file a copy of the endorsement letter to the requesting party	None	30 minutes	<i>Division Chief</i> Administrative Service- Records and Archives Management Division
	<b>TOTAL:</b>	<b>None</b>	Standard Request - <b>12 Working days and 38 Minutes</b>  Complex Request - <b>23 Working days and 19 Minutes</b>  <b>(covered by EO 02 s2016)</b>	

**For Standard Request through FOI Request Form**

<b>CLIENT STEP/S</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a request for information via the Manual Request (FOI Form)	1. Review the completeness of the request and supporting document. If the details provided in the FOI Request Form are complete with attached one (1) copy of any government issued I.D or school I.D (for registered students) with a photo If the FOI Request reasonably describes the information requested and the reason, or purpose of the request.	None	1 hour	<i>Section Head</i> Records and Archives Management Section

	<p><b>If incomplete and with clarification</b>, return the FOI Form to the requesting party for compliance. Or notify the requesting party through an email if the request was received digitally and wait for the requesting party's response. If a response is not received within 60 calendar days, the request is deemed closed.</p>			
	<p>1.2. Conduct an initial assessment and determine whether to deny or accept the FOI Request</p> <p>1.2.1 Outright denial if the request is found to be:</p> <ul style="list-style-type: none"> <li>a. Available online</li> <li>b. Substantially similar or identical to the previous request; and</li> <li>c. Information not maintained by the Department.</li> </ul> <p>1.2.2 Draft a reply letter to the requesting party indicating the reason for full denial signed by FRO / Regional Director</p> <p>1.2.3 Transmit the reply letter with the attached Client Satisfaction Measurement Form to the requesting party, through:</p> <ul style="list-style-type: none"> <li>a. electronic mail; or</li> <li>b. courier service</li> </ul>	None	5 hours (end of process)	<i>Section Head</i> Records and Archives Management Section

	1.3. Accept if the request is accurate and complete.	None	45 minutes	Section Head Records and Archives Management Section
	1.4 Draft a letter endorsing the request to the FOI Decision Maker (FDM) / FO FOI Focal for evaluation.	None	2 hours	Section Head Records and Archives Management Section
	1.5. Sign the prepared memorandum	None	1 hour	Section Head Records and Archives Management Section
	1.6. Transmit the memorandum endorsing the FOI request to FDM / FO FOI Focal	None	30 minutes	Section Head Records and Archives Management Section
	1.7. Update status in the ISO-registered FOI Monitoring Tool	None	15 minutes	Section Head Records and Archives Management Section
	1.8. Receive the endorsement letter from FRO / FO FOI Focal	None	2 days, 1 hour and 45 minutes	Section Head Records and Archives Management Section
	1.9. Determine if the request is simple or complex. <b>If simple</b> , draft a reply letter addressed to the client. Send the reply to the client by email. <b>If complex</b> , conduct research. 1.9.1 Coordinate with concerned ODSU	None	(8.1) 10 minutes  (8.2) 7 hours and 10 minutes	Section Head Records and Archives Management Section

	1.10 Prepare a memorandum to the concerned ODSU/s	None	2 hours	<i>Section Head</i> Records and Archives Management Section
	1.11. Send an email to the FO FOI Focal attaching the draft memorandum, screenshots, and reply to the client for review	None	15 minutes	<i>Section Head</i> Records and Archives Management Section
	1.12. Print the draft memorandum to ODSU/s and forward to the FO FOI Focal to respond to FRO not more than 10 working days.	None	10 minutes	<i>Section Head</i> Records and Archives Management Section
	1.13. Review the printed draft memorandum and recommend its approval to the FDM / FO FOI Focal / FO ORD <b>If documents are found to be in order</b> , refer to step 10. <b>If the documents need revisions</b> , the ORD personnel will send back the drafts with comments to the FDM Process focal for enhancement.	None	1 hour	<i>Section Head</i> Records and Archives Management Section
	1.14. Revise the draft memorandum and incorporate the comments.	None	15 minutes	<i>Section Head</i> Records and Archives Management Section
	1.15. Re-submit to the FDM / FO FOI Focal personnel the printed copy of the revised memorandum	None	15 minutes	<i>Section Head</i> Records and Archives Management Section

	1.16. Forward the draft memorandum to the FDM / FO FOI Focal for approval.	None	30 minutes	<i>Section Head</i> Records and Archives Management Section
	1.16. FDM / FO FOI Focal will review the printed draft memorandum. <b>If the draft memorandum is found to be in order,</b> FDM shall approve it. <b>If the draft memorandum needs revision,</b> FDM / FO FOI Focal will send back to ORD personnel the documents with comments. 1.16.1 ORD personnel shall return to the LU / FO FOI Focal, the documents for revision. Then proceed to step 13	None	30 minutes  20 minutes  15 minutes	<i>Section Head</i> Records and Archives Management Section  <i>Attorney/ FOI Decision Maker</i> Legal Unit
	1.17. Sign the memorandum to the concerned ODSU/s	None	2 minutes	<i>Section Head</i> Records and Archives Management Section
	1.18. Record, scan, and send the signed memorandum to the concerned ODSU/s through email to notify them.	None	20 minutes	<i>Section Head</i> Records and Archives Management Section
	1.19. Send the hard copy of the signed memorandum to the concerned ODSU/s	None	30 minutes	<i>Section Head</i> Records and Archives Management Section
	1.20. Receive the referral through a memorandum from the FDM / FO FOI Focal	None	15 minutes	<i>Section Head</i> Records and Archives Management Section

	<p>1.21. Retrieval of the requested data:  <b>If the Office/s concerned does not maintain the requested information,</b> they must inform the FRO/FO FOI Focal, in writing within 2 working days upon receipt of the referral from the FDM/FO FOI Focal. <i>Proceed to step 23</i></p>	None	(21.1) 2 working days	<i>Section Head</i> Records and Archives Management Section
	<p><b>For standard requests,</b> transmit such information to the FRO / FO FOI Focal within 10 working days upon receipt of endorsement from the FDM / FO FOI Focal.  <b>For complex requests or those requests that require an extensive search of office records,</b> the concerned office/s may write a request for an extension of time to respond to FRO / FO FOI Focal for not more than 10 working days.</p>	None	(21.2) Standard Request: 8 working days, 7 hrs., and 25 mins.  (21.3) Complex Requests: 19 working days, 7 hrs., and 5 mins.	<i>Section Head</i> Records and Archives Management Section
	1.22. Forward to the FRO / FO FOI Focal the requested data.	None	1 hr. and 20 minutes	<i>Section Head</i> Records and Archives Management Section
	1.23. Receive a response from the OSU/s holding the information	None	15 minutes	<i>Section Head</i> Records and Archives Management Section
	1.24. The FRO Process Focal / FO FOI Focal shall	None	1 hour and 15 minutes	<i>Section Head</i> Records and Archives

	collate and ensure that the information is complete. <b>If found to be incomplete,</b> return the same to the concerned office/s for compliance.			Management Section
	<b>If found to be complete,</b> prepare a letter endorsing the data/information to the Requesting Party through a formal letter with the attached FOI Customer Feedback Form.	None	5 hours	<i>Section Head</i> Records and Archives Management Section
	1.26. Sign the letter endorsing the data/information to the Requesting Party through a formal letter with an attached FOI Customer Feedback Form.	None	40 minutes	<i>Section Head</i> Records and Archives Management Section
	1.27. Transmit the approved information to the requesting party, through: a. electronic mail; or b. courier service	None	1 hour	<i>Section Head</i> Records and Archives Management Section
	1.28. Update the status in the FOI Monitoring Tool and file a copy of the endorsement letter to the requesting part.	None	30 minutes	<i>Section Head</i> Records and Archives Management Section
	<b>TOTAL:</b>	<b>None</b>	<b>Standard Request - 12 working days and 50 minutes</b>  <b>Complex Request - 23 working days and 49 minutes</b>  <b>(Covered by EO 02 s2016)</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	For feedback, the applicant may call (082) 227-1964 local 1134 or email to <a href="mailto:fo11@dswd.gov.ph">fo11@dswd.gov.ph</a>
How feedback is processed	<p>The applicant's feedback shall be tracked and acknowledged by the Records and Archives Management Section.</p> <p>The feedback will be responded to by the Records and Archives Management Section in writing through mail or email and must be acknowledged by the sender.</p>
How to file a complaint	For complaints, the applicant may call (082) 227-1964 local 1134 or email to <a href="mailto:fo11@dswd.gov.ph">fo11@dswd.gov.ph</a>
How complaints are processed	<p>The applicant's complaints shall be tracked and acknowledged by the Records and Archives Management Section.</p> <p>The complaints will be responded to by the Records and Archives Management Section in writing through mail or email and must be acknowledged by the sender.</p>
Contact Information of CCB, PACe, ARTA	<p><b>Anti Red Tape Authority (ARTA)</b>  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            or call at 8478-5091 or 8478-5093.</p> <p><b>Presidential Action Center (PACe)</b>  <a href="mailto:pace@op.gov.ph">pace@op.gov.ph</a>            Hotline 8888 or 82498310 loc. 8175 or 8182            Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p><b>Contact Center ng Bayan (CCB)</b>  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            0908-881-6565</p>



# DISASTER RESPONSE MANAGEMENT DIVISION (DRMD)

## **FRONTLINE SERVICES**

## 1. Processing of Relief Augmentation Request

This process intends to provide a system on receiving, recording, approving and determining the requirements for request for resource augmentation to the Local Government Units (LGUs) in response to the needs of the families affected by disasters, calamities, and pandemic. Likewise, it aims to ensure that management and mobilization of food and non-food items (FNIs) are done in an effective, efficient, timely and coordinated manner.

This procedure applies to the processes to be undertaken in providing relief augmentation to the LGUs during disaster operations and other calamities and the pandemic. It covers the receipt of the Field Office/s request until the delivery or release of welfare goods. However, special requests from Legislators are not covered by this SOP. Assistance through congressional requests are considered direct assistance from the DSWD to the disaster victims subject to usual accounting and auditing rules. Further, requests for FNIs that are not disaster related are not covered in this process.

<b>Office or Division:</b>	DSWD-Field Office XI, Disaster Response Management Division			
<b>Classification:</b>	Complex			
<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>		
LGU Request, with either of the following attachments: <i>Situational Report / Disaster Incident Report and its relative attachments based on existing guidelines</i> - (1 original or 1 electronic copy)		Provided by the concerned LGU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send a request letter addressed to the Office of the Regional Director with either of the following attachments: Situational Report / Disaster Incident Report and its relative attachments based on existing guidelines.	1.1 Receive the request and logs the documents, and route LGU request to Disaster Response Management Division (DRMD) Chief	None	5 Minutes	Regional Director
	1.2 DRMD Chief shall endorse the request to Disaster	None	10 Minutes	DRMD Chief

	Response and Rehabilitation Section (DRRS) Head for review			
	<p>1.3 Conduct desk review / assessment and validation of request: review, validate, and assess the request through the Local Disaster Risk Reduction and Management Council (LDRRMC) of requesting LGUs, or through review of the following reports, if available:</p> <ul style="list-style-type: none"> <li>a. latest Disaster Response Operations Monitoring and Information Center (DROMIC) Report</li> <li>b. Rapid Damage Assessment and Needs Analysis (RDANA) Report</li> <li>c. DSWD Predictive Analytics</li> </ul> <p>If assessed to be invalid, proceed to</p>	None	2 Hours	DRRS Head

	Agency Action Step 1.9			
	1.4 Coordinate with the Regional Resource Operation Section (RROS) Head / Staff to validate availability of FNI Resources for augmentation to LGUs, and to determine other logistics requirements.	None	30 Minutes	DRRS Head
	1.5 If FNIs are not available, prepare a Request Letter for Augmentation of FNI Resources from the Office of the Undersecretary for Disaster Response Management Group (OUSDRMG), attention Disaster Response Management Bureau (DRMB).  If FNIs are available, prepare Requisition Issuance Slip (RIS) / Issuance Form (IF) (c/o RROS) and Response Letter to LGUs (c/o DRRS), and endorse to the DRMD Chief	None	1 Hour	DRRS and/or RROS Head

	<p>1.6 Division Chief shall review all documents; provide recommendation; initial pertinent documents; and endorse to the Assistant Regional Director for Operations (ARDO). If documents are not in order, return to AA #1.3.</p>	None	1 Hour	DRMD Chief
	<p>1.7 Review all documents and provide recommendations; if found in order initial RIS/IF and other pertinent documents and endorse to the Regional Director. If documents are not in order, return to AA #1.6</p>	None	1 Hour	Assistant Regional Director for Operations (ARDO)
	<p>1.8 Approval / Disapproval of RD, and route to DRMD for action.</p>	None	1 Hour	Regional Director (RD)
	<p>1.9 Send a response letter to LGUs regarding the status of their request letter. If the request is approved, finalize the schedule of delivery/hauling of goods from DSWD warehouse to LGU.</p>	None	1 Hour and 30 Minutes	DRMD Chief DRRS/RROS Head

	1.9.1 Forward RIS/IF and/or Assessment Report, and/or approved LGU Request Letter to RROS Head / Staff for release of goods			
2. Receive response from DSWD. If the request is approved, confirm / agree on the schedule of delivery / hauling of goods.	2.1 Facilitate preparation and signature of Delivery Receipt by RROS Head;	None	1 Hour	DRRS/RROS Head
	2.2 Facilitate release of goods to LGUs as per the delivery plan agreed upon by both DSWD and the requesting LGU.  2.2.1. Should there be any delays from the agreed delivery plan, notify the LGU in writing through electronic mail or short message service (SMS) on the reason and the final date of release.	None	within 5 Days, 5 Hours and 45 Minutes	DRRS/RROS Head
3. Receive requested goods through hauling or delivery and sign the receipt of RIS/IF and Delivery Receipt / Issuance Receipt.  3.1 Fill-out Client Satisfaction	3.1 Ensure signed receipts of RIS/IF and Delivery Receipt / Issuance Receipt by receiving LGU and administer Client Satisfaction Measurement Form (CSMF) upon receipt of requested goods.  3.1.1 Report on the release of FNIs thru	None	1 Hour	RROS / DRRS Head

Measurement Form (CSMF)	submission of any of the following –  * Summary Report * Feedback Report * Signed RIS * Delivery Receipts * FNI Augmentation and Delivery Report – reflecting release of goods to the DRMD Head and DROMIC			
<b>TOTAL</b>		<b>None</b>	<b>For the processing of request - 1 Day, 2 Hours, 15 Minutes</b>	
			For full delivery of the approved augmentation based on the delivery plan agreed upon by both DSWD and the requesting LGU including the processing of request, and as consistent with the EODB Law - <b>7 Days</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Accomplish the Customer Survey Form of the Section
How feedbacks are processed	Feedback, whether it pertains to requests for Family Food Packs (FFPs) or Non-Food Items (NFIs), will receive prompt attention and facilitation by the DRMD Supervisor.
How to file a complaint	Any complaint written, through a private message, text, or complaint through quad-media will be immediately addressed by the DRMD Supervisor.
How complaints are processed	<p>Upon receiving a complaint, the DRMD Supervisor will ensure swift handling within the stipulated time frame. A response will be sent to the 8888 hotline and the Internal Audit Unit for further action.</p> <p>Should any permanent or contractual staff be found in violation, the concerned Division Chief may issue a Show Cause Order. For non-permanent staff, a Letter of Explanation will be provided.</p>
Contact Information of CCB, PACe, ARTA	<p>Anti-Red Tape Authority (ARTA):            Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>;            Contact number: 8478-5099, 0969-257-7242, 0928-690-4080</p> <p>Presidential Action Center (PACe):            Email: <a href="mailto:pace@op.gov.ph">pace@op.gov.ph</a>;            Contact number: 8888 or 82498310 loc. 8175 or 8182</p> <p>Contact Center ng Bayan (CCB):            Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>;            Contact number: 0908-881-6565</p>



# FINANCIAL MANAGEMENT DIVISION- ACCOUNTING SECTION

## **FRONTLINE SERVICES**

## 1. Processing of BIR Form 2322: Certificate of Donation

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

<b>Office or Division:</b>	DSWD – Field Office XI, Financial Management Division - Accounting Section	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government	
<b>Who may avail:</b>	Donors of cash and in-kind donations or his/her authorized representative	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For walk-in clients</b>		
<b>A. Requesting of Certificate</b>		
1. Request form for Certificate of Donation (1 Original Copy)	1. Financial Management Division - Accounting Section  Schedule of request: Monday – Friday, 8:00 AM – 5:00 PM except for holidays and work suspensions	
2. Signed and Notarized Deed of Donation (1 Original Copy)	2. Requesting Party	
3. Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original Copy)	3. For Cash Donation - Cash Section of Financial Management Division  For Donations in Kind - Office/Center or Institution of the DSWD XI who received the donation	

<b>For online clients</b>	
<b>A. Requesting of Certificate</b> 1. Request form for Certificate of Donation (1 Electronic Copy)	1. Download and print the request form from <a href="https://bit.ly/3l7RCeu">https://bit.ly/3l7RCeu</a> (form is located under General Administration and Support Services Group, select DSWD-FMS-GF-002 REV 01 REQUEST FORM FOR CERTIFICATE OF DONATION)
2. Signed and Notarized Deed of Donation (1 Electronic Copy)	2. Requesting Party/Donor
3. Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Electronic Copy)	3. For Cash Donation - Cash Section of Financial Management Division  For Donations in Kind - Office/Center or Institution of the DSWD XI who received the donation
<b>B. Claiming of Certificate</b>  4. E-mail acknowledgment receipt (1 Printed Copy) <ul style="list-style-type: none"> <li>● Signed and Notarized Deed of Donation (1 Original Copy)</li> <li>● Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original Copy)</li> </ul>	4. Email from <a href="mailto:accounting.fo11@dswd.gov.ph">accounting.fo11@dswd.gov.ph</a> <ul style="list-style-type: none"> <li>● Requesting Party/Donor                 For Cash Donation - Cash Section of Financial Management Division                 For Donations in Kind - Office/Center or Institution of the DSWD XI who received the donation</li> </ul>
<b>Additional requirements if claimed by an authorized representative</b>	
<ul style="list-style-type: none"> <li>● Authorization letter for the representative (1 Printed Copy)</li> </ul>	<ul style="list-style-type: none"> <li>● Requesting Party/Donor</li> </ul>
<ul style="list-style-type: none"> <li>● Government-issued ID (1 Photocopy)</li> </ul>	<ul style="list-style-type: none"> <li>● Requesting Party/Donor and His/Her Authorized Representative</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Visit the Accounting Section to secure the request form.</p> <p>-or-</p> <p>Secure the request form by visiting the link and download the form via <a href="https://bit.ly/3l7RCeu">https://bit.ly/3l7RCeu</a></p>	<p>1. Provide the request form for a Certificate of Donation to walk-in client/s.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Section Head, Accounting Section</i></p>
<p>2. Fill out and submit the request form along with the required supporting documents to the Accounting Section.</p> <p>-or-</p> <p>Fill out and submit the scanned form along with the supporting documents and email the documents via <a href="mailto:accounting.fo11@dswd.gov.ph">accounting.fo11@dswd.gov.ph</a>.</p> <p>Note: The client shall wait for the</p>	<p>2.1 The Accounting Staff shall receive and review the completeness of the request form and supporting documents. If complete, the Accounting Staff shall provide a claim stub to walk-in clients.</p> <p>-or-</p> <p>If sent via email, the Accounting Staff shall review the documents as to completeness, acknowledge the email, and request for an original copy upon claiming.</p>	<p>None</p>	<p>6 Minutes (Walk-in/ Online)</p>	<p><i>Section Head, Accounting Section</i></p>

<p>schedule of the release of the Certification. They shall receive a NOTIFICATION via email/chat/call from the Donation Office on the schedule to claim the Certification.</p>	<p>Note: Only requests with complete requirements shall be accepted and processed. All requests with incomplete requirements shall be returned to the client.</p>			
	<p>2.2 The Accounting Staff shall record in the monitoring sheet the details of the donation and indicate on the claim stub or email acknowledgement the schedule of release of BIR Form 2322: Certificate of Donation.</p>	None	5 Minutes	Section Head, Accounting Section
	<p>2.3 The Accounting Staff shall prepare the Certificate of Donation for the Signature of the Regional Director</p>	None	6 Days, 7 Hours	Head of Office, Regional Director
	<p>2.4 The Accounting Staff shall update the status of the request for the certificate on the monitoring file.</p> <p>Note: All certificates that are ready for release shall be</p>	None	10 Minutes	Section Head, Accounting Section

	issued to the requesting party/ies			
<p>3. The donor/ authorized representative shall personally visit the Accounting Section, wait for the release of the Certification, and receive and sign the logbook for acknowledgment</p> <p><b>Note:</b> The Client shall present the following documents:</p> <ul style="list-style-type: none"> <li>a. claim stub for walk-in requests -or-</li> <li>b. printed email acknowledgment receipt together with the original copy of required documents for online requests</li> <li>c. authorization letter from the donor and photocopy of government-issued ID of the donor and his/her authorized representative, if applicable</li> </ul>	<p>3.1 The Accounting Staff shall issue the BIR Form 2322: Certificate of Donation and assist the client to sign in the logbook as a proof that the Certification has been received.</p>	None	2 Minutes	Section Head, Accounting Section
<p>4. Fill out the provided customer feedback form for the service availed</p>	<p>4.1 The Accounting staff shall administer the Client Satisfaction Measurement Form (via pen-and-paper /online) to the requesting</p>	None	2 Minutes	Section Head, Accounting Section

	party for the service provided			
	<b>TOTAL:</b>	<b>None</b>	<b>6 Days, 7 Hours, 30 Minutes</b>	

## 2. Processing of Request for Accounting Certifications for Former DSWD Employees

This covers the processing of requests of DSWD separated employees for the certifications in Accounting.

*Accounting Certifications offered:*

For Former Cost of Service (COS) workers:

- Last Cost of Services Processed;

For Former Permanent, Casual or Contractual employee:

- Last Salary Processed;
- Pag-IBIG Contributions and Remittances;
- Pag-IBIG Loan Amortization Withheld and Remittances;
- GSIS Contribution and Remittances;
- GSIS Loan Amortization Withheld and Remittances;
- Philhealth Contributions and Remittances (maximum of one year)

<b>Office or Division:</b>	DSWD-Field Office XI, Financial Management Division - Accounting Section
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government
<b>Who may avail:</b>	Former employees of the Department or his/her authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>For walk-in clients</b>	
A. <i>Requesting of Certificate</i> 1. Request form for Accounting Certification of Former DSWD Employees (1 Original Copy)	1. Accounting Section  Schedule of request: Monday – Friday, 8:00 AM – 5:00 PM except for holidays and work suspensions
2. Government-issued ID of the requesting party (1 Photocopy)	2. Requesting Party/Formal DSWD employee
B. <i>Claiming of Certificate</i>  3. Claim Stub (1 Original Copy)	3. Accounting Section
<b>For online clients</b>	
A. <i>Requesting of Certificate</i> 1. Request form for Accounting Certification of Former DSWD Employees (1 Electronic Copy)	1. Download and print the request form from <a href="https://www.dswd.gov.ph/about-us-2/citizens-charter">https://www.dswd.gov.ph/about-us-2/citizens-charter</a> (form is located under General Administration and Support Services Group, select DSWD-FMS-GF-001 REV 01 REQUEST FORM FOR ACCOUNTING CERTIFICATIONS)
2. Government-issued ID of the requesting party (1 Electronic Copy)	2. Requesting Party/Formal DSWD employee
B. <i>Claiming of Certificate</i> 3. E-mail Acknowledgement Receipt (1 Printed Copy)	3. Accounting Section
<b>Additional requirements if claimed by an authorized representative</b>	
<ul style="list-style-type: none"> <li>Authorization letter for the representative (1 Printed Copy)</li> </ul>	<ul style="list-style-type: none"> <li>Requesting Party/Formal DSWD employee</li> </ul>
<ul style="list-style-type: none"> <li>Government-issued IDs (1 Photocopy)</li> </ul>	<ul style="list-style-type: none"> <li>Requesting Party/Formal DSWD employee and His/Her Authorized Representative</li> </ul>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Visit the Accounting Section to fill out the request form.</p> <p>-or-</p> <p>Secure the request form by visiting the link or download the form via <a href="https://www.dswd.gov.ph/about-us-2/citizens-charter">https://www.dswd.gov.ph/about-us-2/citizens-charter</a></p>	<p>1.1 Provide the request form for Accounting Certification to the walk-in clients (Former DSWD Employee/s)</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Section Head Accounting Section</i></p>
<p>2. Fill out and submit the form together with the required supporting documents to Accounting Section.</p> <p>-or-</p> <p>Fill out and submit the form along with the supporting documents or email the documents via <a href="mailto:accounting.fo11@dswd.gov.ph">accounting.fo11@dswd.gov.ph</a>.</p> <p>Note: The client shall wait for the release of the Certification based on the scheduled release of the document.</p>	<p>2.1 The Accounting Staff shall receive and review/check the completeness of the request form and required supporting documents</p> <p>-or-</p> <p>The Accounting staff shall review the documents as to completeness and print the emailed scanned documents</p> <p>Note: Only requests with complete requirements shall be accepted and processed. All</p>	<p>None</p>	<p>5 Minutes (Walk-in/Online)</p>	<p><i>Section Head Accounting Section</i></p>

	requests with incomplete requirements shall be returned to the client.			
	2.2 The Accounting Staff shall record the details of the request and indicate the schedule to claim the certificate with the control number in the monitoring sheet.	None	5 Minutes	<i>Section Head Accounting Section</i>
	2.3 The accounting staff shall respond to the email for online request or issue a claim stub for the walk-in request. He/She shall also indicate the schedule of the release of Certification with reference number of the document.	None	10 Minutes	<i>Section Head Accounting Section</i>
	2.4 The Accounting Staff shall collect data from HR PAS and/or Cash Section and shall prepare the Accounting Certification for review/approval of the Regional Accountant or the Authorized Representative	None	6 Days, 45 Minutes	<i>Section Head Accounting Section</i>  <i>Section Head HR PAS Section, Section Head Cash Section, if necessary</i>
	2.5 The Accounting Staff shall update the	None	15 Minutes	<i>Section Head Accounting Section</i>

	<p>status of the request for the certificate in the monitoring file.</p> <p>Note: All certificates that are ready for release shall be issued to the requesting party/ies</p>			
<p>3. The client shall present the following to the Accounting staff-in-charge to receive the Certification:</p> <ul style="list-style-type: none"> <li>a. claim stub for walk-in requests -or-</li> <li>b. printed email acknowledgmen for online requests</li> <li>c. authorization letter from the former employee and photocopy of government-issued ID of the former employee and his/her authorized representative, if applicable.</li> </ul> <p>Then, sign the logbook for acknowledgment</p>	<p>3.1 The Accounting Staff shall issue the Certificate for Accounting Certification to the client and Assist the client in signing in the logbook as proof that the Certification has been received.</p>	None	5 Minutes	Section Head Accounting Section
<p>4. Fill out the Client Satisfaction Measurement Form</p>	<p>4. 1 The Accounting staff shall administer the Client Satisfaction Measurement Form(via pen-and-paper /online) to the</p>	None	2 Minutes	Section Head Accounting Section

	requesting party for the service provided			
	<b>TOTAL:</b>	<b>None</b>	<b>6 Days, 1 Hour, 32 Minutes</b>	

### FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and/or complaints</p>	<p>For walk-ins: Client may answer the feedback form in the office and drop it to the designated drop box;</p> <p>For online clients: Feedback form link can be accessed through <a href="https://forms.gle/6d2JB8x7H5A4ieRR6">https://forms.gle/6d2JB8x7H5A4ieRR6</a></p>
<p>How feedbacks are processed</p>	<p>The FMD Office of the Division Chief shall compile and record all feedback submitted. Feedback requiring answers shall be forwarded to the concerned section immediately from the receipt of the complaint.</p>
<p>How to file a complaint</p>	<p>Complaints may be sent to the Office of Division Chief of FMD through email at <a href="mailto:fmd.fo11@dswd.gov.ph">fmd.fo11@dswd.gov.ph</a> Tel No. (082) 227-1964</p>
<p>How complaints are processed</p>	<p>Upon receipt of the complaint, the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. The process shall follow the SOP on Client Satisfaction Measurement and Continual Improvement Procedure.</p> <p>For inquiries and follow-ups, clients may contact FMD at (082) 227-1964 local 1110 or through email: <a href="mailto:fmd.fo11@dswd.gov.ph">fmd.fo11@dswd.gov.ph</a></p>
<p>Contact Information of CCB, PACe, ARTA</p>	<p><b>Anti-Red Tape Authority (ARTA)</b>  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>        or call at 8478-5091 or 8478-5093.</p> <p><b>Presidential Action Center (PACe)</b>  <a href="mailto:pace@op.gov.ph">pace@op.gov.ph</a>        Hotline 8888 or 82498310 loc. 8175 or 8182        Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p><b>Contact Center ng Bayan (CCB)</b>  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>        0908-881-6565</p>

# **HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION (HRMDD)**

## **FRONTLINE SERVICES**

## 1. Issuance of Certificate of Employment to Separated Officials, Employees and Contract of Service Workers

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

<b>Office or Division:</b>	Personnel Administration Section (PAS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	Separated Regional Field Office XI Officials, Employees, and COS Workers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
One (1) CO Clearance Certificate		Client or if none, FILE 201 / PER 16		
One (1) Authorization Letter (if necessary)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send request through mail/e-mail or accomplish the HRMDD-PAS Request Form (write contact details, as needed) and submit to PAS <b>together with supporting documents, if any.</b>	1.1 Receive and acknowledge request for COE from the client, then forward to personnel handling COE requests (via: DRF/email)	None	10 minutes	<i>Administrative Officer IV/Section Head Personnel Administration Section</i>

<p>2. Wait for advice of the assigned PAS Focal Person</p>	<p>2.1. Upon receipt of request from the receiving clerk, the responsible personnel shall review and draft the COE based on the purpose indicated in the request following the standard template, if the COE is to be sent via courier service, prepare transmittal with information on how to return the customer feedback form</p> <p><i>Note: Use Service Card or 201 File/PER 16 or Index Card for COS Workers as reference in preparation of COE</i></p>	<p>None</p>	<p>2 Days, 4 hours (depending on the period of retrieving the files)</p>	<p><i>Administrative Officer IV        Section Head        Personnel Administration Section</i></p>
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	2.2. Authorized Certifying authority shall review/ sign/initial the COE and inform the client once the COE is ready for releasing via e-mail/SMS/call.	None	3 hours and 40 minutes  (depending on the availability of signatories)	SAO/OIC- Chief, Human Resource Management and Development Division
3. If the COE is for pick-up, proceed to PAS and get the requested document.  If the COE is to be sent via courier service, wait until the parcel is sent to a given address.	3. Provide one (1) duly signed COE to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	None	10 Minutes	Administrative Officer IV Section Head Personnel Administration Section
	<b>TOTAL:</b>	<b>None</b>	<b>3 Days</b>	

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

The CLWOP/CNLWOP is being issued to separated Officials and employees in the Regional Field Office XI (RO) who have been cleared of money, property, and legal accountabilities, which certifies that they have/do not have LWOP for a certain period.

<b>Office or Division:</b>	Personnel Administration Section (PAS)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Transacting Public

<b>Who may avail:</b>	Separated Regional Field Office XI Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
One (1) CO Clearance Certificate		Client or if none, 201 FILE		
One (1) Special Power of Attorney (If authorized representative)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form and submit to PAS. <i>(Write contact details as well for courier purposes, if needed)</i> and submit to PAS together with complete supporting documents.	1.1 Receive the complete documents submitted, and forward the request to the PAS Focal Person.	None	5 minutes	<i>Administrative Officer IV Section Head Personnel Administration Section</i>
2. Wait for advice of the assigned Focal Person	2.1 Review the documents submitted and check if the client already has an encoded ELARS <sup>1</sup> .	None	6 days, 4 hours and 35 minutes  <i>(May be shortened if</i>	<i>Administrative Officer IV Section Head Personnel Administration Section</i>

<sup>1</sup> Electronic Leave Administration and Recording System

	<p>2.1.1 If there is none, encode the ELARS.</p> <p>2.1.2 If there is an encoded ELARS, proceed to step 4.</p> <p>2.1.3 If there is an encoded and reviewed ELARS, proceed to step 6.</p> <p>2.1.4 Review/check the ELARS vis-à-vis the leave card.</p> <p>2.1.5 Reprint the corrected ELARS, if errors are found.</p> <p>2.1.6 Encode the needed details to the CLWOP/CNLWO P, print the issuance and attach the necessary documents.</p>		<p><i>there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.)</i></p>	
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	<p>2.2 The Focal Person shall forward the CLWOP/CNLWOP to the Certifying Authority for certification.</p> <p>2.2.1 The Certifying Authority shall sign the CLWOP/ CNLWOP.</p>	None	2 hours	<p><i>Administrative Officer IV</i></p> <p><i>SAO/OIC- Chief, Human Resource Management and Development Division</i></p>
3. Inform PAS of preferred method of receiving the duly-signed Certificate.	<p>3.1 Inform the client that the CLWOP/ CNLWOP is ready for releasing via email/SMS/call/ chat.</p> <p>3.1.1 Ask the client of the preferred method of receiving the duly signed CLWOP/ CNLWOP:</p> <p><i>If through courier service, proceed to step 11.</i></p> <p><i>If the CLWOP/ CNLWOP will be picked up at the office, proceed to step 12.</i></p>	None	5 minutes	<p><i>Administrative Officer IV</i></p> <p><i>Section Head</i></p> <p><i>Personnel Administration Section</i></p>
4. Wait for the arrival of the Certificate.	4.1 Outgoing Clerk or Email Custodian shall return the CLWOP/ CNLWOP	None	1 hour and 5 minutes	<p><i>Administrative Officer IV</i></p> <p><i>Section Head</i></p>

	<p>to the Focal Person.</p> <p>4.1.1 The Focal Person shall prepare the transmittal with information on how to return the CSMF. Attach the duly signed CLWOP/ CNLWOP and one (1) CSMF for accomplishment</p> <p>4.1.2 Certifying Authority shall sign the transmittal letter.</p> <p>4.1.3 Encode tracking details in the applicable document tracking system used by the office or through logs.</p> <p>4.1.5 Forward the document to the Records and Archives Management Division/Section for courier service.</p> <p><i>(The CSMF will be followed-up within 3 working days upon receipt of the document.)</i></p>			<p>Personnel Administration Section</p>
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5. If the Certificate is for pick-up, proceed to PAS and get the requested document.	5. If the CLWOP/ CNLWOP is for pick-up, provide one (1) duly signed CLWOP/CNLWOP to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.	None	10 minutes	<i>Administrative Officer IV Section Head Personnel Administration Section</i>
<b>TOTAL:</b>		<b>None</b>	<b>7 days</b>	

### 3. Issuance of Completed Office Clearance Certificate for Money, Property, and Legal Accountabilities to Separated Officials and Employees

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

<b>Office or Division:</b>	Personnel Administration Section (PAS)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Transacting Public	
<b>Who may avail:</b>	Separated Regional Office XI (RO) Officials, Employees and COS Workers	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
One (1) HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client
One (1) Authorization Letter (if necessary)		Client

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send request through mail/e-mail or accomplish the HRMDD-PAS Request Form (write contact details, as needed) and submit to PAS	1. Receive and acknowledge request for RO Clearance Certificate from the client, then forward to personnel handling requests (via: DRF/email)	None	10 minutes	<i>Administrative Officer IV/ Head Personnel Administration Section</i>
2. Wait for advice of the assigned PAS Focal Person	2.1. Upon receipt of request from the receiving clerk, the responsible personnel shall review the request and check the 201 FILE to retrieve the CO Clearance Certificate on file and photocopy the RO clearance Certificate then stamp "Certified True Copy", if the RO clearance is to be sent via courier service, include in the transmittal with information on how to return the customer feedback form.	None	2 Days, 4 hours (depending on the period of retrieving the files)	<i>Administrative Officer IV/ Head Personnel Administration Section</i>

	<p>2.2. Sign the photocopied RO Clearance Certificate as “Certified True Copy”</p> <p>2.3 Inform the client that the CTC of his/her RO Clearance Certificate is ready and ask if for pick-up or for courier service (either through chat, e-mail, or phone call)</p>	<p>None</p> <p>None</p>	<p>3 hours and 30 minutes (depending on the availability of signatories)</p> <p>10 minutes</p>	<p><i>Administrative Officer IV/ Head Personnel Administration Section</i></p> <p><i>Administrative Officer IV/ Head Personnel Administration Section</i></p>
<p>3. If the CTC copy of the RO Clearance is for pick-up, proceed to PAS and get the requested document.</p> <p>If the CTC copy of the RO Clearance Certificate is to be sent via courier service, wait until the parcel is sent to given address</p>	<p>3. Provide the CTC of RO Clearance to the client and have it properly received. Ask the client to accomplish Customer Feedback Form</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Administrative Officer IV/ Head Personnel Administration Section</i></p>
	<b>TOTAL:</b>	<b>None</b>	<b>3 Days</b>	



#### 4. Issuance of Service Record to Separated Officials and Employees

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

<b>Office or Division:</b>	Personnel Administration Section (PAS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	Separated Regional Field Office XI Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
One (1) CO Clearance Certificate		Client or if none, FILE 201 / PER 16		
One (1) Authorization Letter (if necessary)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send request through mail/e-mail or accomplish the HRMDD-PAS Request Form (write contact details as needed) and submit to PAS <b>together with supporting documents, if any.</b>	1. Receive and acknowledge request for SR from the client, then forward to personnel handling SR requests (via: DRF/email)	None	10 minutes	<i>Administrative Officer IV/ Head Personnel Administration Section</i>
2. Wait for advice of the assigned PAS Focal Person	2.1. Upon receipt of request from the receiving clerk, the responsible personnel shall review and draft the SR based on	None	2 Days, 4 hours (depending on the period of retrieving the files)	<i>Administrative Officer IV/ Head Personnel Administration Section</i>

	<p>the purpose indicated in the request following the standard template, if the SR is to be sent via courier service, prepare the transmittal with instructions on how to return the customer feedback form</p> <p><i>Note: Use Service Card or 201 File/as reference in preparing SR</i></p>			
	2.2. Authorized Certifying authority shall review/ sign/initial the SR / transmittal letter.	None	3 hours and 30 minutes (depending on the availability of signatories)	SAO/OIC- Chief, Human Resource Management and Development Division
	2.3 Inform the client that the SR is ready for releasing via e-mail/SMS/call.	None	10 minutes	Administrative Officer IV/ Head Personnel Administration Section
3. If the SR is for pick-up, proceed to PAS and get the requested document.  If the SR is to be sent via courier service, wait until the parcel is sent to a given address.	3. Provide one (1) duly signed SR to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	None	10 minutes	Administrative Officer IV/ Head Personnel Administration Section
<b>TOTAL</b>		<b>None</b>	<b>3 days</b>	

## FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and/or complaints</p>	<p>Kindly accomplish the Customer Feedback Form thru this link <a href="https://b.link/hr11csmr">https://b.link/hr11csmr</a>          Telephone: (082) 227-1964          E-mail: <b>hr.fo11@dswd.gov.ph</b></p>
<p>How feedbacks are processed</p>	<p>Every end of the Quarter, your feedbacks are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru:          Telephone: (082) 227-1964          E-mail: <b>hr.fo11@dswd.gov.ph</b></p>
<p>How to file a complaint</p>	<p>Kindly accomplish the Customer Feedback Form (HRMDD-GF-07) and place at the drop box located in front of the PAS/HRPPMS Receiving Area.</p> <p>You may also file your complaint through telephone with the following details:</p> <ul style="list-style-type: none"> <li>- Your Name and contact details</li> <li>- Transaction with PAS/HRPPMD</li> <li>- Name of Person complained of</li> <li>- Reason for complaint</li> <li>- Evidence/s, if any</li> </ul> <p>For the status of your complaint/s, you may contact us thru:          Telephone: (082) 227-1964          E-mail: <b>hr.fo11@dswd.gov.ph</b></p>
<p>How complaints are processed</p>	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p>

	<p>Feedbacks requiring answers/clarifications are forwarded to the appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: Telephone: (082) 227-1964 E-mail: <a href="mailto:hr.fo11@dswd.gov.ph">hr.fo11@dswd.gov.ph</a></p>
<p>Contact Information of CCB, PACe, ARTA</p>	<p><b>Anti Red Tape Authority (ARTA)</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> or call at 8478–5091 or 8478–5093.</p> <p><b>Presidential Action Center (PACe)</b> <a href="mailto:pace@op.gov.ph">pace@op.gov.ph</a> Hotline 8888 or 82498310 loc. 8175 or 8182 Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p><b>Contact Center ng Bayan (CCB)</b> <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 0908-881-6565</p>

# **PANTAWID PAMILYANG PILIPINO PROGRAM**

## **FRONTLINE Services**

## 1. Grievance Intake and Response

The **Grievance Intake and response** is the initial phase of the whole GRS process, which starts from accepting a grievance filed by a client, recording it in the information system, and providing the client an initial response. This Standard Operating Procedure only covers walk-in transactions.

As a general rule, anyone may **accept** a grievance, request, and inquiry but only the City/Municipal Link and grievance officers may ascertain its validity and thereafter **intake** the grievance. To ‘accept’ a grievance is to receive the transaction but to ‘intake’ is to record the transaction after ascertaining its validity. Intake and response require technical know-how about the GRS, particularly on the procedures in resolving the specific types and subtypes of grievances.

<b>Office or Division:</b>	Pantawid Pamilyang Pilipino Program (4Ps) – Regional Program Management Office (RPMO) Grievance Redress Systems (GRS) - Field Office XI			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	4Ps Beneficiaries and General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>I. INTAKE:</b> 1. 4Ps ID or 1 valid ID (Original Copy), Any Proof of grievance, if available			4Ps Assistance Desk, Grievance Redress System (GRS)	
<b>II. RESPONSE:</b> 1. Client Satisfaction Form (CSF) (1 form per client)			4Ps Assistance Desk, GRD	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>I. INTAKE</b>				
1. Present the 4Ps ID for 4Ps beneficiary. or 1 valid ID for non-4Ps.	1.1 Verify the identity of the client if 4Ps beneficiary or non-beneficiary	None	2 minutes	ARD for Operations
2. Proceed to the 4Ps Assistance Desk for verification of identity.	2.1 Verify the client’s identity and assess/evaluate the received complaint/s.	None	5 minutes	ARD for Operations

	Note: Refer to the <i>Grievance Redress System Field Manual for guidance on the intake of grievances.</i>			
<b>II. RESPONSE</b>				
3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.	3.1. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).	None	5 minutes	ARD for Operations
	3.2. Check the supporting documents provided, if available.	None	2 minutes	ARD for Operations
	3.3. Assess all the data and information available and discuss with the client the findings and next steps to take.  <i>3.3.1 If all information is readily available to resolve the case,</i>  Resolve the grievance and provide feedback to the client. and	None	15 minutes	ARD for Operations

	<p>proceed to step 6.</p> <p>3.3.2 If other information is needed and the grievance cannot be resolved immediately,</p> <p>3.3.2.1 Explain to the client the process that will be undertaken in processing the grievance, and inform the client that he/she will be contacted thru his/her mobile number.</p>			
	<p>3.4. Encode the transaction correctly and completely in the GRS Information System.</p> <p>3.4.1 Print and provide a copy of the encoded transaction to the client.</p> <p><i>*For instances when the GRS Information System is inaccessible, the client will be given an acknowledgment receipt found at the bottom of the Client Assistance Form.</i></p>	None	5 minutes	ARD for Operations



4. Wait for the updates on the status of the grievance within three (3) days.	4.1 Endorse the transaction to the concerned office (DSWD Field Office, and/or OBSU) for processing and updating of the transaction in the GRS Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days.	None	7 hours	ARD for Operations
	4.2 Send an email notification to the Regional Grievance Officer to inform him/her.)	None	6 minutes	ARD for Operations
	4.3 Monitor the status of the transaction and check for updates from the concerned office in the GRS Information System.	None	2 Days	ARD for Operations
5. Receive update/feedback on the status of the grievance.	5.1 Provide the client an update/feedback about the status of his/her concern either through text messaging or phone call.	None	5 minutes	ARD for Operations

	<i>*For instances when the client did not provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.</i>			
	5.2 Update the status of the transaction in the GRS Information System.	None	5 minutes	ARD for Operations
6. Accomplish the client satisfaction measurement Form	6.1 Administer the Client Satisfaction Measurement Survey Form.	None	5 minutes	ARD for Operations
	6.2. Analyze the data collected and included in the Client Satisfaction Measurement Report.	None	5 minutes	ARD for Operations
<b>Total</b>	<b>If the grievance is resolved outright</b>	<b>None</b>	<b>44 minutes</b>	
	<b>If the grievance is referred to Field Office for resolution and feedback is provided to the client</b>	<b>None</b>	<b>3 days</b>	

## FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback</p>	<p>For <b>inquiries and follow-ups</b>, the client is advised to directly coordinate with the concerned division that received the request. The following contact details are however accessible in case the concerned division does not respond within reasonable time:</p> <p style="text-align: center;">Email: <a href="mailto:pantawidconcernsonse@dswd.gov.ph">pantawidconcernsonse@dswd.gov.ph</a></p> <p>For <b>completed services</b>, the client is encouraged to fill out a Client Satisfaction Survey Form downloadable from <a href="https://pantawid.dswd.gov.ph/citizens-charter">https://pantawid.dswd.gov.ph/citizens-charter</a> and submit it to the concerned <a href="mailto:pantawidconcernsonse@dswd.gov.ph">pantawidconcernsonse@dswd.gov.ph</a> where the request was made or through any of the contact details provided above.</p>
<p>How feedback is processed</p>	<p>A technical staff is assigned to read daily all <b>inquiries and follow ups</b> sent to <a href="mailto:pantawidconcernsonse@dswd.gov.ph">pantawidconcernsonse@dswd.gov.ph</a> . These are forwarded to the concerned division who is expected to provide a response to the client via email or phone call within three (3) days from receipt of email from the client.</p> <p>On the other hand, satisfaction surveys for <b>completed services</b> are being analyzed by the concerned division as among the bases to improve its service delivery.</p>
<p>How to file complaint</p>	<p>The client may directly communicate through the contact details provided below:</p> <p style="text-align: center;">Email: <a href="mailto:pantawidconcernsonse@dswd.gov.ph">pantawidconcernsonse@dswd.gov.ph</a></p> <p style="text-align: center;"><u>Hotline: +63912-278-7778</u></p>
<p>How complaints are processed</p>	<p>All complaints about service delivery received through any of the channels above are directly forwarded to the Office of the Regional Program Management Office thru Regional Grievance Officer and are automatically treated as a confidential case. It shall be primarily guided by violations and penalties under the Ease of Doing Business Act <a href="https://arta.gov.ph/about/violations-and-penalties">https://arta.gov.ph/about/violations-and-penalties</a></p> <p>Service delivery complaints shall be automatically considered as highly technical transactions due to its nature. The client shall be provided feedback 20 days from the filing of the complaint.</p>

<p>Contact Information of CCB, PACe, ARTA</p>	<p><b>Anti Red Tape Authority (ARTA)</b> complaints@arta.gov.ph or call at 8478-5091 or 8478-5093.</p> <p><b>Presidential Action Center (PACe)</b> pace@op.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182 Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p><b>Contact Center ng Bayan (CCB)</b> email@contactcenterngbayan.gov.ph 0908-881-6565</p>
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## **POLICY AND PLANS DIVISION (PPD)**

### **Frontline Services**

# NATIONAL HOUSEHOLD TARGETING SECTION

## **Frontline Services**

## 1. Data Sharing – List of Data Subjects

Generation of datasets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Data Sharing Agreement (DSA)

<b>Office or Division:</b>	National Household Targeting Section (NHTS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Government (G2G) and Government to Citizen (G2C)
<b>Who may avail:</b>	All National Government Agencies (NGAs), Local Government Units (LGUs), District Representatives, Government-Owned and Controlled Corporations (GOCCs) Non- Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations for the purpose of utilizing the data for social protection programs.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. One (1) original or copy of Letter of Request (indicating reasons for the request and specific data sets expected to be acquired from the Listahanan database)</li> <li>2. One (1) original copy of accomplished Data Sharing Agreement (DSA)</li> <li>3. One (1) original/certified true copy of document indicating the appointed and NPC-registered Data Protection Officer (DPO)</li> <li>4. One (1) original/copy of Privacy Manual or approved document/s on the security measures in place which indicates the data protection procedures and processes of the office/agency in addressing breaches</li> <li>5. One (1) original/copy of list of identified staff who will access, process, and safeguard the Listahanan data including the data processing to be employed</li> <li>6. Hardware and Security Component with supporting images and specifications</li> </ol>	<p>Provided by the Requesting Party</p>

<p>7. One (1) original/copy of Documentation of physical security measures in place</p> <p>8. One (1) original copy of the Resolution of Governing Board authorizing head of agency to enter into a data sharing agreement with DSWD (only for NGOs, CSOs, and Private Foundations)</p> <p>9. One (1) original/copy of Valid Proof of Identities of the agency head and their designated DPO/s (only for NGOs, CSOs, and Private Foundations)</p> <p>10. One (1) original/certified true copy of Valid documents indicating the legitimacy of the organization (only for NGOs, CSOs, and Private Foundations)</p> <p><i>For Local Government Unit (LGU):</i></p> <ul style="list-style-type: none"> <li>The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD</li> <li>The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the letter of request with attached electronic copy of the data requirements (if available) to NHTS.	<p>1.1 Receive and record the request in the document transaction/tracking system.</p> <p>1.1.1 Advise the requesting party that they will receive an email or call after 2-3 working days on</p>	None	15 minutes	SWO IV/OIC PPD



	<p>the approval of their request and the expected schedule of release of the results.</p> <p>1.1.2 Forward the request to the Director for approval.</p>			
	<p>1.2 Input comments and decide if the request is for processing or not, then endorse it to the NHTS Policy and Plans Division (PPD) Chief.</p>	None	6 hours	Regional Director
	<p>1.3 Input recommendations and endorse it to the assigned Project Development Officer (PDO).</p>	None	3 hours	SWO IV/OIC PPD
	<p>1.4 Inform the requesting party on the approval or disapproval of the data request based on the DSWD MC 15, s. 2021.</p> <ul style="list-style-type: none"> <li>• If approved- the orientation will be scheduled including the preparation of the other documentary requirements not included in the submission of letter of request.</li> </ul>	None	2 hours	SWO IV/OIC PPD

	<ul style="list-style-type: none"> <li>If disapproved- Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. (<i>End of process</i>)</li> </ul>			
2. Attend the scheduled orientation with the NHTS designated personnel & Inspection Team.	<p>2.1 Orient the requesting party about the Listahanan, Data Privacy Act of 2012, MC 15, s. 2021, and data sharing requirements.</p> <p>2.1.1 Issue Certificate of Orientation on the Data Privacy Act (DPA) of 2012.</p> <p>2.1.2 Send to the requesting party via email the copy of the law, IRR and the issuances of NPC together with the issuance of Certification on the Acknowledgement Receipt of the said law/policies.</p>	None	2 hours	SWO IV/OIC PPD
3. Submit the signed Data Sharing Agreement (DSA) and other documentary requirements not included in the	3.1 Review all documentary requirements including DSA submitted by the requesting party.	None	2 hours	SWO IV/OIC PPD

submission of letter request.	3.1.1 Schedule with the requesting party on the conduct of virtual/physical inspection meeting			
4. Present the IT facilities to the NHTS Inspection Team.	4.1 Conduct virtual/physical inspection of IT facilities of the requesting party.  4.1.1 Issue Certifications (Certification of Physical Set-up, Organization, Technical and Security Set-up )	None	1 day	SWO IV/OIC PPD
	4.2 Certifications and documentary requirements will be attached to the accomplished DSA and for endorsement to the Department's/ Regional DPO.	None	2 hours	SWO IV/OIC PPD
	4.3 Assess the accomplished DSA, and documentary attachments. Once approved, the DPO will endorse the DSA for the Regional Director.	None	1 day	ARD for Administration
	4.4 Review and sign the DSA. The signed DSA will be endorsed to the NHTS for data processing.	None	3 days	<i>Regional Director</i>

	4.5 Generate the requested data.	None	1 day	SWO IV/OIC PPD
	4.6 Review result of the data generation	None	1 day	SWO IV/OIC PPD
	<p>4.7 Secure the data by adding password protection to the file.</p> <p>4.7.1 Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive.</p> <ul style="list-style-type: none"> <li>● Other electro-mechanical storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party.</li> <li>● Google drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized personnel of the requesting party.</li> </ul>	None	1 day	SWO IV/OIC PPD

	<p>4.7.2 Counter sign in the DRF.</p> <p>4.7.3 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.</p>			
	4.8 Track and scan the documents upon releasing the result to the requesting Party.	None	10 minutes	SWO IV/OIC PPD
5. Call NHTS for retrieval of password upon receipt of the result.	5. Provide the password of the file to the requesting party thru phone upon inquiry and administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.	None	10 minutes	SWO IV/OIC PPD
<b>TOTAL:</b>		<b>None</b>	<b>10 days, 1 hour, and 35 minutes</b>	
<i>*with possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting party.</i>				

## 2. Data Sharing – Name Matching

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

<b>Office or Division:</b>	National Household Targeting Sections (NHTS)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen (G2C)	
<b>Who may avail:</b>	All National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs) Non- Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations for the purpose of utilizing the data  for social protection programs.	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ol style="list-style-type: none"> <li>1. One (1) original or copy of letter of request (Indicate reason for name matching)</li> <li>2. One (1) electronic copy (Preferably in CSV format) of the name to be matched which includes the following:           <ul style="list-style-type: none"> <li>● Complete name (Last name, First Name, Middle Name, Extension Name)</li> <li>● Birth Date (YYYY-MM-DD format)</li> <li>● Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay</li> </ul> </li> <li>3. One (1) original Valid Proof of Identities of the Personal Information Controller (PIC), Data Protection Officer (DPO), Compliance Officer (COP)</li> <li>4. One (1) original copy of Data Sharing Agreement (DSA) signed by the: (1) Head</li> </ol>	Provided by the Requesting Party

<p>of Office as PIC, (2) designated DPO or COP</p> <p>5. One (1) original/photocopy of List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing</p> <p>6. One (1) original Copy of the Resolution of Governing Board authorizing head of agency (NGOs, CSOs, and Private Foundations)</p> <p><i>*For Local Government Unit (LGU):</i></p> <ul style="list-style-type: none"> <li>The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD</li> <li>The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the letter of request together with the electronic copy of the names for name matching	1.1 Receive the request 1.1.1 Endorse request to the Regional Director	None	15 minutes	SWO IV/OIC PPD
	1.2 Provide instruction to facilitate/review the request.  1.1.2 Endorse to the Policy and Plans Division (PPD) Chief	None	2 hours	<i>Regional Director</i>

	<p>1.3 Provide recommendations on the request</p> <p>1.3.1 Endorse to the assigned Project Development Officer (PDO) to inform the client on the status of their request</p>	None	1 hour	SWO IV/OIC PPD
	<p>1.4 Inform the requesting party of the status of the approval /disapproval of the request based on the DSWD MC 15, s. 2021.</p> <ul style="list-style-type: none"> <li>● If disapproved - Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. (<i>End of process</i>)</li> <li>● If approved – Notify and provide the DSA and documentary requirements to the client</li> </ul>	None	1 hour	SWO IV/OIC PPD



2. Provide the documentary requirements and the DSA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Compliance Officer for Privacy (COP)	2.1 Review all documentary requirements including the DSA submitted by the client. <ul style="list-style-type: none"> <li>● Non-Compliant – Inform the client regarding the incomplete requirements via email.</li> <li>● Compliant –           <ul style="list-style-type: none"> <li>a. Facilitate the DSA and endorse to the COP and the Regional Director for signature</li> <li>b. Endorse the signed DSA to Information Technology Officer for processing</li> </ul> </li> </ul>	None	2 hours	SWO IV/OIC PPD
	2.2 Review the compliance of the electronic copy of names with the required template/ format: <ul style="list-style-type: none"> <li>● Non-Compliant – Inform the client about the findings via email.</li> </ul>	None	1 day (5,000 and below)  3 days (5,001 – 50,000)  7 days	SWO IV/OIC PPD

	<ul style="list-style-type: none"> <li>Compliant – Process the request within the set deadline depending on the volume or number of names to be matched</li> </ul>		(50,001 – 400,000)  18 days (400,001 – 1,000,000)	
3. Provide a storage device that is approved by the IT Chief or request for a Google Drive link	3.1 Secure the data by adding a password to the file.	None	3 hours	SWO IV/OIC PPD
	3.1.1 Prepare the Data Release Form (DRF).  3.1.2 Draft the response memorandum.  3.1.3 Save the results in a compact disc (CD), Universal Serial Bus (USB) stick, google drive, or hard drive.  3.1.4 Sign the DRF.  3.1.5 Endorse the finalized documents to PPD Chief.			
	3.2 Sign the memorandum and endorse to Administrative	None	1 hour	<i>Regional Director</i>

	Assistant for releasing.			
4. Receive the documents	4.1 Track and scan the documents for record keeping.  4.1.1 Release the document to the client	None	10 minutes	SWO IV/OIC PPD
5. Fill out the Client Satisfactory Measurement Survey (CSMS)	5 Provide the client the CSMS form per Committee on Anti-Red Tape (CART) guidelines.	None	10 minutes	SWO IV/OIC PPD
<b>TOTAL:</b>  <i>*With possible extension on the actual data processing depending on the number of names required but shall not exceed forty (40) days as reference in RA-IRR-11032.Rule 7.Section 3.c.</i>		<b>None</b>	For 5000 names and below:  2 days, 3 hours and 45 minutes  For 5,001 - 50,000 names:  4 days, 3 hours and 45 minutes  For 50-000 – 400,000 names:  8 days, 3 hours and 45 minutes  For 400,001- 1,000,000 names:	

		21 days, 3 hours and 45 minutes	
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### 3. Data Sharing – Statistics/Raw Data Request

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

<b>Office or Division:</b>	National Household Targeting Sections (NHTS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) original/copy of Letter of Request (specify purpose and data requested)		Provided by the 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. Submit a letter or email re: request for Listahanan data – addressed to the Regional Director.	1.1 Receive and record the request.  1.1.1 Forward request to National Household Targeting Section (NHTS), then furnish the Regional Director and the Policy and Plans Division (PPD) a	None	30 minutes	SWO IV/OIC PPD

	copy of the request			
	1.2 Review the request based on MC 15 s.2021  1.2.1 Input comment/s then endorse to the NHTS Associate Statistician	None	2 hours	SWO IV/OIC PPD
	1.3 Provide instruction based on the data requested. If the request is:  <ul style="list-style-type: none"> <li>• <b>Not clear</b> <ol style="list-style-type: none"> <li>a. In case of vague data request, instruct the Associate Statisticians to coordinate with the data users (through emails, recorded calls or text) and clarify the data requirement.</li> <li>b. In case the requested data is not available in the Listahanan database, instruct the Associate Statistician to coordinate with the requesting party and provide recommendations on other data</li> </ol> </li> </ul>	None	3 hours	SWO IV/OIC PPD

	<p>available in the Listahanan.</p> <ul style="list-style-type: none"> <li>• <b>Clear</b></li> </ul> <p>Forward request to the Associate Statistician for data generation.</p>			
	<p>1.4 Generate the requested data from the Listahanan database, and export into excel or any format available.</p> <p>1.4.1 Draft response letter to the requesting party.</p> <p>1.4.2 Submit to the NHTS RFC for review.</p>	None	1 day	SWO IV/OIC PPD
	<p>1.5 Review the generated statistical /raw data. In case the generated data is:</p> <ul style="list-style-type: none"> <li>• Not accurate – Return the generated statistical/raw data to the Associate Statisticians for revision.</li> <li>• Accurate – Submit to the FO PPD Chief for review and</li> </ul>	None	3 hours	SWO IV/OIC PPD

	recommending approval.			
	1.6 Countersign response letter and endorse the same to the Regional Director for approval.	None	2 hours	SWO IV/OIC PPD
	1.7 Approval of the facilitated data request for release to the requesting party.  <ul style="list-style-type: none"> <li>● <b>If disapproved</b> – Provide note on the reason of disapproval; then return the facilitated request to the NHTS for revision.</li> <li>● <b>If Approved</b> – Sign the response letter for data release.</li> </ul>	None	5 hours	<i>Regional Director</i>
2. Receive the data requested and fill-out the CSMS form	2.1 Track and facilitate the release of the approved data request to the requesting party.  2.2 Administer Client Satisfaction Measurement Survey (CSMS) during the release of approved data request.	None	30 minutes	SWO IV/OIC PPD

<b>TOTAL:</b>	<b>None</b>	<b>3 days</b>	
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#### 4. Walk-in Name Matching Data Request

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

<b>Office or Division:</b>	National Household Targeting Sections (NHTS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	All walk-in clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) Valid Identification Card / Proof of Identity 2. One (1) original copy of Walk-in Name Matching Form		1. Provided by the Requesting Party 2. NHTS Grievance Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide Valid Identification Card / Proof of Identity and fill-out the name matching form	1. Interview the client to evaluate the validity of the request as to its purpose: <ul style="list-style-type: none"> <li><i>Invalid</i> – Inform the client on the grounds for the denial of the request based on the DSWD MC 15, s. 2021.</li> </ul> <i>End of process</i>	None	30 minutes	SWO IV/OIC PPD



	<ul style="list-style-type: none"> <li><i>Valid</i> – Provide the name matching form upon confirming the validity of the request and proceed for processing the name matching</li> </ul>			
2. Receive the Name Matching result	2. Explain the result of Name Matching	None	5 minutes	SWO IV/OIC PPD
3. Fill-out the Client the Satisfactory Measurement Survey (CSMS)	3. Provide the client the CSMS form per Committee on Anti-Red Tape (CART) guidelines.	None	5 minutes	SWO IV/OIC PPD
<b>TOTAL:</b>		<b>None</b>	<b>40 minutes</b>	

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<p>For walk-ins: Client may fill-out the feedback form to be provided by the NHTS Administrative Personnel and drop it in the designated feedback and complaints drop box.</p> <p>For online: Survey form link can be access through:  <a href="https://forms.gle/gXVh2QDsWT6oP4Wu7">https://forms.gle/gXVh2QDsWT6oP4Wu7</a> (Client Measurement Satisfaction Form link) or you may email at  <a href="mailto:nhtu_fo11@dswd.gov.ph">nhtu_fo11@dswd.gov.ph</a></p>
How feedbacks are processed?	<p>For walk-ins: The Administrative/Grievance Officer complies and records all feedback submitted. For feedback requiring answers, these are forwarded to the concerned personnel/section/division and response shall be provided to the client within three (3) days upon receipt of feedback.</p> <p>For emails/calls: The Receiving Officer verifies the nature of the feedback/complaint and shall endorse to the concerned personnel/section/division via email. Upon receiving the reply form the</p>

	<p>concerned personnel/section, the client shall be informed via email or phone call.</p> <p>For concerns and inquiries, the clients may send an email to <a href="mailto:nhtu_fo11@dswd.gov.ph">nhtu_fo11@dswd.gov.ph</a></p>
<p>How to file complaint?</p>	<p>For walk-ins: The client shall fill out the complaint form to be provided by the NHTS Administrative personnel which shall be forwarded to the designated Complaints/Grievance Officer. The client shall provide the following details:</p> <ul style="list-style-type: none"> <li>a.) Full name and Contact Information of the Complainant</li> <li>b.) Sex (Male or Female)</li> <li>c.) Narrative/details of the complaint</li> <li>d.) Evidence</li> <li>e.) Name of the person/office being complained</li> </ul> <p>For emails/calls: Clients may also send all complaints at <a href="mailto:nhtu_fo11@dswd.gov.ph">nhtu_fo11@dswd.gov.ph</a> or call at <b>227-1964 (VOIP 1194)</b> and provide the necessary details stated above.</p>
<p>How complaints are being processed?</p>	<p>The Complaints/Grievance Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints/Grievance Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the Regional Director for appropriate action.</p> <p>Complaints/Grievance officer shall provide feedback to the client.</p>
<p>Contact Information of CCB, PACe, ARTA</p>	<p><b>Authority on Anti Red Tape (ARTA)</b>  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>        or call at 8478-5099, 09-69-257-7242, 0928-690-4080</p> <p><b>Presidential Action Center (PACe)</b>  <a href="mailto:pace@op.gov.ph">pace@op.gov.ph</a>        Hotline 8888 or 82498310 loc. 8175 or 8182        Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p><b>Contact Center ng Bayan (CCB)</b>  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>        0908-881-6565</p>

# POLICY DEVELOPMENT AND PLANNING SECTION (PDPS)

## **Frontline Services**

## **1. Approval for the Conduct of Research Study and Acquiring Primary Data From DSWD Officials/Personnel, Beneficiaries, and Clients**

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

On the other hand, research requests for the following need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, bureau, service, or unit:

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

<b>Office or Division:</b>	DSWD – Field Office XI, Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	External requesting parties (e.g., students, academe, other government agencies, including members of other branches of government, local and international organizations or research institutions, and other independent requesting parties, including DSWD personnel researching to pursue higher academic education) who intend to conduct research studies related to or involving the DSWD.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>If request shall not undergo Research Protocol:</b> 1. Request letter (1 Original copy)		Requesting party		
<b>If the request shall undergo Research Protocol:</b> 1. Request letter (1 Original copy) 2. Research Request Form (1 original copy) 3. Research Brief (1 original copy) 4. Research Instruments (1 original copy)		1. Requesting party 2. Policy and Plans Division - Policy Development and Planning Section PPD-PDPS 3. Policy and Plans Division - Policy Development and Planning Section PPD-PDPS 4. 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. Submit the request letter and/or the research request documents	1.1. Receive the request letter addressed to the Regional Director and/or the research request documents and encode the details in the office's document tracking/ monitoring system.  <i>Note: The received documents are</i>	None	4 hours	<i>Field Office:</i> Section Head Policy Development and Planning Section  <b>Planning Officer IV</b>

	<p><i>stamped with an official receiving stamp, which contains important information such as the date and time of receipt and the name of the receiving office. For requests received through email, a copy of the email along with the attachments shall be printed and recorded.</i></p> <p>1.1.1. Furnish the requesting party with a receiving copy of the request letter, along with printed or digital leaflets/information, education, and communication (IEC) materials detailing the process flow and requirements.</p> <p><b>If the request is received through email,</b> reply and acknowledge receipt with attached digital leaflets/IEC materials showing the process flow</p>			
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	<p>and requirements</p> <p>1.1.2. Endorse request letter to the Section Head Policy Development and Planning Section (PDPS) for assignment and further instructions (if any) to the concerned technical staff</p>			
	<p>1.2. Review the request and assign it to available technical staff</p>	None	2 hours	<p><i>Field Office:</i> Section Head Policy Development and Planning Section</p> <p><b>Planning Officer IV</b></p>
	<p>1.3. Review the request as to the following:</p> <p>1.3.1. Area/region of coverage (<i>refer to Memorandum Circular No. 10, s. 2019 Section VII. Item 4</i>) to ensure that it is sent to the correct office. Otherwise, endorse the correct office.</p> <p>1.3.2. Review the completeness of the</p>	None	2 hours	<p><i>Field Office:</i> Section Head Policy Development and Planning Section</p> <p><b>Planning Officer IV</b></p>

	<p>submitted requirements.</p> <p><b>If incomplete,</b> assist the requesting party in completing documentary requirements and provide orientation on the research protocol. Then go back to Step 1.1 and restart the count of working hours/days</p>			
	<p>1.4. If the request falls within the scope of the office, assess if it shall undergo research protocol (i.e., approval of the Policy Development and Planning Section (PDPS) Director/PPD Chief) using the <i>Checklist for Reviewing Research and Social Welfare and Development (SWD) Data Requests</i></p> <p>1.4.1. For non-protocol requests, endorse the researcher to the</p>	<p>None</p>	<p>4 days <i>(For request that don't need to go through the protocol)</i></p> <p>7 days <i>(For request that need to go through the protocol)</i></p>	<p><i>Field Office:</i> Section Head Policy Development and Planning Section</p> <p><b>Planning Officer IV</b></p>
		<p>None</p>		



	<p>concerned DSWD Office, Bureau, Service, and/or Units using the <i>Endorsement of Research and SWD Data Request Form</i>.</p> <p>1.4.2. For requests with complete documentary requirements that <b>need to go through the protocol</b>, proceed to the review of the research request in consultation with concerned OBSUs and Field Offices (FOs).</p>			
	<p>1.5. Receive the comments or inputs, and recommendations from other offices. These shall be the basis for the decision to approve/disapprove the request.</p>	<p>None</p>	<p>1 day</p>	<p><u>Field Office:</u> Section Head Policy Development and Planning Section  <b>Planning Officer IV</b></p>

	<p>1.6. To recommend Approval?</p> <p><b>Yes</b> - Prepare a recommendation for approval using the <i>Outline Memorandum of Recommendation on the Research Request</i> for review and the initials of the Division Chief. This shall include the consolidated recommendations from the concerned OBSUs/FOs.</p> <p><b>No</b> - Communicate the decision to the requesting party and inform them of relevant revisions that need to be made. Two (2) days will be given to the requesting party to officially respond, through a letter, if they will continue or terminate their request. If they will pursue the</p>	None	1 day	<p><u>Field Office:</u>          Section Head          Policy Development and Planning Section</p> <p><b>Planning Officer IV</b></p>
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	<p>request, ask the requesting party to re-submit the revised request based on DSWD's comments, then go back to step 1.4.2. and restart the count of working hours/days.</p>			
	<p>1.7. Approve/disapprove requests based on recommendations.</p> <p><b>If the recommendations are approved:</b>        Inform the requesting party and endorse to the concerned OBSUs/FOs. Coordinate with the concerned office where the research the request was endorsed and assisted the requesting party in matters related to the conduct of data-gathering activities.</p>	None	2 days	<p><i>Field Office:</i>        Chief        Policy and Plans        Division (PPD)</p> <p><b>Social Welfare        Officer IV</b></p>

	<b>If the recommendations are disapproved:</b> Go back to step 1.4.2.			
2. Fill out the Client Satisfaction Measurement Form (CSMF)	2.1. Administer the CSMF. (either online or paper-based)	None	1 minute	<u>Field Office:</u> Section Head Policy Development and Planning Section  <b>Planning Officer IV</b>
<b>Total</b>		<b>None</b>	<b>For Non-protocol - 5 working days</b>  <b>For Protocol - 12 working days</b>	

## 2. Obtaining Social Welfare and Development Data and Information

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

<b>Office or Division:</b>	Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government	
<b>Who may avail:</b>	Requesting parties such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent requesting parties who are requesting current and secondary SWD data and statistics from the DSWD.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>If request shall not undergo Research Protocol:</b> 1. Request letter (1 Original copy)		Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter	1.1. Receive the request letter for SWD data from the requesting party  <b>For Walk-in:</b> Receive request letter and ask the requesting party to provide details in the logbook  <b>For Email:</b> Download and print request	None	10 minutes	<u>Field Office:</u> Section Head Policy Development and Planning Section  <b>Planning Officer IV</b>

	<p>1.2. Check completeness of information in the request letter (i.e., name of the requesting party, contact details, and data being requested)</p> <p>If complete, acknowledge receipt of the request (for email) or provide receiving copy (for walk-in)</p>	None	10 minutes	<p><i>Field Office:</i> <i>Section Head</i> Policy Development and Planning Section</p> <p><b>Planning Officer IV</b></p>
	<p>1.3. Encode details to the system or the Enhanced Document Transaction Management System (EDTMS)</p> <p><b>For email:</b> Request Letter</p> <p><b>For walk-in:</b> Information provided in the requesting party's Logbook</p>	None	5 minutes	<p><i>Field Office:</i> <i>Section Head</i> Policy Development and Planning Section</p> <p><b>Planning Officer IV</b></p>
	<p>1.4. Endorse request to the concerned Unit (PDPS)</p> <p>1.4.1. Assign request to concerned technical staff</p>	None	10 minutes	<p><i>Field Office:</i> <i>Section Head</i> Policy Development and Planning Section</p> <p><b>Planning Officer IV</b></p>

	1.5. Assess if the data/information being requested is available within the unit	None	10 minutes	<p><i>Field Office:</i> <i>Section Head</i> Policy Development and Planning Section</p> <p><b>Planning Officer IV</b></p>
	1.6. If data is available, prepare the data and letter response (utilizing the letter response template) which includes a request to accomplish the Client Satisfaction Measurement Survey.	None	<p>7 hours (For Single Data)</p> <p>1 day and 4 hours (For Multiple Data)</p>	
	<p>1.7. Submit to Unit Head for review, approval, and signature. If not available within the office/section, endorse the request to the concerned office/division/section using the <i>Endorsement of Research and SWD Data Request Form</i>.</p> <p>If data/information is not available in DSWD, inform the requesting party of other sources of data.</p>	None	30 minutes	<p><i>Field Office:</i> <i>Section Head</i> Policy Development and Planning Section</p> <p><b>Planning Officer IV</b></p>

	<p>1.7.1 Prepare a letter response (utilizing the letter response template)</p> <p>1.7.2 Submit to the Unit Head for review, approval, and signature.</p>			
	1.8. Review, approve and sign the letter response, prepared data (if available), and applicable forms.	None	20 minutes	<u>Field Office:</u> Section Head Policy Development and Planning Section  <b>Planning Officer IV</b>
	1.9. Send the signed letter response containing the Client Satisfaction Measurement Survey Form link/code to the requesting party together with the approved data (if available) and applicable form.	None	10 minutes	<u>Field Office:</u> Section Head Policy Development and Planning Section  <b>Planning Officer IV</b>
2. Fill-out the Client Satisfaction Measurement Form	2. Administer the Client Satisfaction Measurement Form (either online or paper-based)	None	1 minute	<u>Field Office:</u> Section Head Policy Development and Planning Section  <b>Planning Officer IV</b>
<b>TOTAL</b>		<b>None</b>	<b>For Single Data - 1 working day, 15 minutes</b>  <b>For Multiple Data - 1</b>	



		<b>working day, 5 hours, 15 minutes</b>  <b>No Data - 1 hour, 45 minutes</b>	
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<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback and/or complaints	Requesting party/Requesting parties are requested to accomplish the <i>Client Satisfaction Measurement Survey</i> to be provided by PDPS to monitor the implementation of the research protocol. The feedback form shall be accomplished after the processing of the request.
How feedbacks are processed	Feedbacks are monitored and consolidated by the assigned PDPS Technical Staff. Responses are analyzed and will form part of the <i>Client Satisfaction Measurement Report</i> . The recommendations from the requesting party/requesting parties are considered to improve service delivery.
How to file a complaint	<p>Feedback/remarks, including complaints, may be indicated in the <i>Client Satisfaction Measurement Survey</i> and will be coursed through the assigned technical staff's email for appropriate response/action.</p> <p>In case of an appeal, the requesting party/requesting party may file a written appeal within 10 working days from receipt of the notice of disapproval.</p>
How complaints are processed	PDPS/PDPS Technical Staff to receive the appeal and endorse recommendation with the Division/Section Chief's initials to the PDPS Director/PPD Chief. An official response letter will be communicated to the requesting party/requesting party informing of the decision.
Contact Information of CCB, PACe, ARTA	<p><b>Anti Red Tape Authority (ARTA)</b>          complaints@arta.gov.ph          or call at 8478-5091 or 8478-5093.</p> <p><b>Presidential Action Center (PACe)</b>          pace@op.gov.ph          Hotline 8888 or 82498310 loc. 8175 or 8182          Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p>

	<p><b>Contact Center ng Bayan (CCB)</b> email@contactcenterngbayan.gov.ph 0908-881-6565</p>
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# STANDARDS SECTION

## **Frontline Services**

## 1. Accreditation of Civil Society Organizations (CSOs) – Non-SLP Organized

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

Office or Division:	DSWD Field Office - Standards Section	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Client G2G - Government to Government	
Who may avail:	All eligible beneficiary CSOs organized by the Department through DSWD project/s and/or program/s.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished and duly sworn Beneficiary CSO Accreditation Application Form (1 original copy)	<ul style="list-style-type: none"> <li>DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-010_REV-01_APPLICATION-FORM-FOR-THE-ACC.-OF-CSO-AS-BENEFICIAR.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-010_REV-01_APPLICATION-FORM-FOR-THE-ACC.-OF-CSO-AS-BENEFICIAR.pdf</a></li> </ul>	
2. Proof of existence or presence of the CSO in its stated address and area of operation or organization, namely: <ul style="list-style-type: none"> <li><b>a.</b> Pictures of office and direction sketch (1 photocopy); and</li> <li><b>b.</b> At least one of the following documents (1 original copy):               <ul style="list-style-type: none"> <li><i>i. Barangay certification</i></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>CSO Beneficiary Applicant</li> </ul>	

<p><i>ii. Certification or endorsement from at least two (2) publicly known individuals in the community</i></p> <p><i>iii. Other documents showing proof of existence</i></p>	
<p>3. Proof of organization, namely:</p> <p>a. Organizational chart or governance structure (1 original copy); and</p> <p>b. Date of organization, list of officers and members with their complete names, dates of birth (if known and or registered, complete address, and contact numbers, if available</p> <p>(1 original copy).</p>	<ul style="list-style-type: none"> <li>● CSO Beneficiary Applicant</li> </ul>
<p>4. Certificate of Good Standing – if the CSO applicant has received public funds prior to its application; Specifically stating that the CSO has liquidated, in accordance with COA regulations, all fund transfers due for liquidation (1 original copy).</p>	<ul style="list-style-type: none"> <li>● Government agency or agencies from which it has received public funds</li> <li>● DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-013_REV-01_CERTIFICATE-OF-GOOD-STANDING.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-013_REV-01_CERTIFICATE-OF-GOOD-STANDING.pdf</a></li> </ul>
<p>5. Social Preparation (1 original copy)</p>	<ul style="list-style-type: none"> <li>● Designated DSWD Field Office XI Regional Program/Project Officer of the DSWD program or project where the CSO applicant is seeking funds</li> <li>● DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-014_REV-01_CERTIFICATION-ON-SOCIAL-PREPARATION.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-014_REV-01_CERTIFICATION-ON-SOCIAL-PREPARATION.pdf</a></li> </ul>

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application documents	1.1 Receive and log the receipt into the document tracking system (DTS) / Logbook.	None	*2 hours	<i>Administrative Assistant II Standards Section</i>
2. Wait for the result of the assessment	<b>2.1 If Complete and Compliant:</b> 2.1.1 Receive and review the documentary requirements	None	1 day	<i>Project Development Officer III Standards Section</i>
	2.2 Post name of applicant to DSWD website	None	1 day	<i>Project Development Officer III Standards Section</i>
	2.3 Prepare activities for the conduct of validation	None	2 days	<i>Project Development Officer III Standards Section</i>
	2.4 Conducts validation as to the existence of the applicant beneficiary CSO including its on-going projects and/or programs as applicable. Note: This includes activities e.g. FGD, interviews, photo documentation of the validation site, interviewed persons and other related documents	None	5 days	<i>Project Development Officer III Standards Section</i>
	2.5 Prepare and sign Validation Report and Abstract with	None	2 days	<i>Project Development Officer III,</i>

	supporting documents.			<i>OIC, Policy and Plans Division and Concurrent Standards Section Head, and Regional Director</i>
	2.6 Facilitate conduct of evaluation and deliberation by the Field Office - Accreditation Committee.	None	2 days	<i>Project Development Officer III, OIC, Policy and Plans Division and Concurrent Standards Section Head, and FOAC members</i>
	2.7 Prepare the Certificate of Accreditation	None	1 day	<i>Project Development Officer III Standards Section</i>
	2.8 Facilitates the signing of the Certificate of Accreditation	None	1 day	<i>Administrative Assistant II, OIC, Policy and Plans Division and Concurrent Standards Section Head, and Regional Director</i>
	2.9 Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board	None	1 day	<i>Administrative Assistant II Standards Section</i>
	<b>2.10 If found incomplete or non-compliant</b> (in any part of the process) 2.10.1 If found to be incomplete,	None	1 day	<i>Project Development Officer III, OIC, Policy and Plans Division and Concurrent</i>

	prepares acknowledgement memorandum returning the application documents for compliance to the concerned Program or Bureau			<i>Standards Section Head, and Regional Director</i>
	2.11 If an irregularity, falsehood, fabrication or forgery is noted or found in the documents the applicant shall be required to explain not later than 3 days from receipt of notice issued by the Regional Director.	None	1 day and 5 hours and 55 minutes	<i>Project Development Officer III, OIC, Policy and Plans Division and Concurrent Standards Section Head, and Regional Director</i>
3. Receive the Certificate of Accreditation	3.1 Release of the signed Certificate/s of Accreditation through: <ul style="list-style-type: none"> <li>a. Befitting ceremony (e.g. during the flag-raising ceremony)</li> <li>b. Pick-up by the CSO applicant,</li> <li>c. Courier, and</li> <li>d. Hand-carrying of the Certificate/s of Accreditation whichever is practicable</li> </ul>	None	*1 day	<i>Administrative Assistant II, Project Development Officer III, OIC, Policy and Plans Division and Concurrent Standards Section Head, and Regional Director</i>



	3.2 Administer Client Satisfaction Measurement Survey Form (either online or paper-based)	None	5 minutes	<i>Project Development Officer III</i> Standards Section
<b>TOTAL</b>		<b>None</b>	<b>20 working days</b>	
<b>For Complete and Compliant:</b>				
<b>For Incomplete Submission:</b>		<b>None</b>	<b>30 minutes</b>	

***The number of minutes shall be included on the total 20 working days. This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.***

## **2. Accreditation of Civil Society Organizations (CSOs) - Organized by the Sustainable Livelihood Program (SLP)**

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

<b>Office or Division:</b>	DSWD Field Office XI - Standards Section		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2G - Government to Government		
<b>Who may avail:</b>	All eligible Beneficiary CSOs organized by the Department through SLP.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Certificate of Eligibility (CoE) (1 certified true copy)  <i>*The issuance of COE is subject to compliance with SLP existing guidelines.</i>		<ul style="list-style-type: none"> <li>DSWD Field Office XI Sustainable Livelihood Program-Regional Program Management Office (DSWD FO XI SLP-RPMO)  Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> </ul>	
2. Endorsement of SLPAs with CoE signed by the Regional Program Coordinator (to include the project/s approved, address of the SLPA, and the budget approved for the project) (1 original copy)		<ul style="list-style-type: none"> <li>DSWD Field Office XI Sustainable Livelihood Program-Regional Program Management Office (DSWD FO XI SLP-RPMO)</li> </ul>	

	Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000
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**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on **DSWD Memorandum Circular No. 26 Series of 2020**.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application documents	1.1 Log the receipt of the application to the document tracking system (DTS)/Logbook	None	1 day	<i>Administrative Assistant II Standards Section</i>
2. Wait for the result of the assessment	<b>2.1. If Complete and Compliant:</b> 2.1.1. Receive the documentary requirements	None	2 days	<i>Project Development Officer III, OIC, Policy and Plans Division and Concurrent Standards Section Head, and Regional Director</i>
	<b>2.2. If found incomplete or non-compliant:</b> 2.2.1. Prepare a memo to the SLP-RPMO returning the application documents for compliance.	None	2 days	<i>Project Development Officer III, OIC, Policy and Plans Division and Concurrent Standards Section Head,</i>
3. Receive the issued Certificate of Accreditation and accomplished the Client Satisfaction Measurement Form	3.1 Forward the signed memo to SLP-RMPO with the signed certificates and secure receiving copy.	None	1 day	<i>Administrative Assistant II Standards Section</i>
	3.2 Forward the signed memo to ICTMS for posting to the Field Office website.	None	4 hours	<i>Administrative Assistant II Standards Section</i>

	3.3 Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board	None	55 minutes	<i>Administrative Assistant II</i> Standards Section
	3.4 Administer Client Satisfaction Measurement Survey Form (online or paper-based)	None	5 minutes	<i>Project Development Officer III</i> Standards Section
<b>TOTAL</b>		<b>None</b>	<b>7 working days</b>	
For Complete and Compliant:				
For Incomplete Submission:		<b>None</b>	<b>30 minutes</b>	

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

### 3. Accreditation of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs)

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

<b>Office or Division:</b>	All Standards Section – DSWD Field Office Standards Compliance Monitoring Division (SCMD)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Client G2G - Government to Government
<b>Who may avail:</b>	All Private Licensed SWAs with Social Welfare and Development Programs and Services and Public SWDAs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>A. Basic Documents</b></p> <p>1. Duly Accomplished and Notarized Application Form (1 original copy)</p>	<ul style="list-style-type: none"> <li>DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-097_REV-00_APPLICATION-FORM-FOR-ACCREDITATION-OF-SWD.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-097_REV-00_APPLICATION-FORM-FOR-ACCREDITATION-OF-SWD.docx</a></li> </ul>
<p>2. Pre-accreditation assessment</p> <p>a. For New Applicant, submit pre-assessment conducted by concerned Field Office covering the Area of Operation (1 photocopy)</p> <p>b. For Renewal, submit a self-pre-assessment tool signed by the SWAs Head of Agency or authorized representative (1 photocopy).</p>	<ul style="list-style-type: none"> <li>DSWD Website <b>Memorandum Circular No. 21 s. 2022</b> <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/03/MC_2022-021-Amended-of-MC-No.-17-s.2018-Entitled-Revised-Guidelines-Governing-the-RLA.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2023/03/MC_2022-021-Amended-of-MC-No.-17-s.2018-Entitled-Revised-Guidelines-Governing-the-RLA.pdf</a></li> <li>Assessment Tools <i>For Residential:</i> <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-102_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-CENTER-BASED.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-102_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-CENTER-BASED.docx</a> <i>For Community-Based:</i> <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-104_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-COMMUNITY-BASED.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-104_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-COMMUNITY-BASED.docx</a> <i>For Non-Residential Based</i> <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-101_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-NON-RESIDENTIAL-BASED.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-101_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-NON-RESIDENTIAL-BASED.docx</a></li> </ul>

*00 ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-CENTER-BASED.docx*

*For Senior Citizens Center*

*[https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-105\\_REV-00\\_ACCREDITATION-ASSESSMENT-TOOL-FOR-SENIOR-CITIZEN-CENTER-SCC.docx](https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-105_REV-00_ACCREDITATION-ASSESSMENT-TOOL-FOR-SENIOR-CITIZEN-CENTER-SCC.docx)*

*For Child Placement Services*

*[https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-103\\_REV-00\\_ASSESSMENT-TOOF-FOR-ACCREDITATION-OF-CHILD-PLACEMENT-SERVICES.doc](https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-103_REV-00_ASSESSMENT-TOOF-FOR-ACCREDITATION-OF-CHILD-PLACEMENT-SERVICES.doc)*

*For Special Drugs Education Center*

*[https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-106\\_REV-00\\_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-SPECIAL-DRUGS-EDUCATION-CENTER.docx](https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-106_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-SPECIAL-DRUGS-EDUCATION-CENTER.docx)*

*For STACs and Hospices, Physical and Rehabilitation Centers, Providing Free and/or Socialized Stimulation, Therapeutic and Physical Rehabilitation Services*

*[https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-107\\_REV-00\\_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-STIMULATION-AND-THERAPEUTIC-ACTIVITY-CENTERS.docx](https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-107_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-STIMULATION-AND-THERAPEUTIC-ACTIVITY-CENTERS.docx)*

*For Reception and Action Center (RAC), Drop-In and other Centers Providing Similar Programs and Services*

*[https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-096\\_REV-00\\_ACCREDITATION-TOOL-FOR-RECEPTION-AND-ACTION-CENTERS.docx](https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-096_REV-00_ACCREDITATION-TOOL-FOR-RECEPTION-AND-ACTION-CENTERS.docx)*

*For NVRC, AVRC and other Centers Providing Similar Programs and Services*

	<p><u><a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-095_REV-00_ACCREDITATION-ASSESSMENT-TOOL-FOR-NATIONAL-VOCATIONAL.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-095_REV-00_ACCREDITATION-ASSESSMENT-TOOL-FOR-NATIONAL-VOCATIONAL.docx</a></u></p>
<p>3. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others (1 original copy)</p> <p>4. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations (1 photocopy)</p> <p>Note: The first two (2) Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau.</p> <p>For Applicant SWA's implementing Child Placement Services:</p> <p>5. Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired RSW related to child placement service (1 photocopy of Certification).</p>	<ul style="list-style-type: none"> <li>● DSWD Website <u><a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-049_REV-01_MANUAL-OF-OPERATION.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-049_REV-01_MANUAL-OF-OPERATION.docx</a></u></li> <li>● The Approved Form for the Profile of Employees and Volunteers is incorporated in the Revised Application Form for Accreditation <u><a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-097_REV-00_APPLICATION-FORM-FOR-ACCREDITATION-OF-SWD.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-097_REV-00_APPLICATION-FORM-FOR-ACCREDITATION-OF-SWD.docx</a></u></li> </ul> <ul style="list-style-type: none"> <li>● Concerned DSWD Field Office</li> </ul>

**B. Documents Establishing Corporate Existence and Regulatory Compliance**

<p>6. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application (1 Photocopy of Certification)</p> <p><b><i>(not applicable for Public SWDA)</i></b></p>	<ul style="list-style-type: none"> <li>• Securities and Exchange Commission Davao Extension Office, 2F, SDC Bldg., Purok 13, Maa Road, Maa, Davao City</li> </ul>
<p>7. For Center Based (Residential and Non-Residential Based) and Community Based, Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection Certificate (for old buildings) (1 photocopy of Certificate)</p> <p>b. Fire Safety Inspection Certificate (1 photocopy of Certificate)</p> <p>c. Water Potability Certificate or Sanitary Permit (1 photocopy of Certificate)</p>	<ul style="list-style-type: none"> <li>• City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation</li> <li>• Office of the Bureau of Fire Protection in the Provincial/City/Municipal Local Government Unit covering the SWDAs area of operation</li> <li>• City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> </ul>

<b>C. Documents Establishing Track Record and Good Standing</b>	
<p>8. ABSNET Membership Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA (1 photocopy of Certificate)</p> <p>For RAB President, the Standards Section shall be the one to issue the required certification.</p>	<ul style="list-style-type: none"> <li>DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-065_REV-01_ABSNET-Active-Membership-certification.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-065_REV-01_ABSNET-Active-Membership-certification.docx</a></li> </ul>
<p>9. Work and Financial Plan for the two (2) succeeding years (1 original copy).</p>	<ul style="list-style-type: none"> <li>DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-054_REV-01_Work-and-Financial-Plan.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-054_REV-01_Work-and-Financial-Plan.docx</a></li> </ul>
<p>10. Certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two (2) years (1 Notarized and Updated Photocopy of Certification)</p>	<ul style="list-style-type: none"> <li>Board Resolution by the Organization</li> </ul> <p><i>Not applicable for public SWDAs</i></p>
<p>11. Annual Accomplishment Report of the previous year (1 photocopy of report)</p>	<ul style="list-style-type: none"> <li>DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-051_REV-01_Annual-Report.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-051_REV-01_Annual-Report.docx</a></li> </ul>



12. Audited Financial Report of the previous year (1 photocopy of Audited Financial Report)	<ul style="list-style-type: none"> <li>• <b>For Public SWDA</b>, Copy of Consolidated Annual Audit Report;</li> <li>• <b>For Licensed SWA</b>, Copy of Audited Financial Statement duly received by BIR or SEC.</li> </ul> <p>DSWD Website</p> <p><a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-053_REV-01_Financial-Report.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-053_REV-01_Financial-Report.docx</a></p>
13. For applicants with past and current partnership with the DSWD that involved transfer of funds (1 photocopy of Certificate).	<p>Certification from DSWD Office that the applicant is free from any financial liability/obligation</p> <ul style="list-style-type: none"> <li>• DSWD Website</li> </ul> <p><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-055_REV-01_Certification-Free-from-Financial-Liability.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-055_REV-01_Certification-Free-from-Financial-Liability.pdf</a></p>
14. Processing Fee - ₱1,000.00 (1 Photocopy of Receipt)	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Cash Section</li> </ul> <p>Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</p>

**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators on the Accreditation Tools based on DSWD Memorandum Circular No. 21 Series of 2022.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
1. Secure application form thru the DSWD Website/ Standards Bureau/Field Office	1.1 Upload and make available of the necessary documents in the DSWD website/ Standards Bureau	None	Not Applicable	Not applicable (N/A) Application Form is readily downloadable

<p>2. Submit the application and supporting documents</p>	<p>2.1 Receive the documentary requirements and provide the applicant SWDA with an application reference number for easy tracking and reference.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Project Development Officer III</i> SCMD, Standards Bureau, Central Office</p>
<p>3. Secure an Acknowledgement Receipt (stamped received) of the submitted requirements</p> <p>Note: For incomplete requirements, the applicant SWDA shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.</p>	<p>3.1 Determine whether the submitted documents are:</p> <p><b>Complete</b> - provide the SWDA an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau</p> <p><b>Incomplete</b> - return all documents submitted accompanied by a checklist of requirements for applicant SWDA's compliance. Advise the applicant, that the application will not be processed until the lacking requirements are submitted</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Project Development Officer III</i> SCMD, Standards Bureau, Central Office</p> <p><i>Project Development Officer III</i> SCMD, Standards Bureau, Central Office</p>
<p>4. Request for the billing statement.</p>	<p>4.1 Prepare Billing Statement and instruct applicants to proceed to the Financial Management Service (<b>DSWD Cashier, 2<sup>nd</sup></b></p>	<p>None</p>	<p>**5 minutes</p>	<p><i>Project Development Officer III</i> SCMD, Standards</p>

	<b>Floor, Matapat Building</b> ) for applicants at DSWD Central Office.			Bureau, Central Office
5. Pay the processing fee	5.1 Process payment and issue Official Receipt.	₱1,000.00	**5 minutes	Section Head Cashier Section
6. Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	6.1 Receive the photocopy of the Official Receipt from the applicant SWDA.	None	5 minutes	Project Development Officer III SCMD, Standards Bureau, Central Office
7. Wait for the result of the documents review and notice of Virtual Assessment.	7.1 Review the submitted documents as to completeness and compliance.	None	4 days, 7 hours 40 minutes	Project Development Officer III SCMD, Standards Bureau, Central Office
	7.2 Assess the submitted documents.  If found complete and compliant, prepare an Acknowledgement Letter notifying the conduct of a 2-day Virtual/on-site Assessment.  If found incomplete or non-compliant, shall send an Acknowledgement Letter to the SWDA containing the checklist of documents for compliance to be secured or accomplished together	None	2 days	Project Development Officer III, SCMD Chief, Standards Bureau Director Standards Bureau, Central Office  Project Development Officer III, SCMD Chief, Standards Bureau Director Standards Bureau, Central Office

	with all the application documents submitted.			
8. Participate in the conduct of an accreditation assessment	<p>8.1 Conducts the accreditation assessment (virtual or on-site) through the following activities:</p> <p>8.1.1 Focus Group Discussion with Clients</p> <p>8.1.2 Interview with the staff</p> <p>8.1.3 Review of documents</p> <p>8.1.4 Ocular Inspection</p> <p>Action Planning/ Exit Conference</p>	None	<p>2 days depending on the Programs and Services for Accreditation</p> <p>1 day for Senior Citizen Center</p>	<p><i>Project Development Officer III</i></p> <p>SCMD, Standards Bureau, Central Office</p>
9. Wait for the result of Assessment.	9.1 Prepare Confirmation Report	None	1.5 days	<p><i>Project Development Officer III</i></p> <p>SCMD, Standards Bureau, Central Office</p>
	If favorable, the Technical Staff shall prepare the confirmation Report and Certificate of Accreditation.	None	1 day	<p><i>Project Development Officer III, SCMD Chief, Standards Bureau Director</i></p> <p>Standards Bureau, Central Office</p>

	If not favorable, the Technical Staff shall detail the Assessors Findings to which the SWDA is expected to take action and comply with.	None	1 day	<i>Project Development Officer III</i> SCMD, Standards Bureau, Central Office
	9.2 Review and approval of the confirmation report.	None	4 days	<i>SCMD Chief, Standards Bureau Director</i> Standards Bureau, Central Office
10. Receive the Certificate of Accreditation through mail/courier or pick-up at the Standards Bureau and accomplish and submit Client Satisfaction Measurement Form	10.1 Send the Confirmation Report  If favorable, send the Confirmation Report and certificate of accreditation. Notify the SWDA on the availability of the Certificate of Accreditation for release through various means per preference indicated in the application form. (direct pick-up or courier)  If not favorable, send the confirmation report.	None	2 days	<i>Project Development Officer III</i> SCMD, Standards Bureau, Central Office  <i>Project Development Officer III</i> SCMD, Standards Bureau, Central Office
	10.2 Administer the Client Satisfaction Measurement Form (either online or paper-based)	None	*5 minutes	<i>Project Development Officer III</i> SCMD, Standards Bureau, Central Office
	<b>TOTAL</b> Social Work Agency		₱1,000.00	

		20 working days		
Senior Citizen Center:	None	19 working days		
<b>B. Processing Procedures of Applications submitted at Standards Bureau through Email/Courier:</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Send the Application Form together with the prescribed documentary requirements for Accreditation:</p> <p><b>Standards Bureau</b></p> <p>DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City</p>	<p>1.1 Log receipt into the Document Tracking System (DTS) for Standards Bureau. This shall be routed to the Assigned Technical Staff.</p>	None	1 hour	<p><i>Administrative Assistant</i></p> <p>SCMD, Standards Bureau, Central Office</p>
<p>2. Waits the result of the documents review</p>	<p>2.1 Determine whether the submitted documents are complete.</p>	None	4 days and 7 hours	<p><i>Project Development Officer III</i></p> <p>SCMD, Standards Bureau, Central Office</p>
	<p>2.2 If complete: Prepare acknowledgement letter indicating the payment of processing fee and schedule of accreditation and the approved acknowledgement letter</p>	None	2 days	<p><i>Project Development Officer III, SCMD Chief, Standards Bureau Director</i></p> <p>Standards Bureau, Central Office</p>

	<p>2.3 If incomplete:</p> <p>Prepare acknowledgement letter and return all documents submitted accompanied by a checklist of requirements for applicant SWDA's compliance and send the approved acknowledgement letter</p>			<p><i>Project Development Officer III, SCMD Chief, Standards Bureau Director</i></p> <p>Standards Bureau, Central Office</p>
<p>3. If cash: secure billing statement from the DSWD Field Office and Central Office</p>	<p>3.1 Prepare and provide the applicant SWDA with the billing statement</p>	None	5 minutes	<p><i>Project Development Officer III</i></p> <p>SCMD, Standards Bureau, Central Office</p>
<p>4. Payment of processing fee</p> <p>Note: If cash, present the Billing Statement at the Cashier and settle the required fee.</p> <p>If online: settle at any authorized service provider</p>	<p>4.1. Process payment and issues Official Receipt.</p>	₱1,000.00	<p>5 minutes</p> <p>Applicant's discretion for online payment</p>	<p>Section Head Cashier Section</p>
<p>5. Provide a photocopy of the Official Receipt (OR) through the following means:</p>	<p>5.1 Acknowledge the copy of the Official Receipt from the SWDA.</p> <p><i>Note:</i></p> <p><i>For the Copy of OR sent through email: the</i></p>	None	5 Minutes	<p><i>Project Development Officer III</i></p> <p>SCMD, Standards Bureau, Central Office</p>

<p>a. Scanned copy of the Official Receipt <a href="mailto:sb@dswd.gov.ph">sb@dswd.gov.ph</a> with the subject: Name of the Organization_ Copy of OR for Accreditation.</p> <p>b. Hand-carry the Photocopy of Official Receipt to Standards Bureau.</p> <p>c. Courier the Photocopy of Official Receipt to Standards Bureau.</p>	<p><i>Support Staff managing the Official email of the Standards Bureau shall acknowledge the receipt of the Official Receipt and provide the copy to the Assigned Technical Staff.</i></p>			
<p>6. Participate in the conduct of accreditation assessment</p>	<p>6.1 Conduct the accreditation assessment (virtual or actual visit) through the following activities:</p> <p>a. Focus Group Discussion with Clients</p> <p>b. Interview with the staff</p> <p>c. Review of documents</p> <p>d. Ocular Inspection</p> <p>e. Action Planning/ Exit Conference</p>	<p>None</p>	<p>2 days depending on the Programs and Services for Accreditation</p> <p>1 day for Senior Citizen Center</p>	<p><i>Project Development Officer III</i>          SCMD, Standards Bureau, Central Office</p>
<p>7. Await the result of Assessment.</p>	<p>7.1 Prepare Confirmation Report</p>	<p>None</p>	<p>4 working days</p>	<p><i>Project Development Officer III</i>          SCMD, Standards</p>



				Bureau, Central Office
	7.2 If favorable, the Technical Staff shall prepare the confirmation Report and Certificate of Accreditation.	None	3 working days	<i>Project Development Officer III, SCMD Chief, Standards Bureau Director</i>  Standards Bureau, Central Office
	7.3 Review and approval of the confirmation report and certification of accreditation	None	3 working days	<i>SCMD Chief, Standards Bureau Director</i>  Standards Bureau, Central Office
	7.4 If not favorable, the Technical Staff shall detail the Assessors Findings to which the SWDA is expected to take action and comply with.	None	3 working days	<i>Project Development Officer III</i>  SCMD, Standards Bureau, Central Office
	7.5 Review and approval of the confirmation report	None	3 working days	<i>SCMD Chief, Standards Bureau Director</i>  Standards Bureau, Central Office
8. Receive the Certificate of Accreditation through mail/courier of pick-up at the Standards Bureau and accomplish the Client Satisfaction Measurement Form	8.1 Sends Confirmation Report  <b>If favorable</b> , send the Confirmation Report and certificate of accreditation. Notify the SWDA on the availability of the	None	1 working day	<i>Project Development Officer III</i>  SCMD, Standards Bureau, Central Office

	Certificate of Accreditation for release through various means per preference indicated in the application form. (direct pick-up or courier)  <b>If not favorable</b> , send the confirmation report.			<i>Project Development Officer III</i>  SCMD, Standards Bureau, Central Office
	8.2 Administer the Client Satisfaction Measurement Form (either online or paper-based)	None	Included in the time allotted in the actual assessment	<i>Project Development Officer III</i>  SCMD, Standards Bureau, Central Office
<b>TOTAL</b>		<b>₱1,000.00</b>	<b>20 working days</b>	
<b>Social Welfare Agency:</b>				
<b>Senior Citizen Center:</b>		<b>None</b>	<b>19 working days</b>	

***The number of minutes shall be included on the total working days. This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.***

#### 4. Accreditation of Social Worker Managing Court Cases

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

<b>Office:</b>	All Standards Section – DSWD Field Office  Standards Compliance and Monitoring Division (SCMD)  Standards Bureau – DSWD Central Office
<b>Type of Transaction:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Client  G2G - Government to Government

<b>Who may avail:</b>	All Social Workers who are direct practitioners including supervisors from the DSWD Field Offices, residential, and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>A. New Applicants: For Social Workers</b>	
1. Application Form for Accreditation of Social Workers Managing Court Cases (Annex A) (1 Original Copy or Photocopy of Notarized Application Form)	<ul style="list-style-type: none"> <li>● DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>● DSWD Website <a href="https://drive.google.com/file/d/1a6lQcfjimsYM8iX2FpRZlvDThl6Of5zF/view">https://drive.google.com/file/d/1a6lQcfjimsYM8iX2FpRZlvDThl6Of5zF/view</a></li> </ul>
2. Professional Regulation Commission Registration ID Card (1 photocopy of valid PRC ID)	<ul style="list-style-type: none"> <li>● Professional Regulation Commission (PRC) – Davao Regional Office XI Calamansi St. cor. First St. (beside the Indonesian Consulate) Juna Subdivision, Matina, Davao City</li> </ul>
3. Training Certificate to basic and/or client specific course training (at least 45 hours) from the training, seminars, conference and other relevant training on case management or court related cases from the last three (3) years prior to application (1 photocopy of training certificate)  In case of a lost certificate, a certification issued by the training provider may be presented.	Any of the following: <ul style="list-style-type: none"> <li>● DSWD or its recognized training institutions</li> <li>● licensed and/or accredited partner agencies</li> <li>● Civil Service Commission</li> <li>● PASWI</li> <li>● Department of Justice</li> <li>● Philippine National Police</li> </ul>

<p>4. Recent Certificate of Completion/Participation on refresher course on case management of court related cases (if basic course was taken more than 3 years ago) or at least twenty (20) hours of training on relevant laws  (1 photocopy of Certificate of Completion).</p>	<p>Training Provider</p>
<p>5. Summary documentation of ten (10) cases managed for the past three (3) years of any of the disadvantaged groups (Annex B)  (1 photocopy of Summary documentation)</p>	<p>Refer to DSWD Website – Memorandum Circular No. 13 series of 2022 for the template</p>
<p>6. Letter of Recommendation attesting to the competence of the social worker  (1 photocopy Letter of Recommendation)</p>	<p>Any of the following:</p> <ul style="list-style-type: none"> <li>● Supervisor of the applicant;</li> <li>● Philippine Association of Social Workers, Inc. (PASWI);</li> <li>● If LGU designated court social worker, from the clerk of court</li> </ul>
<p>7. The following documents on cases handled must be made available during on-site assessment:</p> <ol style="list-style-type: none"> <li>a. Updated Social Case Study Reports;</li> <li>b. Updated Progress/running notes;</li> <li>c. Case summaries;</li> <li>d. Case conference proceedings/ notes</li> </ol>	<p>Applicant/Client</p>

<p>e. Court Order/ Decisions</p> <p>f. Other relevant documentation pertaining to the cases</p>	
<b>A.1 New Applicants: For Supervising Social Workers</b>	
<p>1. Notarized Application Form for Accreditation of Social Workers Managing Court Cases (Annex A)</p> <p>(1 original)</p>	<ul style="list-style-type: none"> <li>● DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>● DSWD Website <a href="https://drive.google.com/file/d/1a6lQcfjimsYM8iX2FpRZlvDThl6Of5zF/view">https://drive.google.com/file/d/1a6lQcfjimsYM8iX2FpRZlvDThl6Of5zF/view</a></li> </ul>
<p>2. Professional Regulations Commission Registration ID Card (1 valid photocopy of PRC ID)</p>	<ul style="list-style-type: none"> <li>● Professional Regulation Commission (PRC) – Davao Regional Office XI Calamansi St. cor. First St. (beside the Indonesian Consulate) Juna Subdivision, Matina, Davao City</li> </ul>
<p>3. Training Certificate to basic and/or client specific course training (at least 45 hours) from the training, seminars, conference and other relevant training on case management or court related cases from the last three (3) years prior to application. (1 photocopy of Training Certificate)</p> <p>In case of a lost certificate, a certification issued by the training provider may be presented.</p>	<p>Any of the following:</p> <ul style="list-style-type: none"> <li>● DSWD or its recognized training institutions</li> <li>● licensed and/or accredited partner agencies</li> <li>● CPTCSA</li> <li>● PASWI</li> <li>● Department of Justice</li> <li>● Philippine National Police</li> </ul>
<p>4. Summary of documentation of at least two (2) cases managed for the last three (3) years (Annex B) (1 photocopy of Summary of Documentation)</p>	<p>Provided by Applicant/Client</p>

<p>5. Summary list of cases reviewed/approved as supervisor (Annex C) (1 photocopy of summary list of cases reviewed)</p> <p>5.1 Technical supervisory notes to at least one (1) supervises as proof of providing technical assistance. (1 photocopy of technical supervisory notes)</p>	<p>Provided by Applicant/Social Worker</p>
<p>6. The following documents on cases handled must be made available during on-site assessment:</p> <ul style="list-style-type: none"> <li>a. Updated Case Study Reports;</li> <li>b. Progress/running notes;</li> <li>c. Case summaries;</li> <li>d. Case conference proceedings/ notes</li> <li>e. Court Order/ Decisions</li> <li>f. Other relevant documentation pertaining to the cases</li> </ul>	<p>Applicant/Client</p>
<p><b>B. Renewal: For Social Workers</b></p>	
<p>1. First four (4) requirements stated under Social Worker for renewal</p>	<p>(As stated above)</p>
<p>2. Summary of documentation of at least three (3) active cases managed for the last three (3) years (Annex B)</p> <p>(1 photocopy of summary of documentation)</p>	<p>Provided by Applicant/Client</p>

<p>3. Recommendation from the Supervisor attesting to the competence of social worker in managing court cases</p> <p>(1 photocopy of Recommendation)</p>	<p>Provided by Applicant/Supervisor</p>
<p>4. The following documents on cases handled must be made available during on-site assessment:</p> <ul style="list-style-type: none"> <li>a. Updated Case Study Reports;</li> <li>b. Updated progress notes;</li> <li>c. Case conference proceedings/ notes</li> <li>d. Court Order/Decision</li> <li>e. Other relevant documentation pertaining to the cases</li> </ul>	<p>Provided by Applicant/Client</p>
<p>5. Previous Certificate of Accreditation</p> <p>(1 photocopy of Certificate)</p>	<p>Provided by Applicant</p>
<p><b>B.1. Renewal: For Supervising Social Workers</b></p>	
<p>1. All of the six (6) requirements stated under Supervising Social Worker for renewal</p>	<p>(As stated above)</p>
<p>2. Previous Certificate of Accreditation</p> <p>(1 photocopy of Certificate)</p>	<p>Provided by Applicant</p>

**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 13 Series of 2022.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Applications received through Walk-in Applicants</b>				
1. Submit Application form (Annex A) at the concerned DSWD Field Offices (FO) – Standards technical staff together with the requirements stated above.	1.1 The Field Office-Standards Section Support Staff shall receive submitted documents with its original copies. A Document Reference Number shall be provided to the applicant for easy tracking.	None	30 minutes	<i>Administrative Assistant II</i> Standards Section
	1.2 If complete, the Technical Staff assigned by the Section Head will then proceed with the pre-assessment process.	None	30 minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant, and OIC, Policy and Plans Division and Concurrent Standards Section Head</i>
	1.3 If incomplete, documents shall be returned accompanied by provision of technical assistance and checklist of requirements.	None	30 minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
<b>B. Applications received through Mail/Courier</b>				



<p>1. Send the Application Form (Annex A) with complete requirements thru mail/courier to the concerned DSWD Field Office (FO) – Standards Office or through the concerned official email of the FO Standards stated above.</p>	<p>1.1 The Field Office-Standards Staff shall receive the submitted documents and farm it out to the Standards Head Section.</p>	None	30 minutes	<p><i>Administrative Assistant II</i> Standards Section</p>
	<p>1.2 Review the documents as to completeness then the concerned Technical Staff shall proceed with the pre-assessment.</p>	None	4 hours	<p><i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant</i> Standards Section</p>
	<p>1.3 The technical staff shall conduct a desk review and determine compliance.</p>	None	4 days	<p><i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant</i> Standards Section</p>
	<p>1.4 If requirements are complete and compliant, the Field Office-Standards Section shall prepare a pre-assessment report and/or endorsement report to Standards Bureau along with the acknowledgement letter to the applicant Social Worker on the status of the application.</p>	None	1 day	<p><i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant, OIC, Policy and Plans Division and Concurrent Standards Section Head, and Regional Director</i></p>

	<p>1.5 If incomplete or non-compliant, an acknowledgement letter shall be prepared indicating the checklist of lacking documents.</p>	None	1 hour	<p><i>Project Development Officer III /</i> <i>Social Welfare Officer II /</i> <i>Social Welfare Assistant,</i> <i>OIC, Policy and Plans Division and Concurrent Standards Section Head, and</i> <i>Regional Director</i></p>
	<p>1.6 Endorse one (1) set of copy of the application requirements and the signed/approved pre-assessment report and/or endorsement report shall be endorsed to DSWD-Standards Bureau, and file the other copy in the Field Office.</p> <p>The signed/approved acknowledgement letter shall also be sent to the applicant Social Worker.</p>	None	1 hour	<p><i>Administrative Assistant II</i></p>
	<p>1.7 The Standards Bureau- Support Staff shall receive the endorsed application and endorse it to the Standards Compliance Monitoring Division (SCMD) through the concerned Section Head.</p>	None	2 hours	<p><i>Administrative Staff</i> SCMD, Standards Bureau, Central Office</p>

	<p>1.8 The Standards Compliance Monitoring Division (SCMD) Technical Staff shall review the application and documents submitted by the Applicant through the Field Office.</p>	None	1 day	<p><i>Project Development Officer III</i> SCMD, Standards Bureau, Central Office</p>
	<p>1.9 If complete and compliant, preparation of acknowledgement letter indicating the schedule and mode of accreditation shall be made:</p> <p>1.9.1 Under Normal circumstances actual accreditation visit shall be conducted;</p> <p>1.9.2 During the state of calamity/emergency, virtual accreditation shall be conducted</p>	None	1 day	<p><i>Project Development Officer III,</i> <i>SCMD Chief,</i> <i>Standards Bureau Director</i>  Standards Bureau, Central Office</p>
	<p>1.10 If incomplete or non-compliant, the Technical Staff to also prepare an acknowledgement letter indicating the checklist of lacking documents.</p>	None	1 day	<p><i>Project Development Officer III,</i> <i>SCMD Chief,</i> <i>Standards Bureau Director</i> Standards Bureau, Central Office</p>
	<p>1.11 If the submitted documents are complete and compliant, the signed and approved Acknowledgement</p>	None	2 hours	<p><i>Project Development Officer III</i> SCMD, Standards</p>

	letter shall be endorsed to the Applicant through the Field Office on the schedule of the assessment			Bureau, Central Office
2. The Applicant shall coordinate and participate in the scheduled Assessment with Standards Bureau	2.1 The technical staff shall conduct assessment through review of case records, interview of the applicant and client/s, and conduct of other relevant activities.	None	1 day (per agreed schedule)	<i>Project Development Officer III</i> SCMD, Standards Bureau, Central Office
	2.2 Concerned Technical Staff shall prepare the Confirmation Report Certificate of Accreditation, Executive Summary for the Assistant Secretary and Undersecretary and the transmittal memo for review and approval of the Section Head and Division Chief.  <i>*If the applicant/s falls below the set standards, the said applicant/s shall be given appropriate technical assistance on the areas needing improvement. A re-assessment shall be conducted after six months.</i>	None	5 days and 2 hours after conduct of assessment	<i>Project Development Officer III</i>  <i>and</i> <i>SCMD Chief Standards Bureau, Central Office</i>
3. Wait for the issuance of the	3.1 Standards Bureau Director shall review and/or approve and	None	1 day and 1 hour	<i>Bureau Director</i>

<p>accreditation certificate.</p>	<p>endorse the Confirmation Report, Executive Summary, Certificate of Accreditation and transmittal memo to the Assistant Cluster Head.</p> <p>If with inputs/comments/corrections, the documents shall be returned to the technical staff.</p>			<p>Standards Bureau, Central Office</p>
	<p>3.2 The Assistant Secretary shall review and/or approve and endorse the Executive Summary, Certificate of Accreditation and transmittal memo to the Undersecretary.</p> <p>If there will be inputs/comments, it shall be returned to the Standards Bureau.</p>	<p>None</p>	<p>2 days</p>	<p><i>Assistant Secretary</i> SCBG, Central Office</p>
	<p>3.3 The Undersecretary shall review and/or approve the Certificate of Accreditation and other approved attached documents.</p>	<p>None</p>	<p>2 days</p>	<p><i>Undersecretary</i> SCBG, Central Office</p>
	<p>3.4 Standards Bureau Director shall endorse the approved Certificate of Accreditation to the qualified Social Worker</p>	<p>None</p>	<p>3 hours</p>	<p><i>Project Development Officer III</i> SCMD, Standards Bureau, Central Office</p>

	through the Field Office. 3.4.1 One set of copy of the approved Confirmation Report and Certificate of Accreditation shall be transmitted to Records Section			
4. Receive the Certificate of Accreditation by mail or pick-up at the Field Office	4.1 Notify the Applicant Organization on the availability of the Certificate	None	1 hour and 30 minutes	<i>Project Development Officer III</i> SCMD, Standards Bureau, Central Office
	4.2 Issue the Certificate of Accreditation by mail or pick-up at the Field Office	None	1 hour and 55 minutes	<i>Project Development Officer III</i> SCMD, Standards Bureau, Central Office
	4.3 Provide the Applicant the Client Satisfaction Measurement Form	None	5 minutes	<i>Project Development Officer III</i> SCMD, Standards Bureau, Central Office
<b>TOTAL Processing Time</b>		<b>None</b>	<b>20 working days</b>	

***The number of minutes shall be included on the total 20 working days. This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.***

## 5. Accreditation of Pre-Marriage Counselors

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. For New Applicants</b>	
1. Duly Accomplished Application Form (1 Original copy)	<ul style="list-style-type: none"> <li>DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-017_REV-01_Application-Form-for-the-Accreditation-of-Pre-Marriage-Counselor.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-017_REV-01_Application-Form-for-the-Accreditation-of-Pre-Marriage-Counselor.pdf</a></li> </ul>
<b><u>One (1) photocopy of the following documents (original copies must be presented during the actual accreditation assessment):</u></b>	
2. Any of the following as proof that the applicant is a Bachelor Degree in Social Work or in Nursing or in any Behavioral and Social Sciences Course or in any other course that includes counseling as part of the academic curriculum or professional practice: <ol style="list-style-type: none"> <li>Certificate of graduation/college diploma or transcript of records; (1 Photocopy); or</li> <li>Certified photocopy of valid PRC ID. (1 Photocopy)</li> </ol>	<ul style="list-style-type: none"> <li>Any PRC Office nationwide</li> <li>Professional Regulation Commission (PRC) – Davao Regional Office XI</li> </ul>

	Calamansi St. cor. First St. (beside the Indonesian Consulate) Juna Subdivision, Matina, Davao City
3. Training Certificates/Certificates from seminars, conferences, training, and other related activities on basic counseling service for at least twenty-four (24) four hours. If original copy is unavailable, a certified true copy of the certificate of participation/attendance from the training provider will be accepted. (1 photocopy)	<ul style="list-style-type: none"> <li>• Provided by the Applicant</li> </ul>
4. Any of the following as proof that applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team, if applicable:  4.1 Certification from immediate Supervisor (1 photocopy); or  4.2 An approved resolution from the Local Government Office (1 photocopy)	<ul style="list-style-type: none"> <li>• Concerned Office - Local Government Unit</li> </ul>
5. Documentation of at least six (6) PMC sessions, which captures the role performed by the applicant as proof that he/she has assisted in the PM Counseling session.  (1 photocopy)	<ul style="list-style-type: none"> <li>• DSWD Website  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-019-REV-01_DOCUMENTATION-REPORT-ON-COUNSELING-PM-COUNSELING-SESSION.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-019-REV-01_DOCUMENTATION-REPORT-ON-COUNSELING-PM-COUNSELING-SESSION.pdf</a></li> </ul>
6. Other documents to be made available during the assessment visit.  6.1 Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.  (1 photocopy)	<ul style="list-style-type: none"> <li>• Accomplished Marriage Expectation Inventory Form</li> </ul>



<b>B. For Renewal</b>	
<p>1. Certificates of training, seminars, orientation and other related or similar activities on marriage counseling or topics related to pre-marriage counseling such as but not limited to Gender and Development, Human Maturity, Value Clarification and Responsible Parenting for at least twenty-four (24) hours within the validity period of the preceding certificate. (1 Photocopy)</p>	<ul style="list-style-type: none"> <li>• Training Provider</li> </ul>
<p>2. Accomplishment Report for the past year with at least a minimum of ten (10) PMC sessions conducted preceding the application using the template provided by DSWD (<b><u>Annex D</u></b>) (1 Photocopy)</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-020_REV-01_ANNUAL-ACCOMPLISHMENT-REPORT.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-020_REV-01_ANNUAL-ACCOMPLISHMENT-REPORT.pdf</a></li> </ul>
<p>3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (<b><u>Annex C</u></b>) (1 Photocopy)</p>	<ul style="list-style-type: none"> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-019_REV-01_DOCUMENTATION-REPORT-ON-COUNSELING-PM-COUNSELING-SESSION.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-019_REV-01_DOCUMENTATION-REPORT-ON-COUNSELING-PM-COUNSELING-SESSION.pdf</a></li> </ul>
<p>4. Other documents to be made available during the validation visit</p> <p>4.1 Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit. (1 Photocopy)</p> <p>4.2 Accomplished and consolidated result of client feedback/satisfaction survey (See <b><u>Annex F</u></b>) for the</p>	<ul style="list-style-type: none"> <li>• Accomplished Marriage Expectation Inventory Form</li> <li>• DSWD Field Office XI - Standards Section</li> </ul>

<p><i>template</i>) of about fifty (50) percent of the total number of counselled couples for the past year  (1 Photocopy)</p> <p>4.3 A summary/record on the number of Certificates of Marriage Counseling issued. (1 Photocopy)</p>	<p>Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</p> <ul style="list-style-type: none"> <li>DSWD Website  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-021_REV-01_SATISFACTION-FEEDBACK-SURVEY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-021_REV-01_SATISFACTION-FEEDBACK-SURVEY.pdf</a></li> <li>Number of Certificates of Marriage Counseling issued.</li> </ul>
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**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 10 Series of 2021.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
1. Secure application form thru the DSWD Website/Field Office	1.1 Provide the client an application form, and checklist of requirements	None	Not Applicable (NA)	Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section
2. Submit the application and supporting documents at Field Office – Standards Section	2.1 Receive the application and forward the same to the concerned Field Office Standards staff	None	Not Applicable (NA)	Administrative Assistant II Standards Section

3. Await the acknowledgement or notification relative to the assessment visit.	3.1 Review and assess the completeness of requirements/ documents submitted and prepare acknowledgment letter, to wit:	None	3 working days	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
	3.2 If found complete/sufficient, acknowledge receipt of the application and notify applicant and coordinate for the schedule of assessment visit.	None	1 day and 7 hours	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant, OIC, Policy and Plans Division and Concurrent Standards Section Head, and Regional Director</i>
	3.3 If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements and provide necessary technical assistance.	None	1 day and 7 hours  <i>Total of 4 days and 7 hours for incomplete/ non-compliant applications sent via email/courier</i>	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant, OIC, Policy and Plans Division and Concurrent Standards Section Head, and Regional Director</i>

	3.4 Tracks and forwards the signed/approved acknowledgment letter to the Records Section.	None	30 minutes	<i>Administrative Assistant II</i>  Standards Section
	3.5 Email advance copy of the acknowledgement letter to the applicant.	None	30 minutes	<i>Administrative Assistant II</i>  Standards Section
4. Participate in the Actual Accreditation Assessment	4.1 Conduct of validation assessment with the applicable mode:  a. Under Normal circumstances actual accreditation visit;  b. During the state of calamity/ emergency virtual assessment	None	1 working day	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant</i>  Standards Section
5. Await the approval of the confirmation report/issuance of the Certificate	5.1 Conduct final review of the Assessment of the application documents.	None	4 working days	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant</i>  Standards Section

	5.2 Prepare the confirmation report.	None	1 working day	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
	5.3 Assess the accreditation.  If favorable, inform the applicant on the approval of his/her accreditation.  If unfavorable, recommend for re-assessment.	None	2 hours	<i>OIC, Policy and Plans Division and Concurrent Standards Section Head</i>
	5.4 Forwards to the office of the RD for approval/signature.	None	1 day and 6 hours	<i>Administrative Assistant II Standards Section</i>
	5.5 Prepares certificate for issuance, if favorable.	None	3 working days	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>

	5.6 Approval and signature of the Certificate	None	2 working days	<i>OIC, Policy and Plans Division and Concurrent Standards Section Head, and Regional Director</i>
6. Receive the Accreditation Certificate	6.1 Release of Certificate to Records Section.	None	1 working day and 30 minutes	<i>Administrative Assistant II Standards Section</i>
	6.2 Email advance copy of the Accreditation Certificate and Confirmation letter to applicant.	None	25 minutes	<i>Administrative Assistant II Standards Section</i>
7. Accomplished the Client Satisfaction Measurement Form	6.3 Administer the Client Satisfaction Measurement Form (online or paper-based)	None	5 minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
<b>TOTAL</b>		<b>None</b>	<b>20 working days</b>	
<b>Complete and Compliant:</b>				
<b>Complete but Non-Compliant and/or Incomplete Submission:</b>		<b>None</b>	<b>4 working days and 7 hours</b>	

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

## 6. Endorsement of Duty Exempt Importation of Donations to SWDAs

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

<b>Office or Division:</b>	All concerned Standards Section – DSWD Field Office Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Client	
<b>Who may avail of:</b>	Registered, Licensed and/or accredited private Social Welfare and Development Agencies (SWDAs) in accordance to section 800(m) of the Republic Act No. 10863, otherwise known as the Customs Modernization and Tariff Act (CMTA) of 2016, who wish to exempt from customs dues the foreign donations consigned to them.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Application form (DSWD DFE Form 1) (1 original copy)		<ul style="list-style-type: none"> <li>DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-029_REV-01_APPLICATION-FORM-ANNEX-A-FORM-1-S800M-CMTA.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-029_REV-01_APPLICATION-FORM-ANNEX-A-FORM-1-S800M-CMTA.pdf</a></li> </ul>
2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin (1 original or certified true copy)		Philippine Consular Office (i.e. embassy or consulate) of the country of origin - Apostilled Deed of Donation
3. Notarized Deed of Acceptance (1 original copy)		Notary public

<p>4. Copy of valid DSWD Registration, License and/or Accreditation Certificate  (1 photocopy)</p>	<p>Issued by the DSWD to the licensed and/or accredited SWDA</p>
<p>5. Bill of Lading or Airway Bill  (1 original or certified true copy)</p>	<p>Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee.</p>
<p>6. Packing List  (1 original or certified true copy)</p>	<p>Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee</p>
<p>7. Plan of Distribution  (1 original copy)</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section  Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-030_REV-01_PLAN-OF-DISTRIBUTION-ANNEX-B.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-030_REV-01_PLAN-OF-DISTRIBUTION-ANNEX-B.pdf</a></li> </ul> <p>- To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution</p>
<p><b>OPTIONAL REQUIREMENTS</b></p> <ul style="list-style-type: none"> <li>• Certification from Food and Drug Administration (FDA), in case of medicines (1 photocopy)</li> </ul>	<ul style="list-style-type: none"> <li>• Food and Drug Administration  Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781</li> <li>• FDA Regional Field Office XI, Davao City  3F, Biosite Bldg., 553 Mangga Street, Juna Subdivision, Matina Crossing, Davao City, Philippines 8000</li> </ul>



<ul style="list-style-type: none"> <li>Notarized distribution report on latest shipment, if not the first time to import foreign donations (1 original copy)</li> </ul>	<ul style="list-style-type: none"> <li>DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-031_REV-01_DISTRIBUTION-REPORT-ANNEX-C.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-031_REV-01_DISTRIBUTION-REPORT-ANNEX-C.pdf</a></li> </ul>
<ul style="list-style-type: none"> <li>Proof of prior agreements or approved arrangements, in case of relief items other than food and medicines (1 photocopy)</li> </ul>	Appropriate government agencies
<p><b>Note to Applicant:</b> The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 21 Series of 2019.</p>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. For Walk-In Applicants</b>				
1. Secure application form thru the DSWD Website or from the DSWD Field Office Website	1.1 Provide the client with application form and checklist of requirements in the website	None	Not Applicable (NA)	<i>Not Applicable (NA). Application Form is readily downloadable</i>
2. Pay Processing Fee at the Cash Section of the Field Office and provide a copy to the Standards Section	2.1 Receive payment for the required processing fee and issue official receipt (OR)	₱1,000.00	10 minutes	<i>Administrative Officer I Cash Section</i>
3. Submit the application documents at the Field Office Standards Section  Note: In case distribution shall take	3.1 Review the completeness and correctness of the submitted application documents based on the checklist.	None	30 minutes	<i>Project Development Officer III / Social Welfare Officer II</i>

place in more than one region, the SWDA must submit a distribution plan approved by the concerned DSWD Field Office. Also, for applications electronically submitted, the applicant still submits the original documents to the Field Office for onward endorsement to the Standards Bureau	<p><i>If complete, forward for tracking to Support Staff</i></p> <p><i>If incomplete, return to the applicant, provide TA and checklist of requirements.</i></p>			Standards Section
	3.2 Log its receipt into the document tracking system	None	7 minutes	Administrative Assistant II Standards Section
	3.3 Provide the walk-in applicant with a document reference number for easy tracking.	None	8 minutes	Administrative Assistant II Standards Section
<b>B. For Applications Sent through Email/Courier</b>				
1. Secure application form thru the DSWD Website or from the DSWD Field Office Website	1.1 Provide the client with application form and checklist of requirements in the website	None	Not Applicable (NA)	Not Applicable (NA). Application Form is readily downloadable
2. Pay Processing Fee at the Cash Section of the Field Office and provide a copy to the Standards Section	2.1 Receive payment for the required processing fee and issue official receipt (OR)	₱1,000.00	10 minutes	Administrative Officer I Cash Section
3. Submit the application documents via email at the official Field Office Standards Section email address	3.1 Review the completeness and correctness of the submitted application documents based on the checklist.	None	30 minutes	Project Development Officer III / Social Welfare Officer II Standards Section

<p>Note: In case distribution shall take place in more than one region, the SWDA must submit a distribution plan approved by the concerned DSWD Field Office. Also, for applications electronically submitted, the applicant still submits the original documents to the Field Office for onward endorsement to the Standards Bureau</p>	<p><i>If complete, forward for tracking to Support Staff</i></p> <p><i>If incomplete, return to the applicant, provide TA and checklist of requirements.</i></p>			
	<p>3.2 Log its receipt into the document tracking system</p>	None	7 minutes	<p><i>Administrative Assistant II</i></p> <p>Standards Section</p>
	<p>3.3 Provide the walk-in applicant with a document reference number for easy tracking.</p>	None	8 minutes	<p><i>Administrative Assistant II</i></p> <p>Standards Section</p>
<p>4. Wait for the results of the assessment.</p>	<p>4.1 Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;</p>	None	1 day	<p><i>Project Development Officer III /</i></p> <p><i>Social Welfare Officer II</i></p> <p>Standards Section</p>
	<p>4.2 If found compliant to eligibility and documentary requirements</p> <p>Prepare for conduct of area visit</p>	None	1 day	<p><i>Project Development Officer III /</i></p> <p><i>Social Welfare Officer II</i></p> <p>Standards Section</p>

	<p>4.3 If found non-compliant to eligibility and documentary requirements</p> <p>Return application documents to the applicant with a letter and checklist citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements</p> <p>Provide the applicant the Client Satisfaction Measurement Form</p>	None	1 day	<p><i>Project Development Officer III /</i></p> <p><i>Social Welfare Officer II</i></p> <p>Standards Section</p>
<p><b>Note:</b> Technical assistance through phone call, e-mail, text, chat or face-to-face technical assistance shall be provided while written communication shall be provided for applications submitted via courier or email, as applicable. In case of incomplete documents where the return of said documents cannot be facilitated due to unavailability of the service provider, an acknowledgment letter shall be sent electronically and with the checklist of documents for compliance.</p>				
5. Participate in the conduct of Validation Visit	<p>5.1 Conduct area visit, obtains in-depth information concerning administrative and operational aspects of the program. <b>(Optional)</b></p> <p>If found to be deficient after the validation, to return the application to the applicant and provide the necessary technical assistance to comply with the requirement/s.</p>	None	2 days (per agreed schedule)	<p><i>Project Development Officer III /</i></p> <p><i>Social Welfare Officer II</i></p> <p>Standards Section</p>

	5.2 Endorse the draft acknowledgment letter to the Regional Director for approval	None	1 working day	<i>Project Development Officer III / Social Welfare Officer II, OIC, Policy and Plans Division and Concurrent Standards Section Head</i>  Standards Section
	5.3 Endorse the application to the Standards Bureau at the Central Office	None	1 day	<i>Administrative Assistant II</i>  Standards Section
	5.4 Receive and check the completeness of the submitted application documents.	None	15 minutes	<i>Project Development Officer III</i>  NFRC-CSO-DEI Section, Standards Bureau, Central Office
	5.5 Logs its receipt into the Electronic Document Transaction Management System (EDTMS)	None	15 minutes	<i>Administrative Staff</i>  NFRC-CSO-DEI Section, Standards Bureau, Central Office
	5.6 Conduct final review of submitted application documents  <b>If found incomplete or non-compliant, inform the Field Office</b>	None	2 days and 6 hours	<i>Project Development Officer III, NFRC-CSO-DEI Section Head, Standards Bureau Director</i>

	<p>concerned that the application shall not be processed unless the complete documents have been endorsed / submitted.</p> <p><b>If compliant</b>, forward the application to the Office of the Assistant Secretary supervising the Standards Bureau with the following:</p> <ul style="list-style-type: none"> <li>• Endorsement letter to the DOF</li> <li>• Conforme letter to applicant that it should comply with post-facilitation requirements</li> <li>• Letter to concerned DSWD Field Office informing them of the endorsement</li> </ul> <p><b>If disapproved</b>, return the documents and send a written communication to the concerned DSWD Field Office, copy furnished the applicant, indicating reasons for disapproving the application.</p>			<p>Standards Bureau, Central Office</p> <p><i>Project Development Officer III, NFRC-CSO-DEI Section Head, Standards Bureau Director</i></p> <p>Standards Bureau, Central Office</p>
	5.7 Endorse the	None	1 day	<i>Bureau Director</i>

	request to the Assistant Secretary for review, affix initials to the Endorsement Letter to DOF			Standards Bureau, Central Office <i>Assistant Secretary</i> SCBG, Central Office
	5.8 Endorse the request to the Undersecretary for review and affix initial to the Endorsement Letter to DOF	None	1 day	<i>Assistant Secretary</i> SCBG, Central Office
	5.9 Final review and approval of the Endorsement to DOF. Affix signature to the endorsement letter to DOF	None	2 days	<i>Undersecretary</i> SCBG, Central Office
6. Approved applicants to pick up the Endorsement Letter	6.1 Communicate to the applicant and Field Office the approval of the Endorsement.	None	10 minutes	<i>Project Development Officer III</i> NFRC-CSO-DEI Section, Standards Bureau, Central Office
	6.2 Preparation of the Endorsement Letter for pick-up of the applicant and receipt of signed Conforme Letter	None	10 minutes	<i>Project Development Officer III</i> NFRC-CSO-DEI Section, Standards Bureau, Central Office
7. Accomplished Client Satisfaction Measurement Form	7.1 Administer the Client Satisfaction Measurement Form (either online or paper-	None	5 minutes	<i>Project Development Officer III</i> NFRC-CSO-DEI Section,

	based)			Standards Bureau, Central Office
<b>TOTAL:</b>	<b>Complete and Compliant:</b>	<b>₱1,000.00</b>	<b>Fourteen (14) working days</b>	
	<b>Complete but non-Compliant Submission:</b>	<b>₱1,000.00</b>	<b>3 working days</b>	
	<b>For Incomplete Submission:</b>	<b>None</b>	<b>1 hour</b>	

*The number of minutes shall be included on the total 14 working days. This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

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

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

<b>Office or Division:</b>	All Standards Section – DSWD Field Office		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C - Government to Client		
<b>Who may avail:</b>	Person/s whose child, relative or friend ailing of chronic ailments as endorsed by the LSWDO or a SWDA; non-stock, non-profit organizations; regional offices of government agencies (GAs), GOCCs and LGUs; and, SWDAs with updated/valid Certificate of Registration, License to Operate and/or Accreditation		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>A. For Person/s whose child, relative or friend of an ailing person with a chronic ailment as endorsed by the Local Social Welfare and Development Office (LSWDO)</b>			



<p>1. Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative (1 original copy)</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf</a></li> </ul>
<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy)</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf</a></li> </ul>
<p>3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity.</p> <p>For children's beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document on behalf of the child (1 original copy).</p>	<ul style="list-style-type: none"> <li>• Applicant signed by the intended beneficiary/recipients or its head/authorized representative</li> </ul>
<p>Duly signed the Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO) (1 original copy).</p>	<ul style="list-style-type: none"> <li>• Local Social Welfare and Development Officer who has jurisdiction on the area of the applicant</li> </ul>
<p>4. Medical Certificate/Abstract and/or Treatment Protocol signed by the attending</p>	<ul style="list-style-type: none"> <li>• Attending physician or Hospital Records Section</li> </ul>

<p>physician or the hospital's records section (1 original copy).</p>	
<p>5. Signed Memorandum of Agreement (MOA) between the DSWD and the LSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office (1 original Certified True Copy)</p>	<ul style="list-style-type: none"> <li>• Concerned DSWD Office and/or the City/Municipal Social Welfare and Development Office of the concerned LGU</li> </ul>
<p>6. Pledge of Commitment (Annex 11) (1 original copy).</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-089_REV-01_Pledge-of-Commitment.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-089_REV-01_Pledge-of-Commitment.pdf</a></li> </ul>
<p>7. Official Receipt as proof of payment of processing fee issued by the concerned DSWD Field Office Finance Management Division (FMD) (1 photocopy)</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Cash Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> </ul>
<p>8. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12) (1 original copy).</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Cash Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf</a></li> </ul>

<b>B. For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by a registered, licensed and/or accredited Social Welfare and Development Agency (SWDA)</b>	
<p>1. Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative (1 original copy).</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf</a></li> </ul>
<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy).</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf</a></li> </ul>
<p>3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity.</p> <p>For children's beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document on behalf of the child (1 original copy).</p>	<ul style="list-style-type: none"> <li>• Applicant signed by the intended beneficiary/recipients or its head/authorized representative</li> </ul>
<p>4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their</p>	<ul style="list-style-type: none"> <li>• Licensed and Accredited SWDA that allowed the applicant to solicit funds under their name or responsibility</li> </ul>

name or responsibility (1 original copy).	
5. Board Resolution or any document authorizing the conduct of public solicitation (1 original copy).	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-088-REV-01_Board-Resolution.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-088-REV-01_Board-Resolution.pdf</a></li> </ul>
6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD Field Office Finance Management Division (FMD) (1 photocopy)	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Cash Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> </ul>
7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12) (1 original copy).	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Cash Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf</a></li> </ul>
<b>C. For Non- Stock, Non-Profit Corporations, Organizations or Associations</b>	
1. Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative (1 original copy).	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf</a></li> </ul>

<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy).</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf</a></li> </ul>
<p>3. Certified True Copy (CTC) of Certificate of Registration with SEC which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new applicant (1) original Certified True Copy)</p>	<ul style="list-style-type: none"> <li>• Securities and Exchange Commission Davao Extension Office, 2F, SDC Bldg., Purok 13, Maa Road, Maa, Davao City</li> </ul>
<p>4. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/ Accomplished SEC General Information Sheet (GIS) from any of the above-mentioned regulatory government agency that has jurisdiction to regulate the applying organization or agency (1 original Certified True Copy)</p>	<ul style="list-style-type: none"> <li>• Securities and Exchange Commission Davao Extension Office, 2F, SDC Bldg., Purok 13, Maa Road, Maa, Davao City</li> </ul>
<p>5. Updated Profile of Governing Board or its Equivalent in Government Organizations (1 original copy).</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-084_REV-01_Profile-of-Governing-Board-for-Issuance-of-Solicitation-Permit.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-084_REV-01_Profile-of-Governing-Board-for-Issuance-of-Solicitation-Permit.pdf</a></li> </ul>

<p>6. Board Resolution or any document authorizing the conduct of public solicitation (1 original copy).</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-088-REV-01_Board-Resolution.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-088-REV-01_Board-Resolution.pdf</a></li> </ul>
<p>7. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities. <i>For children's beneficiaries, only the parent/s or maternal/paternal relative/s may sign the document on behalf of the child</i> (1 original copy).</p>	<ul style="list-style-type: none"> <li>• From the applicant signed by the intended beneficiary/recipients or its head/authorized representative</li> </ul>
<p>8. Pledge of Commitment (Annex 11) (1 original copy).</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-089_REV-01_Pledge-of-Commitment.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-089_REV-01_Pledge-of-Commitment.pdf</a></li> </ul>
<p>9. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable (1 original copy):</p> <ol style="list-style-type: none"> <li>Director of Private Schools</li> <li>Schools Superintendent of Public School</li> <li>Head or authorized representative of National</li> </ol>	<ul style="list-style-type: none"> <li>• Agency that allows applicant to undertake solicitation activities in their jurisdiction</li> </ul>

<p>Government Agencies (NGAs)</p> <p>d. Head or authorized representative of Local Government Unit (LGU)</p> <p>e. Bishop/Parish Priest/Minister or Head of Sect or Denomination</p> <p>f. Others</p>	
<p>10. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12) (1 original copy).</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Cash Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf</a></li> </ul>
<p>11. Official Receipt as proof of payment of processing fee issued by the concerned DSWD Field Office Finance Management Division (FMD) (1 photocopy)</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Cash Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> </ul>
<p>12. Sample of additional specific requirements for each methodology to be used (1 photocopy), such as:</p> <p>a. Ticket, Ballots, Cards and similar forms</p> <p>b. Donation Boxes, Coin Banks and other similar forms</p> <p>c. Benefits show such as fashion show, concert and similar activities</p>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>

<p>d. Photo or Painting Exhibits and similar activities</p> <p>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>f. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>i. Rummage sale, garage sale, sale of goods and other similar forms</p>	
<p><b>D. For Regional Offices of Government Agencies (GAs), Government Owned and Controlled Corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds</b></p>	
<p>1. Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative (1 original copy)</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf</a></li> </ul>



<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy).</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf</a></li> </ul>
<p>3. Written Authorization from Head of Government Agency for the intended solicitation activity that also ensures strict compliance to the standard ratio of funds utilization (1 original copy).</p>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
<p>4. Official Receipt as proof of payment of processing fee issued by the concerned DSWD Field Office Finance Management Division (FMD) (1 photocopy)</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Cash Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> </ul>
<p>5. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12) (1 original copy).</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Cash Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf</a></li> </ul>
<p>6. Sample of additional specific requirements for each methodology to be used (1 photocopy):</p>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>

<ul style="list-style-type: none"> <li>a. Ticket, Ballots, Cards and similar forms</li> <li>b. Donation Boxes, Coin Banks and other similar forms</li> <li>c. Benefits show such as fashion show, concert and similar activities</li> <li>d. Photo or Painting Exhibits and similar activities</li> <li>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</li> <li>f. Text message, e-mail, online post and other types of solicitation using electronic devices</li> <li>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</li> <li>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</li> <li>i. Rummage sale, garage sale, sale of goods and other similar forms</li> </ul>	
<b>E. For Social Welfare and Development Agency (SWDA) with updated/valid registration, license and/or accreditation</b>	
<ol style="list-style-type: none"> <li>1. Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative (1 original copy)</li> </ol>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-</a></li> </ul>

	<p><a href="#">01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf</a></p>
<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy).</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf</a></li> </ul>
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<p>4. Board Resolution or any document authorizing the conduct of public solicitation (1 original copy).</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-088-REV-01_Board-Resolution.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-088-REV-01_Board-Resolution.pdf</a></li> </ul>
<p>5. Official Receipt as proof of payment of processing fee issued by the concerned DSWD Field Office Finance Management Division (FMD)</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Cash Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> </ul>

(1 photocopy)	
6. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12) (1 original copy).	<ul style="list-style-type: none"> <li>● DSWD Field Office XI - Cash Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>● DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf</a></li> </ul>
7. Sample of additional specific requirements for each methodology to be used, such as: <ul style="list-style-type: none"> <li>a. Ticket, Ballots, Cards and similar forms</li> <li>b. Donation Boxes, Coin Banks and other similar forms</li> <li>c. Benefits show such as fashion show, concert and similar activities</li> <li>d. Photo or Painting Exhibits and similar activities</li> <li>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</li> <li>f. Text message, e-mail, online post and other types of solicitation using electronic devices</li> <li>g. Mass media campaign through radio, television, cinema, magazines,</li> </ul>	<ul style="list-style-type: none"> <li>● Applicant</li> </ul>

newspapers, billboards and other similar forms  h. Sport activities for a cause such as fun run, marathon, cycling and similar activities  i. Rummage sale, garage sale, sale of goods and other similar forms	
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**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Facilitation Procedures after receipt of complete application documents from the applicant of Regional Public Solicitation Permit at the concerned DSWD Field Office (Walk-In)</b>				
1. Secure a copy of the application documents	1.1 Provide a copy of the application documents	None	Not Applicable (NA)	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
2. Submit a filled-out application form and supporting document to the Field Office Standards Section.	2.1 Receive submitted application documents, log its receipt in the DTMS, and assign a DRN	None	15 minutes	<i>Administrative Assistant II Standards Section</i>
	2.2 Review the completeness and correctness of the submitted application documents based on the checklist	None	30 minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant</i>

				Standards Section
	2.2.1 If complete, forward application documents to the Standards Section Support Staff, for tracking	None	10 minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant</i> Standards Section
	2.2.2 If incomplete, provide the applicant with the necessary technical assistance to rectify the gap and/or submit lacking requirements and provide applicant with checklist of requirements	None	25 minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant</i> Standards Section
3. Receive reference number for tracking	3.1 Receive application documents and logs its receipt into the document tracking system	None	5 minutes	<i>Administrative Assistant II</i> Standards Section
	3.2 Provide the applicant with a document reference number for easy tracking either in person, courier or email.	None	5 minutes	<i>Administrative Assistant II</i> Standards Section

	3.3 Prepare billing statement for the payment of the processing fee to Cash Section	None	5 minutes	<i>Project Development Officer III /</i> <i>Social Welfare Officer II /</i> <i>Social Welfare Assistant</i> Standards Section
	3.4 Provide instruction to the applicant to pay the processing fee at the Cash Section of the DSWD Field Office	None	5 minutes	<i>Project Development Officer III /</i> <i>Social Welfare Officer II /</i> <i>Social Welfare Assistant</i> Standards Section
4. Pay Processing Fee at the Cash Section	4.1 Receive payment and provide OR to the client	Php 500.00	15 minutes	<i>Administrative Officer I</i> Cash Section
5. Submit the Official Receipt for attachment to the application	5.1 Receive the photocopy of the official receipt for the processing fee and attach the same to the application documents	None	3 minutes	<i>Project Development Officer III /</i> <i>Social Welfare Officer II /</i> <i>Social Welfare Assistant</i> Standards Section
	5.2 Route the complete application documents including photocopy of official receipt to the Head of the Standards Section/Policy and Plans Division Chief	None	7 minutes	<i>Project Development Officer III /</i> <i>Social Welfare Officer II /</i> <i>Social Welfare Assistant</i>

				Standards Section
6. Wait for the result of the application	6.1 Provide instructions for appropriate action of the concerned Standards Section Technical Staff	None	10 minutes	<i>OIC, Policy and Plans Division and Concurrent Standards Section Head</i>
	6.2 Endorse the application documents to the concerned Standards Section Technical Staff, for appropriate action	None	5 minutes	<i>OIC, Policy and Plans Division and Concurrent Standards Section Head</i>
	6.3 Receive the application documents and conduct assessment of the application for the issuance of solicitation permit	None	1 day	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>



	<p>6.4 Acknowledge receipt of application documents and transmit it thru e-mail or courier</p> <p><b>If found eligible and compliant,</b> facilitate the preparation of Solicitation Permit/Certificate of Authority to Conduct Fund-Raising Campaign and Conforme Letter and endorse the same to the Section Head for review.</p> <p><b>If found non-eligible,</b> non-compliant or both, technical staff immediately or within the day of receipt of application provide the applicant with technical assistance on fund raising requirements per M.C. 5 series of 2021 to rectify the gap and/or submit lacking requirements</p>	None	1 day	<p><i>Project Development Officer III /</i></p> <p><i>Social Welfare Officer II /</i></p> <p><i>Social Welfare Assistant</i></p> <p><i>Standards Section</i></p> <p><i>Project Development Officer III /</i></p> <p><i>Social Welfare Officer II /</i></p> <p><i>Social Welfare Assistant</i></p> <p><i>Standards Section</i></p>
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	<p>6.5 Receive and review the application documents including the prepared Certificate of Authority to Conduct Fund Campaign endorsed by the technical staff.</p> <p><b>If found in-order</b>, affix initial and endorse the same to the concerned Division Chief for further review and/or onward endorsement to the Office of the Regional Director, for approval and signature</p> <p><b>If found not in-order</b>, provide comments/inputs/corrections and return the same to the technical staff</p>	None	4 hours	<p><i>OIC, Policy and Plans Division and Concurrent Standards Section Head</i></p> <p><i>OIC, Policy and Plans Division and Concurrent Standards Section Head</i></p>
	<p>6.6 Log receipt to the Document Tracking System for routing to the concerned Division Chief</p>	None	10 minutes	<p><i>Administrative Assistant II</i></p> <p>Standards Section</p>
	<p>6.7 Receive and route the application documents including prepared Solicitation Permit/Certificate of Authority to Conduct Fundraising Campaign to the Division Chief</p>	None	10 minutes	<p><i>Administrative Assistant II</i></p> <p>Standards Section</p>

	<p>6.8 Receive and review application for solicitation permit and the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Campaign.</p> <p><b>If found in-order</b>, endorse the same to the Office of the Regional Director for approval and signature</p> <p><b>If found not in-order</b>, return the same to the Standards Section for proper action</p>	None	2 days	<i>OIC, Policy and Plans Division and Concurrent Standards Section Head</i>
	<p>6.9 Log receipt to the Document Tracking System for routing to the Regional Director</p>	None	10 minutes	<i>Administrative Assistant II</i>  Standards Section
	<p>6.10. Receive and route application documents including prepared Solicitation Permit/Certificate of Authority to Conduct Fund-Raising Campaign to the Regional Director</p>	None	10 minutes	<i>Administrative Assistant II</i>  Standards Section

	<p>6.11 Review application documents including the prepared Solicitation Permit/Certificate of Authority to Conduct Fund-Raising Campaign</p> <p><b>If found in order</b>, approve the application for solicitation permit and sign the prepared Certificate of Authority to Conduct Fund Campaign and transmit the same to the Standards Section for issuance</p> <p><b>If found not in order</b>, return the same to the Standards Section through the concerned Division Chief for appropriate action</p>	None	2 days	<i>Regional Director</i>
	6.12 Track the receipt of the approved Certificate of Authority to Conduct Fund Campaign for routing to the Standards Section	None	10 minutes	<i>REA</i> Office of the Regional Director
	6.13 Track/receive and send advanced copy of the Solicitation Permit, Conformance Letter to the applicant through email.	None	10 minutes	<i>Administrative Assistant II</i> Standards Section
	<p>6.14 Provide a copy of the issued permit to the Records and Archives Management Section (RAMS) of the Administrative Division</p> <p>6.14.1 Coordinate with the applicant for the pick-up of the Solicitation Permit</p>	None	5 minutes	<i>Administrative Assistant II</i> Standards Section

7. Receive the Solicitation Permit through mail/courier or pick-up at the field office and accomplish the Client Satisfaction Measurement Survey Form	7. Facilitate issuance of the Solicitation Permit through Conforme Letter to the applicant	None	5 minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
	7.2 Administer the Client Satisfaction Measurement Form (either online or paper-based)	None	5 minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
<b>Total No. of Days</b>		<b>Php 500.00</b>	<b>Seven (7) Days</b>	
<b>Complete but Non-Compliant or Incomplete Submission:</b>		<b>PhP500.00</b>	<b>Three (3) Days</b>	
<b>Incomplete Submission:</b>		<b>None</b>	<b>25 minutes</b>	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>B. Facilitation Procedures after receipt of complete application documents from the applicant of Regional Public Solicitation Permit at the concerned DSWD Field Office (Courier/E-mail)</b>				
1. Secure a copy of the application documents	1.1 Provide the client with application documents	None	Not Applicable (NA)	<i>Project Development Officer III / Social Welfare Officer II /</i>

				<i>Social Welfare Assistant</i>  Standards Section
2. Submit filled-out application documents to the Field Office Standards Section. and receive reference number for tracking	2.1 Receive application documents and log receipt into the document tracking system	None	5 minutes	<i>Administrative Assistant II</i>  Standards Section
	2.2 Provide the applicant with a document reference number for easy tracking either in person, courier or email.	None	5 minutes	<i>Administrative Assistant II</i>  Standards Section
	2.3 Prepare billing statement for the payment of the processing fee to Cash Section	None	5 minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant</i>  Standards Section
	2.4 Provide instruction to the applicant to pay the processing fee at the Cash Section of the DSWD Field Office	None	5 minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant</i>  Standards Section
3. Pay Processing Fee at the Cash Section	3.1 Receive payment and provide official receipt to the client	Php 500.00	15 minutes	<i>Administrative Officer I</i>  Cash Section
	4.1 Provide instructions for appropriate action of the	None	30 minutes	<i>OIC, Policy and Plans Division and Concurrent</i>

4. Wait for the result of the application	concerned Standards Section Technical Staff			<i>Standards Section Head</i>
	4.2 Endorse application documents to the concerned Standards Section Technical Staff, for appropriate action	None	10 minutes	<i>OIC, Policy and Plans Division and Concurrent Standards Section Head</i>
	4.3 Receive application documents and conduct assessment of the application for the issuance of solicitation permit	None	1 Day	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
	4.4 Acknowledge receipt of application documents and transmit it thru e-mail or courier  <b>If found eligible and compliant</b> , facilitate the preparation of Solicitation Permit/Certificate of Authority to Conduct Fundraising Campaign and Conformed Letter and endorse the same to the Section Head for review.  <b>If found non-eligible</b> , non-compliant or both, technical staff immediately or within the day of receipt of application provide the applicant with technical assistance on fund raising requirements per M.C. 5 series of 2021 to rectify the	None	1 Day	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section  Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>

	gap and/or submit lacking requirements			
	<p>4.5 Assigned Focal Person shall receive and review the application documents including the prepared Certificate of Authority to Conduct Fund Campaign endorsed by the technical staff.</p> <p><b>If found in-order</b>, affix initial and endorse the same to the concerned Division Chief for further review and/or onward endorsement to the Office of the Regional Director, for approval and signature</p> <p><b>If found not in-order</b>, provide comments/inputs/ corrections and return the same to the technical staff</p>	None	4 Hours	<p><i>OIC, Policy and Plans Division and Concurrent Standards Section Head</i></p> <p><i>OIC, Policy and Plans Division and Concurrent Standards Section Head</i></p>
	4.6 Log its receipt to the Document Tracking System for routing to the concerned Division Chief	None	10 Minutes	<p><i>Administrative Assistant II</i></p> <p>Standards Section</p>
	4.7 Receive and route the application documents including prepared Solicitation Permit/Certificate of Authority to Conduct Fundraising Campaign to the Division Chief	None	2 Days	<p><i>Administrative Assistant II</i></p> <p>Standards Section</p>
	4.8 Concerned Division Chief shall receive and review application for solicitation permit and the prepared Solicitation	None	20 Minutes	<p><i>OIC, Policy and Plans Division and Concurrent Standards Section Head</i></p>



	<p>Permit/Certificate of Authority to Conduct Fund Campaign.</p> <p><b>If found in-order,</b> endorsed the same to the Office of the Regional Director for approval and signature.</p> <p><b>If found not in-order,</b> return the same to the Standards Section for proper action</p>			<p><i>OIC, Policy and Plans Division and Concurrent Standards Section Head</i></p>
	<p>4.9 Log its receipt to the Document Tracking System for routing to the Regional Director</p>	<p>None</p>	<p>20 Minutes</p>	<p><i>Administrative Assistant II</i> Standards Section</p>
	<p>4.10. Receive and route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fundraising Campaign to the Regional Director</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Administrative Assistant II</i> Standards Section</p>
	<p>4.11 The Regional Director shall review application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct Fundraising Campaign</p> <p><b>If found in order,</b> the Regional Director approves application for solicitation permit and signs the prepared Certificate of Authority to Conduct Fund Campaign and transmit the same to</p>	<p>None</p>	<p>2 Days</p>	<p><i>Regional Director</i></p>

	<p>the Standards Section for issuance</p> <p><b>If found not in order,</b> return the same to the Standards Section through the concerned Division Chief for appropriate action</p>			<i>Regional Director</i>
	4.12 Track the receipt of the approved Certificate of Authority to Conduct Fund Campaign for routing to the Standards Section.	None	20 minutes	<i>REA</i>  Office of the Regional Director
	4.13 Track/receive and send advanced copy of the Solicitation Permit, Conforme Letter and Client Satisfaction Measurement Form to the applicant through email		1 hour	<i>Administrative Assistant II</i>  Standards Section
	4.14 Provide a copy of the issued permit to the Records and Archives Management Section (RAMS) of the Administrative Division  <b>Note:</b> <i>The Standards Section Support Staff shall coordinate with the applicant for the pick-up of the Solicitation Permit</i>		20 minutes	<i>Administrative Assistant II</i>  Standards Section
5. Receive the approved Solicitation Permit	5.1 Facilitate issuance of the Solicitation Permit through Conforme Letter to the applicant	None	5 minutes	<i>Project Development Officer III /</i>  <i>Social Welfare Officer II /</i>  <i>Social Welfare Assistant</i>

				Standards Section
6. Fill out the Client Satisfaction Measurement Survey Form	6.1 Administer the applicant the Client Satisfaction Measurement Form (either online or paper-based)	None	5 minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant</i> Standards Section
<b>TOTAL:</b>		<b>PhP500.00</b>	<b>7 days</b>	
<b>Complete but Non-Compliant or Incomplete Submission:</b>		<b>PhP500.00</b>	<b>3 days</b>	
<b>Incomplete Submission:</b>		<b>None</b>	<b>1 day</b>	

***The number of minutes shall be included in the total 7 days. This does not include the travel time of documents from the DSWD Field Office to the Applicant, and vice versa.***

## **8. Issuance Of Certificate Of Authority To Conduct National Fund-Raising Campaign To Individual, Corporation, Organization: National Regular Permit**

The process of assessing the applicant person/individual, corporation, organization or association eligibility to conduct fundraising campaigns.

<b>Office or Division:</b>	All Standards Section – DSWD Field Office Standards Compliance Monitoring Division (SCMD)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Client G2G - Government to Government
<b>Who may avail:</b>	All eligible persons, corporations, organizations or associations including registered, licensed and/or accredited social welfare and development agencies (SWDAs) and social welfare arm of religious organizations desiring to solicit funds for charitable and public welfare purposes in more than one (1) region.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. For Registered, Licensed and Accredited SWDAs including Social Welfare Arm of religious organizations desiring to solicit funds for charitable and public welfare purposes in more than one (1) region.</b>	
1. Duly Accomplished Application Form (1 original copy)	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section                Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf</a></li> </ul>
2. Certificate of Registration which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new application (1 original certified true copy) <b>*Not applicable to Government Agencies and SWDAs with Valid RLA</b>	<ul style="list-style-type: none"> <li>• Securities and Exchange Commission                Davao Extension Office, 2F, SDC Bldg., Purok 13, Maa Road, Maa, Davao City</li> </ul>
3. Certificate of Good Standing, or Updated Certificate of Corporate Filing/ Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency (1 original copy). <b>*Not applicable to Government Agencies and SWDAs with Valid RLA.</b>	<ul style="list-style-type: none"> <li>• Securities and Exchange Commission                Davao Extension Office, 2F, SDC Bldg., Purok 13, Maa Road, Maa, Davao City</li> </ul>

<p>4. Project Proposal on the intended public solicitation approved by the Head of Agency including the work and financial plan (WFP) of the intended activity indicating details of the methodology to be used (1 original copy)</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf</a></li> </ul>
<p>5. Updated Profile of the Governing Board or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer (1 original copy).</p> <p><b>*Not applicable to Government Agencies and SWDAs with Valid RLA.</b></p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-084_REV-01_Profile-of-Governing-Board-for-Issuance-of-Solicitation-Permit.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-084_REV-01_Profile-of-Governing-Board-for-Issuance-of-Solicitation-Permit.pdf</a></li> </ul>
<p>6. Notarized Written Agreement or any similar document signifying the intended beneficiary/ ies concurrence as recipient of the fundraising activities (1 original copy).</p> <p><i>For children’s beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document on behalf of the child.</i></p>	<ul style="list-style-type: none"> <li>• Applicant signed by the intended beneficiary/recipients or its head/authorized representative</li> </ul>
<p>7. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility (1 original copy)</p>	<ul style="list-style-type: none"> <li>• Licensed and Accredited SWDA that allowed the applicant to solicit funds under their name or responsibility</li> </ul>
<p>8. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency’s jurisdiction, as applicable (1 original copy):</p> <p>a. Director of Private Schools</p>	<ul style="list-style-type: none"> <li>• Agency that allows applicant to undertake solicitation activities in their jurisdiction</li> </ul>

<p>b. Schools Superintendent of Public School</p> <p>c. Head or authorized representative of National Government Agencies (NGAs)</p> <p>d. Head or authorized representative of Local Government Unit (LGU)</p> <p>e. Bishop/Parish Priest/Minister or Head of Sect or Denomination</p> <p>f. Others</p>	
<p>9. Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by an Hospital Records Section (1 original copy).</p>	<ul style="list-style-type: none"> <li>• Attending physician or Hospital Records Section</li> </ul>
<p>10. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO) (1 original copy).</p>	<ul style="list-style-type: none"> <li>• Local Social Welfare and Development Officer who has jurisdiction on the area of the applicant</li> </ul>
<p>11. Signed Memorandum of Agreement (MOA) between the DSWD and the C/MSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office (1 original copy)</p>	<ul style="list-style-type: none"> <li>• Concerned DSWD Office and/or the C/MSWDO of the concerned LGU</li> </ul>
<p>12. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for Individuals (Annex 11) (1 original copy).</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-088-REV-01_Board-Resolution.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-088-REV-01_Board-Resolution.pdf</a></li> </ul> <p>-- Or</p> <ul style="list-style-type: none"> <li>• <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-089-REV-01_Pledge-of-Commitment.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-089-REV-01_Pledge-of-Commitment.pdf</a></li> </ul>

<p>13. Fund Utilization Report (Annex 12) of proceeds and expenditures (1 original copy).</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf</a></li> </ul>
<p>14. Official Receipt as proof of payment of processing fee issued by the concerned DSWD Field Office Finance Management Division (FMD) (1 photocopy)</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Cash Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> </ul>
<p><b>B. For CSOs, Non- Stock, Non-Profit Corporations</b></p>	
<p>1. Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative (1 original copy).</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf</a></li> </ul>
<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy).</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf</a></li> </ul>

<p>3. Certified True Copy (CTC) of Certificate of Registration with SEC which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new applicant (1 original copy).</p>	<ul style="list-style-type: none"> <li>Securities and Exchange Commission Davao Extension Office, 2F, SDC Bldg., Purok 13, Maa Road, Maa, Davao City</li> </ul>
<p>4. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/ Accomplished SEC General Information Sheet (GIS) from any of the above-mentioned regulatory government agencies that has jurisdiction to regulate the applying organization or agency (1 original copy).</p>	<ul style="list-style-type: none"> <li>Securities and Exchange Commission Davao Extension Office, 2F, SDC Bldg., Purok 13, Maa Road, Maa, Davao City</li> </ul>
<p>5. Updated Profile of Governing Board or its Equivalent in Government Organizations (1 original copy).</p>	<ul style="list-style-type: none"> <li>DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-084_REV-01_Profile-of-Governing-Board-for-Issuance-of-Solicitation-Permit.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-084_REV-01_Profile-of-Governing-Board-for-Issuance-of-Solicitation-Permit.pdf</a></li> </ul>
<p>6. Board Resolution or any document authorizing the conduct of public solicitation (1 original copy).</p>	<ul style="list-style-type: none"> <li>DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-088-REV-01_Board-Resolution.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-088-REV-01_Board-Resolution.pdf</a></li> </ul>
<p>7. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities (1 original copy).</p>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>



<p><i>For children's beneficiaries, only the parent/s or maternal/paternal relative/s may sign the document on behalf of the child.</i></p>	
<p>8. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable (1 original copy):</p> <ol style="list-style-type: none"> <li>a. Director of Private Schools</li> <li>b. Schools Superintendent of Public School</li> <li>c. Head or authorized representative of National Government Agencies (NGAs)</li> <li>d. Head or authorized representative of Local Government Unit (LGU)</li> <li>e. Bishop/Parish Priest/Minister or Head of Sect or Denomination</li> <li>f. Others</li> </ol>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
<p>9. Fund Utilization Report of proceeds and expenditures for previously conducted fund campaigns (1 original copy).</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website</li> <li>• <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf</a></li> </ul>
<p>10. Official Receipt as proof of payment of processing fee issued by the concerned DSWD Field Office Finance Management Division (FMD) (1 photocopy)</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Cash Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> </ul>

<p>11. Sample of additional specific requirements for each methodology to be used (1 photocopy):</p> <ol style="list-style-type: none"> <li>a. Ticket, Ballots, Cards and similar forms</li> <li>b. Donation Boxes, Coin Banks and other similar forms</li> <li>c. Benefits show such as fashion show, concert and similar activities</li> <li>d. Photo or Painting Exhibits and similar activities</li> <li>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</li> <li>f. Text message, e-mail, online post and other types of solicitation using electronic devices</li> <li>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</li> <li>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</li> <li>i. Rummage sale, garage sale, sale of goods and other similar forms</li> </ol>	<ul style="list-style-type: none"> <li>● Applicant</li> </ul>
<p><b>C. For Government Agencies (GAs), Government Owned and Controlled Corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds</b></p>	

<p>1. Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative (1 original copy).</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf</a></li> </ul>
<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy).</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf</a></li> </ul>
<p>3. Written Authorization from Head of Government Agency for the intended solicitation activity that also ensures strict compliance to the standard ratio of funds utilization (1 original copy)</p>	<ul style="list-style-type: none"> <li>• Concerned Government Agency</li> </ul>
<p>4. Official Receipt as proof of payment of processing fee issued by the concerned DSWD Field Office Finance Management Division (FMD) (1 photocopy)</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Cash Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> </ul>
<p>5. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12) (1 original copy)</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> </ul>

	<ul style="list-style-type: none"> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf</a></li> </ul>
<p>12. Sample of additional specific requirements for each methodology to be used (1 photocopy):</p> <ol style="list-style-type: none"> <li>Ticket, Ballots, Cards and similar forms</li> <li>Donation Boxes, Coin Banks and other similar forms</li> <li>Benefits show such as fashion show, concert and similar activities</li> <li>Photo or Painting Exhibits and similar activities</li> <li>Written request such as envelopes, letters of appeal, greeting cards and similar forms</li> <li>Text message, e-mail, online post and other types of solicitation using electronic devices</li> <li>Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</li> <li>Sport activities for a cause such as fun run, marathon, cycling and similar activities</li> <li>Rummage sale, garage sale, sale of goods and other similar forms</li> </ol>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Facilitation Procedures after receipt of complete application documents from the applicant of the National Fundraising Campaign at the concerned DSWD Field Office and the DSWD Central Office - Standards Bureau</b>				
<b>A. For Walk-In Applicants</b>				
1: Secure application form thru the DSWD Website or from the DSWD Field Office Website	1.1 Provide the client with application form and checklist of requirements in the website	None	Not Applicable (NA)	<i>Not Applicable (NA).</i> <i>Application Form is readily downloadable</i>
2: Pay Processing Fee at the Cash Section of the Field Office	2.1 Receive payment for the required processing fee and issue official receipt (OR)	Php 1,000.00	10 minutes	<i>Administrative Officer I</i>  Cash Section
3. Submit the application documents at the Field Office Standards Section	3.1 If Complete and Compliant, review completeness and correctness of submitted application documents.	None	1 hour	<i>Project Development Officer III /</i> <i>Social Welfare Officer II /</i> <i>Social Welfare Assistant</i>  Standards Section
	3.1.2 Receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.	None	1 hour	<i>Administrative Assistant II</i>  Standards Section

	3.2 If found incomplete or non-compliant,  3.2.1 Communicate with the applicant citing reason/s for non-processing and denial.	None	1 day and 4 hours	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
	3.2.2 Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for applicant Organization's compliance.	None	1 day and 4 hours	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
<b>B. For Applications Sent through Email/Courier</b>				
1: Secure application form thru the DSWD Website or from the DSWD Field Office Website	1.1 Provide the client with application form and checklist of requirements in the website	None	Not Applicable (NA)	<i>Not Applicable (NA). Application Form is readily downloadable</i>
2: Pay Processing Fee at the Cash Section of the Field Office	2.1 Receive payment for the required processing fee and issue official receipt (OR)	Php 1,000.00	10 minutes	<i>Administrative Officer I Cash Section, DSWD Field Office XI</i>
3: Submit application documents through email/courier	3.1 If Complete and Compliant:  3.1.1 Review the completeness and correctness of	None	1 hour	<i>Project Development Officer III / Social Welfare Officer II /</i>

	submitted application documents.			<i>Social Welfare Assistant</i>  Standards Section, DSWD Field Office XI
	3.2 Receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.	None	1 hour	<i>Project Development Officer III /</i>  <i>Social Welfare Officer II /</i>  <i>Social Welfare Assistant</i>  Standards Section, DSWD Field Office XI
	3.3 If found incomplete or non-compliant,  3.3.1 Communicate with the applicant citing reason/s for non-processing and denial.	None	1 day and 4 hours	<i>Project Development Officer III /</i>  <i>Social Welfare Officer II /</i>  <i>Social Welfare Assistant</i>  Standards Section, DSWD Field Office XI
	3.4 Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for applicant Organization's compliance.	None	1 day and 4 hours  <i>Total of 3 working days for incomplete/non-compliant applications sent via email/courier</i>	<i>Project Development Officer III /</i>  <i>Social Welfare Officer II /</i>  <i>Social Welfare Assistant</i>  Standards Section, DSWD Field Office XI

**Note:** Technical assistance shall be provided through phone call, e-mail, text, chat or face-to-face technical assistance while written communication shall be provided for applications submitted via courier or email, as applicable. In case of incomplete documents where the return of said documents cannot be facilitated due to unavailability of the service provider, an acknowledgment letter shall be sent electronically and with the checklist of documents for compliance.

4: Wait for the result of the assessment	4.1 Endorse via email or courier complete application documents including copy of official receipt representing payment of processing fee together with the assessment report to the Standards Bureau – DSWD Central Office	None	7 working days (inclusive of steps from payment of processing fee, review and receipt of application documents)	<i>Administrative Assistant II</i>  <i>Standards Section, DSWD Field Office XI</i>
	4.2 Review and validate application documents for compliance to requirements, prepare Permit/Certificate of Authority to Conduct National Fund-Raising Campaign and endorse the same to the Assistant Secretary concerned for recommending her approval	None	4 days	<i>Section Head (NFRC-CSO-DEI Section), Division Chief of the Standards Compliance and Monitoring Division (SCMD), Assistant Bureau Director, Bureau Director- Standards Bureau</i>



	<p>4.3 Endorse the application documents and Permit/Certificate of Authority to Conduct National Fund-Raising Campaign to the office of the Undersecretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund-Raising Campaign</p> <p>Note: If disapproved, indicate the reason and return to the Standards Bureau and provide reason for disapproval</p>	None	1 day	<i>Assistant Secretary</i>
	<p>4.4 Review application documents and Permit/Certificate of Authority to Conduct National Fund-Raising Campaign and endorse to the Office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to</p>	None	2 days	<i>Undersecretary</i>

	<p>Conduct National Fund-Raising Campaign.</p> <p>Note: If disapproved, indicate the reason and return to the Standards Bureau and provide reason for disapproval</p>			
	<p>4.5 Sign the Certificate of Authority to Conduct National Fund-Raising Campaign</p>	<p>None</p>	<p>1 day</p>	<p><i>Secretary</i></p>
	<p>If disapproved: 4.6 SB to call the attention of the concerned DSWD Field Office and communicate citing reason/s for non-processing and denial.</p>	<p>None</p>	<p>1 day</p>	<p><i>Section Chief (NFRC-CSO-DEI Section)</i></p>
	<p>4.7 Provide the necessary technical assistance to rectify the gap and submit the lacking requirements.</p>	<p>None</p>	<p>1 day</p>	<p><i>Section Chief (NFRC-CSO-DEI Section) – Standards Compliance and Monitoring Division (SCMD)</i></p>
	<p>4.8 In case of disapproval, SB shall communicate with the applicant stating the reasons for disapproval</p>	<p>None</p>	<p>1 day</p>	<p><i>Section Chief (NFRC-CSO-DEI Section), Division Chief – Standards Compliance and Monitoring Division (SCMD),</i></p>

				<i>Assistant Bureau Director, Bureau Director - Standards Bureau DSWD Central Office</i>
<b>5: Receive Permit or Denial Letter via email, courier, or pick-up</b>	5.1 Notify the Applicant on the status of the Solicitation Permit /National Fund-Raising Campaign Authority through Conforme Letter	None	4 hours	<i>Section Head (NFRC-CSO-DEI Section), Division Chief – Standards Compliance and Monitoring Division (SCMD), Assistant Bureau Director, Bureau Director - Standards Bureau DSWD Central Office</i>
	5.2 Issue the National Fundraising Campaign Authority/Solicitation Permit or the Denial Letter	None	3 hours	<i>Section Head (NFRC-CSO-DEI Section), Division Chief – Standards Compliance and Monitoring Division (SCMD), Assistant Bureau Director, Bureau Director - Standards Bureau DSWD Central Office</i>
	5.3 Notify DSWD Field Office concern through issuance of memorandum for monitoring and validate the conduct of solicitation activities of applicants to	None	55 minutes	<i>Section Head (NFRC-CSO-DEI Section), Division Chief – Standards Compliance and Monitoring Division (SCMD), Assistant Bureau Director, Bureau Director - Standards</i>

	determine whether solicitation activity is in accordance with the issued permit.			<i>Bureau DSWD Central Office</i>
6 Fill-out Client Satisfaction Measurement Form (CSMF)	6.1 Provide the applicant the Client Satisfaction Measurement Form (either online or paper-based)	None	5 minutes	<i>Section Head (NFRC-CSO-DEI Section)</i>
<b>TOTAL</b>		<b>₱1,000.00</b>	<b>16 Working Days</b>	
<b>Complete and Compliant:</b>				
<b>Complete but Non-Compliant and/or Incomplete Submission:</b>		<b>₱1,000.00</b>	<b>3 Days</b>	
<b>Incomplete Submission:</b>		<b>None</b>	<b>30 Minutes</b>	

*The number of minutes shall be included on the total 16 working days. This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

## 9. Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation and Organization: Regional Temporary Permit During State of Emergency/Calamity

The process of assessing the applicant person, groups, corporation, organization or association eligibility for the issuance of Regional Solicitation Permit/Authority to Conduct Fund Campaign during State of Emergency/Calamity

<b>Office or Division:</b>	Standards Section – DSWD Field Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Client G2G - Government to Government
<b>Who may avail:</b>	Person, Group, Corporation whether profit or non-profit, Organization or Association including Regional Government Agencies (GAs) and Local Government Units (LGUs) intending

	to solicit or receive contributions for charitable, social and public welfare purposes during state of emergency/calamity
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE FORMS
<b>A. For Person/s (including persons representing an unregistered/unorganized group) desiring to solicit or receive contributions for response to victims of emergency/calamity</b>	
1. Duly Accomplished Application Form signed by the applicant person (1 original copy)	<ul style="list-style-type: none"> <li>DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000 Enhanced Annex 2 – DSWD-SB-PSF-001: Application Form</li> <li>DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf</a></li> </ul>
2. Project Proposal with Work and Financial Plan (WFP) for the intended public solicitation, signed by the applicant person (1 original copy)	<ul style="list-style-type: none"> <li>DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000 Annex 5 – DSWD-SB-PSF-003: Project Proposal</li> <li>DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf</a></li> </ul>
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit (1 original copy)	<ul style="list-style-type: none"> <li>DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000 Annex 7 – DSWD-SB-PSF-006: Undertaking during State of Local Emergency/Calamity</li> </ul>

	<ul style="list-style-type: none"> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-085_REV-01_UNdertaking-during-state-of-local-emergency-calamity.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-085_REV-01_UNdertaking-during-state-of-local-emergency-calamity.pdf</a></li> </ul>
<p>4. Fund Utilization Report, if applying for the renewal of solicitation permit (Annex 12)  (1 original copy)</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000  Annex 12 – DSWD-SB-PSF-011: Fund Utilization Report</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf</a></li> </ul>
<p>5. Additional Requirements</p> <ol style="list-style-type: none"> <li>Two valid government issued Identification Cards (IDs) (1 photocopy)</li> <li>Barangay Certification attesting to the applicant's integrity and capability to conduct a fundraising activity (1 original copy)</li> <li>Endorsement from the group the person is representing with (1 original copy).</li> </ol>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
<p>6. Sample of each methodology to be used in the solicitation activity (1 photocopy)</p>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>

<b>B. For Corporation, Organization or Association with SEC Registration</b>	
<p>1. One (1) Duly Accomplished Application Form signed by the Head of Agency or his/her authorized representative (1 original copy)</p>	<ul style="list-style-type: none"> <li>● DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000  Enhanced Annex 2 – DSWD-SB-PSF-001:  Application Form</li> <li>● DSWD Website  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf</a></li> </ul>
<p>2. Project Proposal with Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy)</p>	<ul style="list-style-type: none"> <li>● DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000  Annex 5 – DSWD-SB-PSF-003: Project Proposal</li> <li>● DSWD Website  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf</a></li> </ul>
<p>3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit (1 original copy)</p>	<ul style="list-style-type: none"> <li>● DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000  Annex 7 – DSWD-SB-PSF-011: Undertaking</li> <li>● DSWD Website  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-085_REV-01_UNdertaking-DURING-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-085_REV-01_UNdertaking-DURING-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf</a></li> </ul>

<p>4. Fund Utilization Report, if applying for the renewal of solicitation permit (Annex 12) (1 original copy)</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> </ul> <p style="text-align: center;">Annex 12 – DSWD-SB-PSF-011: Fund Utilization Report</p> <ul style="list-style-type: none"> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf</a></li> </ul>
<p>5. Sample of each methodology to be used in solicitation activity (1 original copy)</p>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
<b>C. For Organizations or Agencies including SWDAs and Religious Organizations</b>	
<p>1. One (1) Duly Accomplished Application Form signed by the Head of Agency or his/her authorized representative (1 original copy)</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> </ul> <p style="text-align: center;">Enhanced Annex 2 – DSWD-SB-PSF-001: Application Form</p> <ul style="list-style-type: none"> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf</a></li> </ul>
<p>2. Project Proposal with Work and Financial Plan (WFP) for the intended solicitation activity, approved by the Head of Agency (1 original copy)</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> </ul> <p style="text-align: center;">Annex 5 – DSWD-SB-PSF-003: Project Proposal</p> <ul style="list-style-type: none"> <li>• DSWD Website</li> </ul>



	<p><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf</a></p>
<p>3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit (1 original copy)</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000 Annex 7 – DSWD-SB-PSF-011: Undertaking</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-085_REV-01_UNdertaking-DURING-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-085_REV-01_UNdertaking-DURING-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf</a></li> </ul>
<p>4. Fund Utilization Report, if applying for the renewal of solicitation permit (Annex 12) (1 original copy)</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000 Annex 12 -DSWD-SB-PSF-011: Fund Utilization Report</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf</a></li> </ul>
<p>5. Sample of each methodology to be used in solicitation activities (1 original copy)</p>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>

**Note to the Applicant.** The acceptance of application documents does not indicate that the application for permit is already approved. The application documents shall be assessed for completeness and compliance as required by DSWD Memorandum Circular No. 05 Series of 2021.

Facilitation Procedures for the Issuance of Regional Temporary Solicitation Permit at the Standards Section of the concerned DSWD Field Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. For Walk-In Applicants</b>				
1. Secure application form thru the DSWD Website or from the DSWD Field Office Website	1.1 Provide the client with application form and checklist of requirements in the website	None	Not Applicable (N/A)	<i>Not Applicable (NA). Application Form is readily downloadable</i>
2. Submit/file application documents at the Field Office Standards Section	<b>2.1 If Complete and Compliant:</b> 2.1.1 Review completeness and correctness of submitted application documents.	None	10 minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
	2.2 Receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.	None	10 minutes	<i>Administrative Assistant II Standards Section</i>
	2.3 Endorse application documents to the head of Standards Section	None	10 minutes	<i>Administrative Assistant II Standards Section</i>

	2.4 Endorse the Application Documents together with the Standards Section head's instruction to the Technical Staff, for assessment and processing of the regional permit	None	10 minutes	<i>OIC, Policy and Plans Division and Concurrent Standards Section Head</i>  Standards Section
	<b>2.5 If found incomplete or non-compliant,</b>  2.5.1 Communicate with the applicant citing reason/s for non-processing and denial.	None	2 hours	<i>Project Development Officer III /  Social Welfare Officer II /  Social Welfare Assistant</i>  Standards Section
	2.6 Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for applicant Organization's compliance.	None	2 hours  <i>Total of 4 Hours for incomplete/non-compliant walk-in applicants</i>	<i>Project Development Officer III /  Social Welfare Officer II /  Social Welfare Assistant</i>  Standards Section
<b>B. For Applications Sent through Email/Courier</b>				
11. Secure application form thru the DSWD Website or from the DSWD Field Office Website	1.1 Provide the client with application form and checklist of requirements in the website	None	Not Applicable (NA)	<i>Not Applicable (NA). Application Form is readily downloadable</i>
2. Submit application documents through email/courier	<b>2.1 If Complete and Compliant:</b>  2.1.1. Reviews completeness and	None	10 minutes	<i>Project Development Officer III /</i>

	correctness of submitted applications documents.			<i>Social Welfare Officer II / Social Welfare Assistant</i> Standards Section
	2.2 Receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.	None	10 minutes	<i>Administrative Assistant II</i> Standards Section
	2.3 Endorse application documents to the head of Standards Section	None	10 minutes	<i>Administrative Assistant II</i> Standards Section
	2.4 Endorse the Application Documents together with the Standards Section Head's instruction to the Technical Staff, for assessment and processing of the regional permit	None	10 minutes	<i>OIC, Policy and Plans Division and Concurrent Standards Section Head</i> Standards Section
	<b>2.5 If found incomplete or non-compliant,</b>  2.5.1 Communicate with the applicant citing reason/s for	None	4 hours	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant</i>

	non-processing and denial.			Standards Section
	2.6 Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for applicant Organization's compliance.	None	4 hours <i>Total of 4 Hours for incomplete/non-compliant applications sent via email/courier</i>	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant</i> Standards Section
<p><b>Note:</b> <i>Technical assistance shall be provided through phone call, e-mail, text, chat or face-to-face technical assistance while written communication shall be provided for applications submitted via courier or email, as applicable. In case of incomplete documents where the return of said documents cannot be facilitated due to unavailability of the service provider, an acknowledgment letter shall be sent electronically and with the checklist of documents for compliance.</i></p>				
3. Wait for the result of the assessment	3.1 Review and assess submitted application documents for compliance to the requirements for the issuance of regional temporary permit;  <i>(May conduct validation activity, collateral interview and/or agency visit, as necessary).</i>	None	4 hours	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant</i> Standards Section

	<p><b>3.2 If found eligible with complete and compliant requirements:</b></p> <p>3.2.1 Prepare the assessment report, draft Regional Solicitation Permit/ Certificate of Authority to Conduct Fund Campaign, and Confirmation Letter, and endorse the same to the Section Head, for signature/initial and onward endorsement to the Division Chief in-charge of the Standards Section in the Field Office</p>	None	2 hours	<p><i>Project Development Officer III /</i></p> <p><i>Social Welfare Officer II /</i></p> <p><i>Social Welfare Assistant</i></p> <p>Standards Section</p>
	<p>3.3 Sign the assessment report with the complete application documents along with the prepared Regional Solicitation Permit/Certificate of Authority to Conduct Fund Campaign and endorse the same to the Division Chief supervising the Standards Section</p>	None	2 hours	<p><i>OIC, Policy and Plans Division and Concurrent Standards Section Head</i></p> <p>Standards Section</p>

	<p>3.4 Endorse the same to the Office of the Regional Director with recommendation for approval and signature for the Permit/Certificate of Authority to Conduct Regional Fund Campaign</p>	None	1 hours	<p><i>Administrative Assistant II</i> Standards Section</p>
	<p><b>3.5 If found non-compliant to eligibility and documentary requirements</b></p> <p>3.5.1 Return the application documents with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.</p>	None	4 hours	<p><i>Regional Director</i></p>
	<p>3.6 Review and sign the letter citing reasons for disapproval simultaneously providing technical assistance to address non-compliance and/or submit lacking requirements.</p>	None	4 hours	<p><i>Regional Director</i></p>

	3.7 The Regional Director shall review, sign & issue the Regional Solicitation Permit/Certificate of Authority to Conduct Fund Campaign	None	4 hours	<i>Regional Director</i>
4. Receive Permit or Denial Letter via email, courier, or pick-up	4.1 Notify the applicant on its approved/ signed permit with an instruction to sign the Conforme Letter on the set standards in the inventory, monitoring and utilization of solicited funds, submission of lacking requirements and post-facilitation reports	None	1 hour and 10 minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
	4.2 Issue the Regional Fundraising Campaign Authority/Solicitation Permit or the Denial Letter via email/courier or by pick up at the Field Office	None	55 minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
5. Fill out the Client Satisfaction Measurement Form	5.1 Administer the Client Satisfaction Measurement Form (either online or paper-based)	None	5 minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant</i>



				Standards Section
<b>TOTAL</b>		<b>None</b>	<b>Complete and Compliant - 2 Working Days</b>	
		<b>None</b>	<b>Complete but Non-Compliant and/or Incomplete Submission - 1 Day</b>	
		<b>None</b>	<b>Incomplete Submission - 4 Hours</b>	

**Note: Processing fees for regional or national temporary solicitation permit during state of national emergency/ calamity and during calamity amidst state of national emergency shall be waived in favor of the applicant**

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

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

<b>Office or Division:</b>	DSWD Field Office – Standards Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who may avail:</b>	All registered private Social Welfare and Development Agencies (SWDAs) that are not yet in operation and those already engaged in the implementation of SWD programs and services within the region

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished and Notarized Application Form (1 original copy)	<ul style="list-style-type: none"> <li>● DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>● DSWD Website <a href="https://standards.dswd.gov.ph/issuances/">https://standards.dswd.gov.ph/issuances/</a>  (DSWD-SB-GF-111_REV 00_Application Form for Licensing – Already Operation)</li> </ul>
2. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others (1 original copy)  3. Staff Complement Requirement of Employees and Volunteers For <u>Social Work Agency</u> , to consider the following staff requirement:  1. At least one (1) RSW to supervise and take charge of its social work functions for residential care agencies and community-based agencies that caters to beneficiaries that requires social case management  2. For Center Based (Residential Based), to observe the caseload requirement of client ration of the social workers and house parent  3. For Center Based (Non-Residential Based) to observe at least one full-time social	<ul style="list-style-type: none"> <li>● DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>● DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-049_REV-01_MANUAL-OF-OPERATION.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-049_REV-01_MANUAL-OF-OPERATION.docx</a></li> <li>● Applicant</li> </ul>

<p>worker to drop-in center, processing center and vocational rehabilitation center while for senior citizens' center and the like, a part-time social worker is considered.</p> <p>4. For Community-based, implementing community development community organizing, any of the following shall be hired in full/part time basis per region:</p> <p>4.1. Graduate of bachelor Degree in Social Work or Community Development or</p> <p>4.2 Other professionals who have at least three (3) year work experiences in the field of social welfare and development</p> <p>For Auxiliary SWDA, at least one (1) full time staff who will manage its operation</p> <p>4. For <i>Applicant SWA's implementing Child Placement Services</i>: Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service (1 photocopy)</p> <p>5. Certification of no derogatory information issued by SEC within three (3) years during application with DSWD (1 Photocopy)  <i>*Applicable to those operating more than six (6) months prior application to DSWD</i></p> <p>6. Copy of the valid Safety Certificates:</p>	<ul style="list-style-type: none"> <li>● From DSWD or training agency</li>   <li>● Securities and Exchange Commission Davao Extension Office, 2F, SDC Bldg., Purok 13, Maa Road, Maa, Davao City</li> </ul>
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<p>a. For Center Based (Residential Based and Non-Residential Based)</p> <ul style="list-style-type: none"> <li>i. Occupational permit (only for new buildings) or Annual Building Inspection Certificate (for old building)</li> <li>ii. Fire Safety Inspection Certificate</li> <li>iii. Water Potability Certificate or Sanitary Permit</li> </ul> <p>b. For Community Based</p> <ul style="list-style-type: none"> <li>i. Fire Safety Inspection Certificate</li> </ul> <p>7. ABSNET Membership (1 original or Photocopy)</p> <p>Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.</p> <p><i>*Undertaking for new applicant organization</i></p> <p>8. Duly signed Work and Financial for the two (2) succeeding years (1 original copy)</p> <p>9. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization to</p>	<ul style="list-style-type: none"> <li>● City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation</li> <li>● Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> <li>● City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> <li>● Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> <li>● ABSNET Cluster where the applicant belongs or DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-065_REV-01_ABSNET-Active-Membership-certification.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-065_REV-01_ABSNET-Active-Membership-certification.docx</a></li> <li>● DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-054_REV-01_Work-and-Financial-Plan.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-054_REV-01_Work-and-Financial-Plan.docx</a></li> <li>● Applicant's office record</li> </ul>
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<p>operate for at least two (2) years (1 original copy)</p> <p>10. Annual Accomplishment Report of the previous year (1 original copy)</p> <p><i>*If no latest submission with the DSWD</i></p> <p>11. The Audited Financial Report of the previous year submitted to SEC and/or Bureau of Internal Revenue (BIR) shall be accepted; and a financial report based on the DSWD template shall also be submitted. For those SWDAs with a total revenue of less than Php 600,000.00, an unaudited financial statement prepared by the Financial Officer and concurred by the Head of Agency, may suffice. (1 Photocopy)</p> <p>12. For applicant with past and current partnership with the DSWD: Certification from the concerned DSWD Office that the applicant is free from any financial liability/obligation (1 original copy)</p>	<ul style="list-style-type: none"> <li>● DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-051_REV-01_Annual-Report.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-051_REV-01_Annual-Report.docx</a></li> <li>● BIR or SEC</li> <li>● DSWD Website (for Financial Report template) <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-053_REV-01_Financial-Report.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-053_REV-01_Financial-Report.docx</a></li> <li>● DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>● DSWD Website <a href="https://standards.dswd.gov.ph/issuances/">https://standards.dswd.gov.ph/issuances/</a> (DSWD-SB-GF-055_REV-01_Certification Free from Financial Liability)</li> </ul>
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**Note to Applicant:** *The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Licensing based on Memorandum Circular No. 21 series of 2022 entitled “Amendment of MC No. 17 s. 2018 entitled Revised Guidelines Governing the Registration, Licensing of Social Welfare and Development (SWD) Agencies and Accreditation of SWD Programs and Services”.*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
1. Submit the application and supporting documents.	1.1 Receive the documentary requirements and provide the applicant organization with an application reference number for easy tracking and reference	None	10 minutes	<i>Administrative Assistant II Standards Section</i>
	1.2 Determine whether the submitted documents are complete.  <b>If complete</b> , provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section – Field Office.  <b>If incomplete</b> , return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.	None	20 minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
2. Pay the required processing fee.	2.1 Prepare Billing Statement and instruct applicant to proceed to the Cash Section of DSWD Field Office	None	*25 minutes	<i>Project Development Officer III / Social Welfare Officer II /</i>

				<i>Social Welfare Assistant</i>  <i>Standards Section</i>
	2.2 Process the payment and issue Official Receipt.	PHP 1,000.00	*10 minutes	<i>Administrative Officer I</i>  <i>Cash Section</i>
3. Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	3.1 Acknowledge the photocopy of the Official Receipt from the applicant Organization.	None	*20 Minutes	<i>Project Development Officer III /</i> <i>Social Welfare Officer II /</i> <i>Social Welfare Assistant</i>  <i>Standards Section</i>
	3.2 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the Criteria based on MC 21 series of 2022.  <b>If complete and compliant</b> , an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.  <b>If found incomplete or non-compliant</b> , the Acknowledgement Letter prepared shall contain the checklist of	None	2 working days	<i>Project Development Officer III /</i> <i>Social Welfare Officer II /</i> <i>Social Welfare Assistant</i>  <i>Standards Section</i>

	requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.			
	3.3 Review and approval of the Acknowledgement Letter including its attachments.	None	2 working days	<i>OIC, Policy and Plans Division and Concurrent Standards Section Head and Regional Director</i>
4. Confirm availability on the proposed Validation Visit	4.1 For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	30 minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
5. Participate in the conduct of the Validation visit.	5.1 Conduct of Validation visit	None	1 working day per agreed schedule	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section, DSWD Field Office XI</i>
	5.2 Prepare Confirmation Report <b>If favorable</b> , the Technical Staff shall draft Confirmation Report and Draft	None	3 working days	<i>Project Development Officer III / Social Welfare Officer II /</i>



	<p>Certificate of License to Operate.</p> <p><b>If not favorable</b>, the Technical Staff shall detail the Assessors Findings in a report.</p>			<p><i>Social Welfare Assistant</i></p> <p>Standards Section, DSWD Field Office XI</p>
	<p>5.3 Approval and Endorsement of the Section/Division Chief to Regional Director</p> <p><b>If favorable</b>, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.</p>	None	<p>Favorable; 8 working days</p> <p>Unfavorable; 7 working days</p>	<p><i>OIC, Policy and Plans Division and Concurrent Standards Section Head</i></p> <p>DSWD Field Office XI</p>
	<p>5.4 Approval of the Regional Director</p> <p><b>If favorable</b>, for approval and signature of the Certificate of License to Operate.</p>	None	<p>Favorable; 3 days</p> <p>Unfavorable; 2 days</p>	<p><i>Regional Director</i></p> <p>DSWD Field Office XI</p>
6. Receive the License to Operate through mail/courier or pick-up at the field office and accomplish the Client satisfaction survey.	<p>6.1 Send the Confirmation Report and notify the availability of the License to Operate for release through preferred means of delivery indicated in the application form. (direct pick-up or courier)</p>	None	<p>1 day and 25 minutes (depending on the choice of the applicant)</p>	<p><i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant</i></p> <p>Standards Section, DSWD Field Office XI</p>
	<p>6.2 Administer the Client Satisfaction Survey Form (either online or paper-based)</p>	None	5 minutes	<p><i>Project Development Officer III / Social Welfare Officer II /</i></p>

				<i>Social Welfare Assistant</i>  Standards Section, DSWD Field Office XI
	<b>TOTAL:</b>	<b>PHP 1,000.00</b>	<b>For Complete and Compliant - 20 Working Days</b>	
		<b>None</b>	<b>For Unfavorable Result - 17 Working Days</b>	
<b>B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:</b>				
1. Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to: <b>Standards Section</b> of concerned DSWD Field Office	1.1 Log receipt into the Document Tracking System (DTS) for Standards Section – Field Office and route to the Assigned Technical Staff.	None	15 minutes	<i>Administrative Assistant II</i> Standards Section
	1.1.1 Review the submitted documents as to completeness and compliance. The submitted documents must satisfy the criteria based on MC 21 series of 2022.  <b>If complete and compliant</b> , an Acknowledgment Letter and Notification on the proposed schedule on the conduct of	None	2 working day	<i>Project Development Officer III /</i> <i>Social Welfare Officer II /</i> <i>Social Welfare Assistant</i>  Standards Section

	<p>Validation Visit shall be prepared.</p> <p><b>If found incomplete or non-compliant</b>, the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
2. Pay the required processing fee.	<p><b>2.1 If found both complete and compliant</b>, notify the applicant organization that they have to settle their processing fee.</p> <p>2.1.1 Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Section the copy of the Official Receipt.</p> <p><b>Field Office:</b> The Administrative staff shall prepare Billing Statement and instruct the applicant to proceed to Field Office Cashier Section.</p>	<p>PHP 1,000.00</p>	15 minutes	<p><i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i></p>

	<i>Note: The processes shall only take place once the applicant organization settled its payment.</i>			
3. Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following: a. Scanned copy of the Official Receipt to the concerned DSWD Field Offices' official email address with the subject: <b><i>Name of the Organization_ Copy of OR for Licensing.</i></b>  b. Hand-carry the Photocopy of Official Receipt  c. Courier the Photocopy of Official Receipt	3.1 Acknowledge the copy of Official Receipt from the SWDA.  <b>For the copy of OR sent through email:</b> the Administrative Staff managing the Official email of the Standards Section shall acknowledge its receipt.  <b>For the copy of OR sent through mail/courier:</b> the assigned technical Staff shall acknowledge its receipt.	None	20 Minutes	<i>Administrative Assistant II, Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
	3.2 Review and approval of the Acknowledgement Letter including its attachments.	None	3 days	<i>OIC, Policy and Plans Division and Concurrent Standards Section Head and Regional Director</i>
4. Confirm availability on the proposed Validation Visit	4.1 For those with requirements that are complete and compliant, schedule of validation visit shall be confirmed	None	1 day	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant</i>

				Standards Section
5. Participate and assist the Assessor during the conduct of Validation visit.	5.1 Conduct of validation visit	None	1 day per agreed schedule	<i>Project Development Officer III /</i> <i>Social Welfare Officer II /</i> <i>Social Welfare Assistant</i> Standards Section
	5.2 Prepare Confirmation Report  <b>If favorable</b> , the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.  <b>If not favorable</b> , the Technical Staff shall detail the assessor's findings in a report.	None	3 days	<i>Project Development Officer III /</i> <i>Social Welfare Officer II /</i> <i>Social Welfare Assistant</i> Standards Section
	5.3 Approval of the Section Head/Division Chief  <b>If favorable</b> , review and approval of the Confirmation Report and the Draft Certificate of License to Operate.	None	Favorable; 8 working days  Unfavorable; 7 working days	<i>OIC, Policy and Plans Division and Concurrent Standards Section Head</i>  DSWD Field Office XI

	<b>If favorable</b> , for approval and signature of the License to Operate.		Favorable; 3 working days  Unfavorable; 1 day	<i>Regional Director</i>  DSWD Field Office XI
6. Receive the License to Operate through mail/courier or pick-up at the field office and accomplish the Client satisfaction survey.	6.1 Send the Confirmation Report and notify the availability of the License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 day and 25 minutes  (depending on the choice of the applicant)	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
	6.2 Administer the Client Satisfaction Survey Form (either online or paper-based)	None	5 minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
<b>TOTAL:</b>		<b>PHP</b>	<b>20 working days</b>	
<b>For Complete and Compliant:</b>		<b>1,000.00</b>	<b>days</b>	
<b>For Incomplete Submission:</b>		<b>None</b>	<b>17 working days</b>	

**The number of minutes shall be included on the total working days. This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.**

## 11. Pre-Accreditation Assessment of Social Welfare and Development Programs and Services (Licensed Private SWA and Public SWDA)

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

<b>Office or Division:</b>	DSWD Field Office - Standards Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Client G2G - Government to Government
<b>Who may avail:</b>	New applicant Registered and Licensed SWDA operating within the region.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>A. Basic Documents</b>	
1. Duly Accomplished and Notarized Application Form (1 original copy)	<ul style="list-style-type: none"> <li>DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-097_REV-00_APPLICATION-FORM-FOR-ACCREDITATION-OF-SWD.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-097_REV-00_APPLICATION-FORM-FOR-ACCREDITATION-OF-SWD.docx</a></li> </ul>
2. Pre-accreditation assessment	
a. For New Applicant, submit pre-assessment conducted by concerned Field Office covering the Area of Operation (1 original copy)	<ul style="list-style-type: none"> <li>DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>DSWD Website <b>Memorandum Circular No. 21 s. 2022</b> <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/03/MC_2022-021-Amended-of-MC-No.-17-s.2018-Entitled-Revised-Guidelines-Governing-the-RLA.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2023/03/MC_2022-021-Amended-of-MC-No.-17-s.2018-Entitled-Revised-Guidelines-Governing-the-RLA.pdf</a></li> </ul>
b. For Renewal, submit self-pre-assessment tool signed by the SWAs Head of Agency or authorized representative (1 original copy).	

- **Assessment Tools**

*For Residential:*

[https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-102\\_REV-00\\_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-CENTER-BASED.docx](https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-102_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-CENTER-BASED.docx)

*For Community-Based:*

[https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-104\\_REV-00\\_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-COMMUNITY-BASED.docx](https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-104_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-COMMUNITY-BASED.docx)

*For Non-Residential Based*

[https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-101\\_REV-00\\_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-CENTER-BASED.docx](https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-101_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-CENTER-BASED.docx)

*For Senior Citizens Center*

[https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-105\\_REV-00\\_ACCREDITATION-ASSESSMENT-TOOL-FOR-SENIOR-CITIZEN-CENTER-SCC.docx](https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-105_REV-00_ACCREDITATION-ASSESSMENT-TOOL-FOR-SENIOR-CITIZEN-CENTER-SCC.docx)

*For Child Placement Services*

[https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-103\\_REV-00\\_ASSESSMENT-TOOF-FOR-ACCREDITATION-OF-CHILD-PLACEMENT-SERVICES.doc](https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-103_REV-00_ASSESSMENT-TOOF-FOR-ACCREDITATION-OF-CHILD-PLACEMENT-SERVICES.doc)

*For Special Drugs Education Center*



	<p><a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-106_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-SPECIAL-DRUGS-EDUCATION-CENTER.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-106_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-SPECIAL-DRUGS-EDUCATION-CENTER.docx</a></p> <p><i>For STACs and Hospices, Physical and Rehabilitation Centers, Providing Free and/or Socialized Stimulation, Therapeutic and Physical Rehabilitation Services</i></p> <p><a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-107_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-STIMULATION-AND-THERAPEUTIC-ACTIVITY-CENTERS.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-107_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-STIMULATION-AND-THERAPEUTIC-ACTIVITY-CENTERS.docx</a></p> <p><i>For Reception and Action Center (RAC), Drop-In and other Centers Providing Similar Programs and Services</i></p> <p><a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-096_REV-00_ACCREDITATION-TOOL-FOR-RECEPTION-AND-ACTION-CENTERS.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-096_REV-00_ACCREDITATION-TOOL-FOR-RECEPTION-AND-ACTION-CENTERS.docx</a></p> <p><i>For NVRC, AVRC and other Centers Providing Similar Programs and Services</i></p> <p><a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-095_REV-00_ACCREDITATION-ASSESSMENT-TOOL-FOR-NATIONAL-VOCATIONAL.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-095_REV-00_ACCREDITATION-ASSESSMENT-TOOL-FOR-NATIONAL-VOCATIONAL.docx</a></p>
<p>3. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others (1 original copy)</p> <p>4. Profile of Employees and Volunteers: At least one (1) full time</p>	<ul style="list-style-type: none"> <li>● DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>● DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-049_REV-01_MANUAL-OF-OPERATION.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-049_REV-01_MANUAL-OF-OPERATION.docx</a></li> <li>● The Approved Form for the Profile of Employees and Volunteers is incorporated in the Revised Application Form for Accreditation</li> </ul>

<p>staff who will manage its operations (1 original copy of Profile)</p> <p>Note: The first 2 Basic Documents are needed if only there is an update or amendment on documents recently submitted to the DSWD Standards Section.</p> <p>For Applicant SWA's implementing Child Placement Services:</p> <p>5. Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired RSW related to child placement service (1 photocopy of Certification).</p>	<p><a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-097_REV-00_APPLICATION-FORM-FOR-ACCREDITATION-OF-SWD.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-097_REV-00_APPLICATION-FORM-FOR-ACCREDITATION-OF-SWD.docx</a></p> <ul style="list-style-type: none"> <li>• From DSWD or training agency</li> </ul>
<p><b>B. Documents Establishing Corporate Existence and Regulatory Compliance</b></p>	
<p>6. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application (1 Photocopy of Certification)</p> <p><b>(Not applicable for Public SWDA)</b></p>	<ul style="list-style-type: none"> <li>• Securities and Exchange Commission Davao Extension Office, 2F, SDC Bldg., Purok 13, Maa Road, Maa, Davao City</li> </ul>
<p>7. For Center Based (Residential) and Community Based (Non-Residential Based), Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection Certificate (for old buildings) (1 photocopy of Certificate)</p> <p>b. Fire Safety Inspection Certificate Water (1 photocopy of Certificate)</p> <p>c. Water Potability Certificate or Sanitary Permit (1 photocopy of Certificate)</p>	<ul style="list-style-type: none"> <li>• City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation</li> <li>• Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> </ul>

	<ul style="list-style-type: none"> <li>• City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> </ul>
<b>C. Documents Establishing Track Record and Good Standing</b>	
<p>8. ABSNET Membership Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA (1 photocopy of Certificate)</p> <p>For RAB President, the Standards Section shall be the one to issue the required certification.</p>	<ul style="list-style-type: none"> <li>• ABSNET Cluster where the applicant belongs or DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-065_REV-01_ABSNET-Active-Membership-certification.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-065_REV-01_ABSNET-Active-Membership-certification.docx</a></li> </ul>
<p>9. Work and Financial Plan for the two (2) succeeding years (1 original copy).</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-054_REV-01_Work-and-Financial-Plan.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-054_REV-01_Work-and-Financial-Plan.docx</a></li> </ul>
<p>10. Certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two (2) years (1 Notarized and Updated Photocopy of Certification)</p>	<ul style="list-style-type: none"> <li>• Board Resolution by the Organization</li> </ul> <p><i>Not applicable for public SWDAs</i></p>
<p>11. Annual Accomplishment Report of the previous year (1 photocopy)</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-051_REV-01_Annual-Report.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-051_REV-01_Annual-Report.docx</a></li> </ul>

12. Audited Financial Report of the previous year (1 photocopy)	<ul style="list-style-type: none"> <li>• <b>For Public SWDA</b>, Copy of Consolidated Annual Audit Report;</li> <li>• <b>For Licensed SWA</b>, Copy of Audited Financial Statement duly received by BIR or SEC</li> <li>• DSWD Website (for Financial Report template) <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-053_REV-01_Financial-Report.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-053_REV-01_Financial-Report.docx</a></li> </ul>
13. For applicants with past and current partnership with the DSWD that involved transfer of funds (1 photocopy of Certificate).	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/issuances/">https://standards.dswd.gov.ph/issuances/</a> (DSWD-SB-GF-055_REV-01_Certification Free from Financial Liability)</li> </ul>
14. Processing Fee - ₱1,000.00 (1 Photocopy of Receipt) <ul style="list-style-type: none"> <li>• Not applicable to Public SWDA</li> </ul>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Cash Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> </ul>

**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators on the Accreditation Tools based on DSWD Memorandum Circular No. 21 Series of 2022.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form thru the DSWD Website/ Field Office	1.1 Upload and make available of the necessary documents in the DSWD website	None	None	<i>Not Applicable (NA).</i>  <i>Application Form is readily downloadable</i>
2. Submit the application documents, get a stamped receiving copy of the documents	2.1 Receive the documentary requirements, stamped the receiving copy and provide the	None	25 minutes	<i>Administrative Assistant II</i> Standards Section

submitted and reference number for follow up of the request.	applicant SWDA with an application reference number for easy tracking.			
3. Await the result of the documents review and notice of pre-accreditation assessment.	<p>3.1 Conduct desk review of the documentary requirements:</p> <p>3.2 Desk Review:</p> <p>If complete, prepares acknowledgement letter indicating the schedule of the pre-assessment;</p> <p>If Incomplete, prepare an acknowledgement letter indicating the checklist of documents to be submitted</p>	<p>None</p> <p>None</p>	<p>6 days</p> <p>7 hours 30 minutes</p>	<p><i>Project Development Officer III /</i></p> <p><i>Social Welfare Officer II /</i></p> <p><i>Social Welfare Assistant</i></p> <p>Standards Section</p>
4. Receive the acknowledgment letter from the DSWD Field Office: Note: If the acknowledgement letter indicates that the submitted documents are complete and compliant, confirm the schedule of the	4.1 Prepare necessary documents: pre-assessment tool, PowerPoint presentation, special order, etc.	None	Not Applicable (Depends on the SWDA)	<p><i>Project Development Officer III /</i></p> <p><i>Social Welfare Officer II /</i></p> <p><i>Social Welfare Assistant</i></p> <p>Standards Section</p>

<p>pre-accreditation assessment to the DSWD Field Office. If the acknowledgement letter indicates that the submitted documents submitted are incomplete and non-compliant, comply and submit the lacking requirements.</p>				
<p>5. Participate in the conduct of pre-accreditation assessment</p>	<p>5.1 Conduct the pre-accreditation assessment (virtual or actual visit) through the following activities:          Focus Group          Discussion with Clients          5.1.1 Interview with the staff          5.1.2 Review of documents          5.1.3 Ocular Inspection          5.1.4 Action Planning/ Exit Conference</p>	<p>None</p>	<p>2 days</p>	<p><i>Project Development Officer III /          Social Welfare Officer II /          Social Welfare Assistant          Standards Section</i></p>
<p>6. Wait for the result of the assessment.</p>	<p>6.1 Prepare Confirmation Report</p>	<p>None</p>	<p>4 days</p>	<p><i>Project Development Officer III /          Social Welfare Officer II /          Social Welfare Assistant</i></p>

				Standards Section
	6.2 Review and approval of the confirmation report	None	4 days	<i>OIC, Policy and Plans Division and Concurrent Standards Section Head, Regional Director</i>
	6.3 Transmittal memo to Standards Bureau attached the confirmation report, complete documentary requirements including the accomplished pre-accreditation assessment tool.	None	3 working days	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
	6.4 If the result of the pre-accreditation is not favorable, prepare a confirmation report to the SWDA and Standards Bureau highlighting the indicators / requirements for compliance of SWDA.	None	3 working days	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant, OIC, Policy and Plans Division and Concurrent Standards Section Head, Regional Director</i>
7. Accomplish the Client Satisfaction Measurement Form (CSMF) and submit it to DSWD Field Office.	7.1 Administer the Client Satisfaction Form (either online or paper-based)	None	5 minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>

<b>TOTAL</b>	<b>None</b>	<b>20 working days</b>	
<b>Social Work Agency:</b>			
<b>Senior Citizen Center:</b>	<b>None</b>	<b>19 working days</b>	

*The number of minutes shall be included on the total number of working days. This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

## 12. Registration of Private Social Welfare and Development Agencies Operating in One Region

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

<b>Office or Division:</b>	DSWD Field Office – Standards Section
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Client G2G - Government to Government
<b>Who may avail:</b>	Any private Social Welfare and Development Agency that implements or intends to engage in Social Welfare and Development (SWD) activities whose coverage or areas of operation is within the region.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Assessment Procedures for Walk-in Applicants</b>	
1. Duly Accomplished and Notarized Application Form (1 original copy)	<ul style="list-style-type: none"> <li>DSWD Field Office XI - Standards Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> <li>DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-100_REV-00_APPLICATION-FORM-FOR-REGISTRATION-MC21-S2022.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-100_REV-00_APPLICATION-FORM-FOR-REGISTRATION-MC21-S2022.docx</a></li> </ul>



<p>2. Updated Certificate of Registration with the Securities and Exchange Commission (SEC), and latest Articles of Incorporation and by-laws wherein the applicant's primary purpose/s is/are within the purview of social welfare and development (1 photocopy of each)</p>	<ul style="list-style-type: none"> <li>• Securities and Exchange Commission Davao Extension Office, 2F, SDC Bldg., Purok 13, Maa Road, Maa, Davao City</li> </ul>
<p>3. Photocopy of any of the following:</p> <p>a. Handbook or Manual of Operations of its programs, policies and procedures to attain its purposes.</p> <p>b. Brochure</p> <p>c. Duly signed Work and Financial Plan (for two succeeding years) by the Head of Agency</p>	<ul style="list-style-type: none"> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-049_REV-01_MANUAL-OF-OPERATION.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-049_REV-01_MANUAL-OF-OPERATION.docx</a></li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/issuances/">https://standards.dswd.gov.ph/issuances/</a>  (DSWD-SB-GF-050-REV 01_GUIDE IN THE PREPARATION OF BROCHURE)</li> <li>• DSWD Website <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-054_REV-01_Work-and-Financial-Plan.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-054_REV-01_Work-and-Financial-Plan.docx</a></li> </ul>
<p>4. Official Receipt (OR) of processing fee on registration amounting to ₱1,000.00 (1 Photocopy only)</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office XI - Cash Section Ramon Magsaysay Avenue corner Damaso Suazo Street, Davao City, Philippines 8000</li> </ul>

**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant should comply with the RA 10847 criteria that it is engaged mainly or generally in social welfare and development activities prior to issuance of Certificate of Registration.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Pre-Registration Procedures for Walk-in Applicants</b>				
1. Submit the application and	<b>1.1 If complete,</b> receive the documentary	None	20 minutes	Administrative Assistant II

supporting documents.	requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.			Standards Section
	1.2 Log its receipt in the document tracking system (DTMS).  1.2.1 Provide the walk-in applicant with a document reference number for easy tracking.	None	10 minutes	<i>Administrative Assistant II</i>  Standards Section
	<b>1.3 If incomplete,</b> return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.	None	30 minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant</i>  Standards Section
2. Pay the processing fee	2.1 Prepare billing statement	None	10 minutes	<i>Administrative Officer I</i>  Cash Section
	2.2 Process payment and issue Official Receipt.	₱1,000.00	20 minutes	<i>Administrative Officer I</i>  Cash Section
3. Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	3.1 Attach the photocopy of the official receipt of the processing fee.	None	30 minutes	<i>Project Development Officer III /</i>

				<i>Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
4. Wait for the processing of the application	4.1 Route to Standards Section the Application Documents	None	30 minutes	<i>Administrative Assistant II Standards Section</i>
	4.2 Receive incoming applications and assign them to concerned technical staff.	None	5 hours	<i>OIC, Policy and Plans Division and Concurrent Standards Section Head</i>
	4.3 Conduct a desk review of the received application as to completeness and compliance. The submitted documents must satisfy the criteria under MC 21 series of 2022.  <b>If complete</b> and compliant, notify the applicant SWDA on the payment for processing fee.  <b>If incomplete,</b> prepare an acknowledgement letter with a checklist of documents	None	3 days and 7 hours	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>

	indicating the lacking requirement.			
	4.4 Preparation of the Confirmation Report with attached draft Certificate of Registration and printing of Security Paper (SECPA)	None	1 day	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
	4.5 Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate	None	1 day	<i>OIC, Policy and Plans Division and Concurrent Standards Section Head, Regional Director</i>
5. Receive certificate thru pick-up and accomplish the Client satisfaction survey.	5.1 Release of the Certificate of Registration to the SWDA. Secure the filled-out CSMS.	None	30 minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
	5.2 Administer the Client Satisfaction Survey Form (either online or paper-based)	None	30 minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant</i>

				Standards Section
<b>TOTAL</b>		<b>PHP 1,000.00</b>	<b>7 working days</b>	
<b>For Complete and Compliant:</b>				
<b>For Incomplete Submission</b>		<b>None</b>	<b>30 Minutes</b>	
<b>Walk-in:</b>			<b>2 days</b>	
<b>Courier:</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:</b>				
1. Send the Application Form together with the prescribed documentary requirements through Mail or Courier to: respective Standards Section Offices	1.1 Receive the document and log its receipt into the document tracking system.	None	15 minutes	<i>Administrative Assistant II</i>  Standards Section
2. Wait for the processing of the application	2.1 Endorse the document to Section Head.	None	15 minutes	<i>Administrative Assistant II</i>  Standards Section
	2.2 Receive incoming applications and assign them to concerned technical staff.	None	30 minutes	<i>OIC, Policy and Plans Division and Concurrent Standards Section Head</i>
	2.3 Provide notes/ instructions for action to concerned technical staff.	None	30 minutes	<i>OIC, Policy and Plans Division and Concurrent Standards Section Head</i>

	<p>2.4 Review the submitted documents as to completeness and compliance, both in form and substance.</p> <p><b>If complete and compliant</b>, notify the SWDA on the payment for processing fee.</p> <p><b>If incomplete</b>, an acknowledgement letter with a checklist of requirements shall be returned to the applicant.</p>	None	4 days	<p><i>Project Development Officer III /</i></p> <p><i>Social Welfare Officer II /</i></p> <p><i>Social Welfare Assistant</i></p> <p>Standards Section</p>
	<p>2.5 Prepare the Confirmation Report with attached certificate of Registration in Security Paper (SECPA) and duplicate copy</p>	None	6 hours	<p><i>Project Development Officer III /</i></p> <p><i>Social Welfare Officer II /</i></p> <p><i>Social Welfare Assistant</i></p> <p>Standards Section</p>
	<p>2.6 Review and provide inputs and endorse the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy to the PPD Chief for initial.</p>	None	1 day	<p><i>Project Development Officer III /</i></p> <p><i>Social Welfare Officer II /</i></p> <p><i>Social Welfare Assistant,</i></p> <p><i>OIC, Policy and Plans Division and Concurrent Standards Section Head</i></p>

	2.7 Approval of the Registration Certificate	None	1 day	<i>Regional Director</i>
3. Receive the Certificate, and confirmation letter through mail or pick-up at the field office and accomplish the Client Satisfaction Survey Form	3.1 Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	20 minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
	3.2 Administer the Client Satisfaction Survey Form (either online or paper-based)	None	10 Minutes	<i>Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section</i>
<b>TOTAL</b>		<b>PHP</b>	<b>7 working days</b>	
<b>For Complete and Compliant:</b>		<b>1,000.00</b>	<b>days</b>	
<b>For Incomplete Submission</b>		<b>None</b>	<b>30 Minutes</b>	
<b>Walk-in:</b>			<b>2 days</b>	
<b>Courier:</b>				

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

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback and/or complaints	Concerned citizen/concerned agencies shall send letter/email to the concerned Field Office (FO). The client may also answer the Client Satisfaction Measurement Form (CSMF) which is readily available and can be requested from the staff of the FO Standards Section and can be submitted at the designated Drop Box.
How feedbacks are processed	FO shall send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback  Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of the person being complained and the circumstances of the complaint should be included in the information. For inquiries on the status, clients may contact the concerned FO or the Standards Bureau on contact details provided above.
How complaints are processed	The concerned Office shall conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.  Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.  The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.
Contact Information of CCB, PACe, ARTA	<b>Anti Red Tape Authority (ARTA)</b> complaints@arta.gov.ph or call at 8478-5091 or 8478-5093.  <b>Presidential Action Center (PACe)</b> pace@op.gov.ph



	<p>Hotline 8888 or 82498310 loc. 8175 or 8182 Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p>
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**Contact Center ng Bayan (CCB)**  
email@contactcenterngbayan.gov.ph  
0908-881-6565

# **SOCIAL MARKETING UNIT (SMU)**

## **FRONTLINE SERVICES**

## 1. Facilitation of Media Interview

The service aims to provide members of media regarding processes in requesting for recorded media interviews which will help disseminate public information on the different programs, services, and other advocacies of the Department.

<b>Office or Division:</b>	Field Office XI – Social Marketing Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B, G2G (External)			
<b>Who may avail:</b>	Media practitioners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Contact details for requests/inquiry:  Email address: smu.fo11@dswd.gov.ph Landline number: (082) 227-1964 local 1160		DSWD website: smu.fo11@dswd.gov.ph		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send a request for an interview via email, text message, online message, or call with the following details: <ul style="list-style-type: none"> <li>● Media affiliation;</li> <li>● Schedule of the interview;</li> <li>● Name of program/column;</li> <li>● Guide questions; and</li> <li>● Type of response requested</li> </ul>	1.1 Shall send an acknowledgement upon receipt of interview request from the requesting party	None	10 minutes	SWO IV/OIC PPD
	1.2 Shall assign an Information Officer (IO) to prepare a briefer for the interview request	None	10 minutes	SWO IV/OIC PPD

	<p>1.3 SMS IO shall prepare the media briefer</p> <p>1.3.1 Shall obtain the available media briefer from the vault file; or</p> <p>1.3.1 Shall draft a media briefer in coordination with focal persons from concerned DSWD offices, bureaus, services, or units (OBSUs)</p>	None	5 hours and 30 minutes	SWO IV/OIC PPD
	<p>1.4 Shall review and endorse the draft briefer for approval of the DMS Director (If with comments, return to Step 1.3)</p>	None	1 hour	SWO IV/OIC PPD
	<p>1.5 Shall review and endorse the draft briefer for approval of the Office of the Assistant Secretary for Strategic Communications (OASSC) (If with comments, return to Step 1.4)</p>	None	1 hour	SWO IV/OIC PPD
	<p>1.6 Shall review and approve the briefer for use of the DSWD spokesperson or designated resource speaker (If with comments, return to Step 1.5)</p>	None	3 hours	SWO IV/OIC PPD
	<p>1.7 Shall coordinate with the requesting party for the final schedule of the interview</p>	None	10 minutes	SWO IV/OIC PPD)

2. Answer the Client Satisfaction Measurement Form (CSMF)	2.1 Send official communication to the requesting party to answer the Client Satisfaction Measurement Form  2.1.1 Shall file necessary documents	None	10 minutes	SWO IV/OIC PPD
<b>TOTAL</b>		<b>None</b>	<b>1 day, 3 hours, 10 minutes</b>	

## 2. Handling of 8888 Inquiries, Complaints, and Grievances

The Department of Social Welfare and Development established the Agency Operations Service (AOS) under President Rodrigo Roa Duterte's Executive Order No. 06, Series of 2016. This order institutionalized the 8888 Citizens' Complaint Hotline and established the 8888 Citizens' Complaint Center. The AOS must ensure adherence to the mandated 72-hour response on inquiries, complaints, and grievances referred to the DSWD through the 8888 hotline portal.

Office or Division:	Office of the Regional Director - Social Marketing Unit	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizens G2G - Government to Government	
Who may avail:	A person who has inquiries, complaints, and grievances to the Department of Social Welfare and Development (DSWD) is received through the 8888 Citizens' Complaint Hotline portal.	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Required documents for processing 8888 Citizens' Complaint Hotline inquiries, complaints, or grievances: <ol style="list-style-type: none"> <li>1. One (1) Copy of the Referral Letter (PDF format): This contains the Ticket Reference Number issued by the 8888 Citizens' Complaint Center.</li> <li>2. Client Information (if available): This includes the client's name, address, telephone number, and email address (if applicable).</li> </ol>	8888 Citizens' Complaint Center	

3. Inquiry/Complaint/Grievance Details: This provides a complete and detailed description of the concern.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client or Citizen to lodge/file their inquiries, complaints, or grievances, regarding the Department of Social Welfare and Development (DSWD) programs, services, or staff via the 8888 Hotline.	<p>1.1 The Technical Staff shall receive, review, evaluate, and determine if the client's inquiry, complaint, or grievance is a DSWD concern.</p> <p>If yes, the Technical Staff shall refer to the concerned Office/Bureaus/Units/ Services (OBSUs)/Field Offices (FOs)/Attached Agencies (AAs).</p> <p>If not, the Technical Staff shall request for reversion to the 8888 CCC Administrator through the 8888 Citizens' Complaint Hotline Portal.</p> <p>1.2 The Technical Staff shall encode the client's details into the 8888 unified monitoring matrix.</p>	None	15 Minutes	Receiving staff of the Social Marketing Unit
2. The 8888 client/s shall receive a response/ action on the concern.	2.1 The Technical Staff shall receive, review, and refer 8888 ticket/s to the concerned Division/Unit/ Service for appropriate action.	None	5 Minutes	Technical Staff SMU

	2.2 The Technical Staff shall respond to the concern of the client accordingly.		71 Hours, 10 Minutes	Technical Staff SMU
	2.3 The Technical Staff shall conduct a Client Satisfaction Measurement Survey (CSMS) to the client, provided that the client's information is available.		5 Minutes	Technical Staff SMU
	2.4 The Technical Staff shall submit the signed feedback report/memorandum addressed to the DSWD 8888 Permanent Focal Person to the AOS, detailing the action/s taken, and the complete attachments <sup>2</sup> on the ticket referred by the DSWD 8888 Action Center.		5 Minutes	8888 Focal Person
3. Receive a response or resolution to the client's concern.	3.1 The Technical Staff shall receive, review, and acknowledge the signed an official memorandum of responses submitted by the concerned OBSU/FO/AA.  If the responses are not deemed as concrete and specific	None	8 Minutes	Administrative Staff SMU

<sup>2</sup> Signed feedback report/memorandum, proof of communication with the client not limited to email attachments, a screenshot of the text message, or call logs that include the client's contact number with the date and time of call, text or email.

	<p>actions, the Technical Staff shall return the submitted official memorandum and attachments to the respective OBSU/FO/AA through the official email address for further compliance.</p> <p>If the responses are deemed concrete and specific<sup>3</sup>, and accompanied by complete attachments, proceed to the next step.</p>			
	<p>3.2 The Technical Staff shall recommend the closure of the ticket in the 8888 Citizens' Complaint Hotline Portal.</p>	None	2 minutes	Technical Staff
	<p>3.3 Once closed, the Technical Staff shall notify the concerned OBUS/FO/AA that the ticket has been closed in the 8888 Citizens' Complaint Hotline Portal.</p> <p>3.3.1 The Technical Staff shall acknowledge the provided update.</p> <p>3.3.2 The Technical Staff shall update the</p>	None	10 Minutes	Technical Staff

<sup>3</sup> It refers to actual and factual action to the complaint. It must be within the mandate of the Agency and a clear, exact, and relevant response to the complainant.



	8888 unified monitoring matrix and mark the ticket as closed.			
	TOTAL:	None	72 Hours or 3 Calendar Days	

### 3. Handling of Inquiries, Request for Assistance, and Complaints/Grievances from the General Public and Referral Letters received from other National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices

To address and provide an immediate effective response to all incoming and referral letters, Public Assistance and Complaints Desk/Walk-In, DSWD Inquiry Email, and DSWD Hotline requesting assistance, inquiries, feedback, or complaints received from the general public and other National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices in compliance with Republic Act No. 11032: “An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the Purpose Republic Act No. 9485, Otherwise Known as Anti-Red Tape Act of 2007”.

<b>Office or Division:</b>	Office of the Regional Director - Social Marketing Unit		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	Government-to-Citizens (G2C); Government-to-Government (G2G)		
<b>Who may avail:</b>	Person who has inquiries, requests for assistance, and complaints/grievances to the Department of Social Welfare and Development (DSWD) received thru the Public Assistance and Complaints Desk (PACD), DSWD Inquiry Email, and DSWD Hotline.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Required documents for processing of inquiries, requests for assistance, and complaints, or grievances; <ol style="list-style-type: none"> <li>1. Client's Information: (Name, Address, Telephone number, E-mail Address), and the complete details of concern; or</li> <li>2. Referral Letter from the National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices</li> </ol>		Agency Operations Service – Client Support Section (CSS)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. The client shall submit or send communication of their inquiry, request, complaints/ grievances.</p>	<p>1.1 AOS Technical /Grievance Officer shall receive, review, and assess the inquiry, request for assistance, and complaint/grievance of the client            1.1.1 AOS Technical /Grievance Officer shall receive inquiries, requests, complaints/ grievances, or endorsement letters from the Public Assistance and Complaints Desk (PACD), DSWD Inquiry Email, DSWD Hotline, Social Media platform referrals, and Presidential Action Center (PACe).</p>	<p>None</p>	<p>2 Minutes</p>	<p>SWO IV/OIC PPD</p>
	<p>1.2 AOS Technical /Grievance Officer shall review and assess the received inquiries, requests, and complaints/ grievances of the client/s.            For inquiries received through PACD/Walk-In clients, the PACD officer shall respond through the PACD.            For inquiries received through the DSWD Inquiry Email, the AOS Technical/ Grievance Officer shall respond</p>		<p>3 Minutes</p>	<p>SWO IV/OIC PPD</p>

	<p>through the DSWD email;          For inquiries received through the DSWD Hotline, the AOS Technical/ Grievance Officer shall respond through phone call/hotline;          For inquiries received through referral letters from the NGAs, LGUs and concerned office, the AOS Technical /Grievance Officer shall draft an official memorandum and respond through an official letter.</p>			
	<p>1.3 AOS Technical /Grievance Officer shall review and assess the received inquiries, requests, and complaints/ grievances of the client/s and determine whether the received inquiry, requests, complaint /grievance is within the mandate of the DSWD.</p>		2 minutes	SWO IV/OIC PPD
<p>2. The client's submitted inquiry, request, and complaints/grievances will be reviewed, assessed, and categorized.</p>	<p>2.1. For DSWD concerns with complete contact information, proceed to the next step.          For DSWD concerns with no contact information of the client or non-DSWD concern, request for reversion.          For non-DSWD concerns received</p>		3 Minutes	SWO IV/OIC PPD

	<p>through email, revert the concern to the proponent's office through email.</p> <p>For non-DSWD concern referral letters, revert the concern through an official letter and send it to the provided address or email address (if available).</p> <p>For non-DSWD concerns received through the DSWD hotline and PACD, respond accordingly and refer the client to the concerned NGAs, and/or LGUs.</p> <p>2.1.2 For client/s who chose to remain anonymous and the client's concern was categorized as a complaint in nature without documentary or direct evidence, respond to the client's concern based on the AO 17, s, 2022, section 15: "No anonymous complaint shall be entertained unless the act complained of is of public knowledge or the allegations can be verified or supported by documentary or direct evidence"</p>			
<p>3. The client's submitted inquiry, request, and complaints/grievances</p>	<p>3.1 AOS Technical /Grievance Officer shall categorize the concern whether</p>	<p>None</p>		<p>SWO IV/OIC PPD</p>

<p>will be reviewed, assessed, and categorized.</p>	<p>Simple, Complex, or Highly Technical, and encode the client's details in the AOS Monitoring Matrix/Tool.</p> <p><b>For simple queries:</b> The AOS Technical / Grievance Officer shall respond to the concern of the client through the DSWD hotline/email/letter, through the provided contact information (e.g., e-mail address or phone number).</p> <p><b>For PACD clients,</b> the assigned PACD Officer shall respond to the client's concern accordingly.</p> <p><b>For requests for assistance and non-contentious grievances that require validation and are classified as "Complex",</b> the AOS Technical / Grievance Officer shall endorse/refer the matter to the concerned Field Offices or Offices/Bureaus/services/Units (FOs/OBSU) for reference and appropriate action.</p> <p><b>For grievances and confidential complaints that are classified as "Highly Technical",</b></p>		<p>10 Minutes (For simple queries and complex concerns}</p> <p>25 Minutes (For PACD clients)</p> <p>60 Minutes - 24 hours (For the referral of highly technical concerns)</p>	
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	AOS Technical / Grievance Officer shall draft a memorandum and endorse/refer the matter to the concerned office (closed envelope) for reference and appropriate action.			
4. The client's submitted inquiry, request, complaints/grievances is referred to the concerned OBSU/FO	<p>4.1 OBSU/FO Technical Grievance officer shall receive the referral email/memorandum and attachments from the Agency Operations Service (AOS) through the official email address (inquiry@dswd.gov.ph) and/or hard copy.</p> <p>4.1.1 OBSU/FO Technical /Grievance Officer shall review and determine to which Division/Unit/Services the concern will be forwarded.</p> <p>4.1.2. OBSU/FO Technical /Grievance Officer shall endorse the email/ referral letter to the concerned Division/Unit/ Services for appropriate action.</p> <p>4.1.3 OBSU/FO Technical/ Grievance Officer shall encode the client's details in the Monitoring Matrix/Tool.</p>	None	10 Minutes	SWO IV/OIC PPD
5. The client to receive a	5.1 The concerned Division/Unit shall	None	a. Simple Transaction	SWO IV/OIC PPD

response/action on the concern.	provide appropriate action/update the client on the status of his/her concern. 5.1.2 The concerned Division/Unit shall conduct a Client Satisfaction Measurement Survey (CSMS) on the client. 5.1.3 The concerned Division/Unit shall provide and submit a feedback report.		(three (3) working days)  b. Complex Transaction (seven (7) working days)  c. Highly Technical Transaction (twenty (20) working days)	
6. The DSWD CO-AOS is to receive a response/resolution to the client's inquiry, request for assistance, complaints/grievance.	6.1 The OBSU/FO Technical/ Grievance Officer shall submit to DSWD CO-AOS the copy of the signed document/feedback report/ memorandum with supporting documents including the accomplished CSMS Form (if available) stating the concrete and specific action/s undertaken by the concerned Division/Unit to respond/resolve the complaint/grievance of the client and update the Monitoring Matrix/Tool.	None	5 Minutes	SWO IV/OIC PPD
7. The DSWD CO-AOS to receive a response/resolution to the client's inquiry, request for assistance, complaints/grievance.	7.1 The AOS Technical/ Grievance Officer shall review the submitted signed official document/ memorandum/ feedback report.		5 Minutes	SWO IV/OIC PPD
	7.2 AOS Technical /Grievance Officer shall review the	None	10 Minutes	SWO IV/OIC PPD

	<p>action undertaken by the concerned office.</p> <p>7.2.1 For PACe referral, the AOS Technical/ Grievance Officer shall recommend the closure of the ticket to the Presidential Action Center Administrator through email and proceed to the next step if the submitted response is considered concrete and specific.</p> <p>7.2.2 For actions/feedback reports not considered concrete and specific, return the submitted report for compliance.</p>			
	<p>7.3 AOS Technical/ Grievance Officer shall acknowledge the receipt of the official document/ memorandum/ feedback report.</p>		5 Minutes	SWO IV/OIC PPD
	<p>7.4 Update the AOS monitoring matrix and mark the inquiry, request for assistance, and complaints/grievances as responded/closed.</p>		5 Minutes	SWO IV/OIC PPD
<b>TOTAL</b>		<b>NONE</b>	<b>1 hour and 15 Minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback and/or complaints	Clients are provided with the Client Satisfaction Survey Form which should be answered and returned to the Division through email at <a href="mailto:smu.fo11@dswd.gov.ph">smu.fo11@dswd.gov.ph</a>
How feedbacks are processed	The Social Marketing Unit staff consolidates and process the survey forms
How to file a complaint	Complaints may be sent to the Regional Director through <a href="mailto:smu.fo11@dswd.gov.ph">smu.fo11@dswd.gov.ph</a>
How complaints are processed	Complaints are discussed by the Director with concerned staff
Contact Information of CCB, PACe, ARTA	<p><b>Anti Red Tape Authority (ARTA)</b>  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            or call at 8478-5091 or 8478-5093.</p> <p><b>Presidential Action Center (PACe)</b>  <a href="mailto:pace@op.gov.ph">pace@op.gov.ph</a>            Hotline 8888 or 82498310 loc. 8175 or 8182            Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p><b>Contact Center ng Bayan (CCB)</b>  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            0908-881-6565</p>

# SOCIAL TECHNOLOGY UNIT (STU)

## **FRONTLINE SERVICES**

## 1. Technical Assistance On Program / Project Development Or Enhancement

This refers to provision of technical assistance on program development or enhancement which includes problem analysis, research for program development, designing, documentation, pilot testing and evaluation of social technologies, programs and projects. This process shall apply to the STB and STUs based on the needs presented by primary customers. This covers the review of requests, preparation of a reply letter for requests for comments, or a memorandum containing the recommendation, actual activity on TA provision (if needed), and next steps based on a coordination meeting on the requested technical assistance.

<b>Office or Division:</b>	DSWD Central Office - Social Technology Bureau All Field Offices - Social Technology Unit/Section Field Office XI			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G – Government to Government			
<b>Who may avail?:</b>	National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), and academe			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
Request Letter			From the requesting DSWD Field Office XI, LGU, NGO, or NGA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.) Send the request for technical assistance along program/project development or enhancement to Social	1) Receive and record the request.	None	2 hours	SWO II/Head Social Technology Unit

<p>Technology Bureau (STB) / DSWD Field Office Social Technology Unit (STU) through:</p> <ul style="list-style-type: none"> <li>a. Letter signed by the Requesting Party, in any form;</li> <li>b. Accomplished Request Form;</li> <li>c. E-mail; or</li> <li>d. Ticketing System.</li> </ul>				
	<p>1.2) Prepare, review, and send responses to the requesting party.</p>	<p>None</p>	<p>7 days</p>	<p>SWO II/Head Social Technology Unit</p>
	<p>1.3) If the request involves conduct of actual technical assistance activity including orientation and capability building activities, either via face-to-face or online means:</p> <ul style="list-style-type: none"> <li>a.) Activity flow</li> <li>b.) Powerpoint presentation</li> </ul>	<p>None</p>	<p>5 days</p> <p><i>Note: Turn around time does not include days between sending a response and</i></p>	<p>SWO II/Head Social Technology Unit</p>

	c.) Attendance Sheet  d.) Other logistical requirements		<i>actual conduct of activity.</i>	
2.) Answer the Client Satisfaction Survey (CSS)	1.4.) Administer/Monitor/Follow-up Client Satisfaction Survey (CSS).	None	Not applicable	SWO II/Head Social Technology Unit
<b>TOTAL</b>				
<b>If the Technical Assistance requested may be provided via official communications.</b>		<b>None</b>	<b>7 days 2 hours</b>	
<b>If the request involves conduct of actual technical assistance activity</b>		<b>None</b>	<b>12 days 2 hours</b>	

## 2. Technical Assistance On Social Technology Bureau (STB) Developed Programs And Projects

Refers to the provision of technical assistance on concerns relative to the ongoing and completed social technology programs and projects of the Social Technology Bureau (STB). The process starts with the receipt of the request from Local Government Units or other intermediaries until the actual provision of technical assistance in the form of meetings, orientation and capability building activities through face-to-face and online platforms. This includes the requests for data, information, social marketing materials, and other knowledge products on Social Welfare and Development (SWD) programs and projects designed, under pilot-testing or on-going implementation, and completed by the STB for adoption / replication by stakeholders.

<b>Office or Division:</b>	DSWD Central Office - Social Technology Bureau All Field Offices - Social Technology Unit/Section Field Office XI			
<b>Classification</b>	Highly Technical			
<b>Types of Transaction:</b>	G2G – Government to Government G2C - Government to Citizens			
<b>Who may avail:</b>	National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and academe			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Written and signed request letter with complete contact details (name and contact information) of the requesting party.  2. Details of the technical assistance needed.		Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1) Send the request for technical assistance along program/project	1) Receive and record the request.	None	2 hours	SWO II/Head Social Technology Unit

<p>development or enhancement to Social Technology Bureau (STB) / DSWD Field Office Social Technology Unit (STU) through:</p> <ul style="list-style-type: none"> <li>a. Letter signed by the Requesting Party, in any form;</li> <li>b. Accomplished Request Form;</li> <li>c. E-mail; or</li> <li>d. Ticketing System.</li> </ul>				
	<p>1.2 ) Prepare, check, and send response to the request, and conduct the Technical Assistance.</p>	<p>None</p>	<p>7 days</p>	<p>SWO II/Head Social Technology Unit</p>
	<p>1.3) If the request involves conduct of actual technical assistance activity including orientation and capability building activities, either via face-to-face or online means:</p>	<p>None</p>	<p>8 days</p> <p><i>Note: Turn around time does not include days between sending a response and</i></p>	<p>SWO II/Head Social Technology Unit</p>

			<i>actual conduct of activity.</i>	
2. Accomplish the Client Satisfaction Survey (CSS).	2. Administer/ Monitor/Follow-up Client Satisfaction Survey (CSS).	None	Not applicable	SWO II/Head Social Technology Unit
<b>TOTAL</b>				
<b>If the Technical Assistance is sharing data, information and knowledge product</b>		<b>None</b>	<b>7 days 2 hours</b>	
<b>If the request involves conduct of actual technical assistance activity</b>		<b>None</b>	<b>15 days 2 hours</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<p>How to send feedback and/or complaints</p>	<p>After provision of every Service, the Attending Action Officer or STB Staff / Social Technology Unit (STU) shall ask the Customer to answer the Customer Satisfaction Survey (CSS) via Google Form or printed form as deemed appropriate.</p> <p>If the CSS was administered via printed form, the Customer shall drop the CSS in a designated drop box of the Social Technology Bureau / Social Technology Unit (STU) if applicable.</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: Customer may call Social Technology Bureau or Field Office Landlines listed under Name of Offices</li> <li>- For written feedbacks/complaints: Customer may email of the STB or concerned Field Office listed</li> </ul>
<p>How feedbacks are processed</p>	<p>Every end of the month, the Document Controller shall spearhead the conduct of data analysis to the gathered data and complaints received through root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation. The previous year results shall also be compared to the current to determine if there is improvement and/or need for further action.</p> <p>The Document Controller shall submit the Office/Unit Monthly/Quarterly/Semestral Client Satisfaction Measurement Report to the Overall Document Controller/ Records and Archives Management Division via electronic email and signed hardcopy for storage and safekeeping.</p> <p>The Annual Client Satisfaction Measurement Survey Results shall be submitted by the Clusters/FOs to the Committee on Anti Red Tape every 5th day of January of</p>

	<p>the succeeding year, copy furnished the Overall Document Controller.</p> <p>The result of the Quarterly Client Satisfaction Measurement Report and its analysis, should be discussed during the Clusters Management Teams. All reports must be readily available and accessible to provide a means for a particular Offices, Bureaus and Services to use the results in various reports.</p> <p>The DNTSC / PMT on Quality Management, depending on the customer satisfaction measurement result and data analysis report, may require the Internal Quality Audit (IQA) Team to work on the monitoring of approved recommended actions.</p> <p>The Bureau / Regional Director shall forward to the STB/STU all feedback/complaints requiring answers. The Concerned STB/STUs staff is required to answer within three (3) days of the receipt of the feedback/complaint. The answer of the concerned staff to the feedback/complaint is then relayed to the citizen/client.</p> <p>The results of feedback are reported during the meetings for improvement of systems and processes, and/or staff behavior.</p> <p><i>For inquiries</i> and follow-ups, customers may also contact the STB and Regional Office listed below.</p>
<p>How to file a complaint</p>	<p>The Complaints may be filed through the following channels:</p> <ul style="list-style-type: none"> <li>• Formal channel: Email addressed to Bureau / Regional Director via (please use as subject "Complaint")</li> </ul>

	<ul style="list-style-type: none"><li>● Informal channels: through phone calls to concerned listed below: (02) 89318144 / (02) 8951-7124</li> <li>● Complaint box: Drop a complaint in the STB Complaints Box that shall also be made available near the door of the Social Technology Bureau.</li></ul> <p>Concerned citizens or complainants are requested to include the following information in their complaint:</p> <ul style="list-style-type: none"><li>- Staff/Person/s Involved</li> <li>- Incident and other facts</li> <li>- Evidence</li></ul>
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# **SUSTAINABLE LIVELIHOOD PROGRAM (SLP)**

## **FRONTLINE SERVICES**

## 1. Grievance Management Process

The Grievance Management Process at the RPMO level provides the initial implementation of facilitating the request of individual clients, and the final and full implementation of the process shall be at the Field Office (RPMO) XI level.

<b>Office or Division:</b>	Sustainable Livelihood Program – Grievance Management Unit (GMU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All DSWD FOs, DSWD OBSUs, or other Agencies/Institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>One (1) Copy of Filled-up SLP Grievance Form – for walk-in clients;</li> <li>One (1) Copy of complaint letter received from OBSUs, NGAs, NGOs, concerned citizen, social media and others; and</li> <li>One (1) Photocopy each of supporting documents               <ul style="list-style-type: none"> <li><i>Clients Testimony</i></li> <li><i>Witness Testimony (if necessary)</i></li> <li><i>Barangay / Police Report (if necessary)</i></li> </ul> </li> </ol>		SLP Helpdesk 2 <sup>nd</sup> Floor, Emerald Building, R. Magsaysay Avenue corner Suazo Street, Davao City		
<b>ACTIVITIES TO BE UNDERTAKEN BY THE SLP- RPMO:</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The clients shall ratify or concur on the Data Privacy Consent's content.  <i>Proceed to customer step number 2 after approval.</i>	1. Explain to and request the client to sign or place his/her thumb mark on the Data Privacy Act (DPA) of 2012.  <i>Brief orientation on the SLP Processes</i>	None	3 Minutes	Regional Program Coordinator – Sustainable Livelihood Program (RPC-SLP)
2. Fill-up the walk-in logbook	2.1. Instruct the client to register in the Walk-in Clients Log Book.	None	2 minutes	RPC-SLP

	2.2. Conduct the initial interview on the complaint.	None	10 minutes	RPC-SLP
3. Fill-out the SLP Grievance Form	3.1. Request the client to fill out the SLP Grievance Form.	None	10 minutes	RPC-SLP
	3.2. Validate any lacking information of the client/s as necessary.	None	3 Minutes	RPC-SLP
4. Received the Walk-in Client Slip	4.1. Issue SLP Walk-in Client Slip.  4.1.1 Certify that clients appeared at the SLP NPMO	None	3 Minutes	RPC-SLP
5.Fill- out the CSMF	5.1. Request the client to fill-out the Client Satisfaction Measurement Form	None	5 Minutes	RPC-SLP Walk-in Client
	5.2. Encode client/s profile in the SLP Referral Management System (SLP GMS)	None	5 minutes	GMO/ TO
	5.3. Classify the complaint / grievance.	None	3 Minutes	RPC-SLP
	5.4. Validate if the findings are valid.  If invalid, notify the concerned process owner for the invalid findings, and validate lacking information of the client/s as necessary.	None	10 minutes	RPC-SLP

	5.5. Encode the details in the SLP GMS and EDTMS	None	6 minutes	RPC-SLP
	5.6. Refer/ Endorse the Grievance for verification to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs and other institutions.	None	8 hours	RPC-SLP
	5.7. Monitor and follow-up feedback/ updates to concerned FOs	None	3 days (simple)  7 days (complex)  10 days (highly technical)	RPC-SLP
	5.8. Classify the Complaint / Grievance.	None	3 Minutes	RPC-SLP

FOR GRIEVANCES AT THE SLP- REGIONAL LEVEL:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.9. Processing of Grievance  <b>For Non-Cognizable Grievance</b> (Simple Transactions) - Does not require verification  The GRMO shall provide technical assistance, explain and orient on program implementation.  <b>For Cognizable Grievance</b> (Highly	None	7 days	Fact Finding Team  <i>(For Non-cognizable Grievance)</i>

	<p>Technical Transactions)</p> <p>The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance.</p> <p>For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall collaborate to include the deployment of Fact-Finding Team.</p> <p>Gather data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.</p>	None	10 days	<p>SLP Regional Grievance Management Committee</p> <p><i>(For Cognizable Grievance)</i></p>
	<p>5.10. The Fact-finding team shall conduct field visit for assessment/validation, investigation and other duties and responsibilities under GMP.</p>	None	3 days	SLP RGMC



	5.11. Include in the feedback other essential information, reasons or factors that trigger the filing of grievance.	None	3 days	Fact Finding Team
	5.12. Provide recommendation and decision for endorsement to concerned OBSUs towards the resolution of the grievance.	None	1 day	SLP RGMC
	5.13. Provide feedback to the complainant on the action taken.	None	1 day	RGMO
	5.14. The SLP RGMC shall endorse unresolved grievances to the DSWD FO Regional Grievance Committee for resolution.	None	1 day (FO RGC)	SLP RGMC
	5.15. The SLP RGMC shall endorse gathered information/ documentation to Management (FO RGMC/AG-AC/RD)  5.15.1. Endorse the gathered documentation for submission to the Office of the Secretary	None	1 day	RGMO  SLP RGMS/ AG-AG

	<p>5.15.2. Process the gathered SLP RGMC information or documentation based on the existing guidelines.</p> <p>LGU Employees - Endorse to the Local Government Unit – Local Chief Executives</p> <p>5.15.3. Endorse SLP RGMC information/ documentation in the form of Grievance Management Report to the Regional Director for action.</p> <p>5.15.4. Endorse SLP RGMC information/ documentation in the form of Grievance Management Report for submission to the Regional Director following the RA No. 6713 and to the DSWD Regional Grievance Committee.</p>			
	<p>5.16 Issuance of Resolution based on the decision by the authority.</p>	<p>None</p>	<p>2 days</p>	<p>RGMO</p>

	<p>If Resolution was issued by the:</p> <p><b>PC</b> – Appeal processed by the SLP RGMC</p> <p><b>SLP RGMC or SLP RPMO</b> – The appeal shall be processed by the SLP NPMO GMC</p> <p><b>SLP NPMO GMC</b> – Appeal process by Office of the Secretary or OBSUs concerned.</p>			
	<p>5.17. Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties.</p> <p>5.17.1 Encode in the SLP Grievance Tracker.</p>	None	1 day	RGMO

<b>FOR GRIEVANCES AT THE SLP- PROVINCIAL LEVEL:</b>				
	<p>5.9 Processing of Grievance.</p> <p><b>For Non-Cognizable Grievance</b> (Simple Transactions)</p>	None	7 working days	<p>Fact Finding Team</p> <p><i>(For Non-Cognizable Grievance)</i></p>

	<p>The Non-Cognizable (invalid) grievance does not require verification</p> <p>The GRMO shall provide Technical Assistance, simple explanation, and orientation on program implementation.</p> <p><b>For Cognizable Grievance</b> (Highly Technical Transactions)</p> <p>The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance.</p> <p><b>For grievances that need further assessment,</b> the SLP Regional Grievance Management Committee (RMGC) shall be activated to include the deployment of Fact-Finding Team.</p>	None	10 days	SLP RGMC (For Cognizable Grievance)
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	<p>5.9.1 Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.</p>			
	<p>5.10. Assess grievances and sort based on the validity or gravity.</p> <p>5.10.1 Ensure the accomplished forms, prepare letters of acknowledgement.</p> <p>For Non – cognizable Grievance (invalid) - Does not require verification</p> <p>5.10.2 Encode in the Database.</p>	None	1 day	PGMO
	<p>5.11. Non-Cognizable Grievance (Simple Transactions)</p> <p>5.11.1 The PGMO shall provide technical assistance, explain and orient on program implementation.</p>	None	1 day	PGMO
	<p>5.11.2 Endorse all major grievances to RPMO.</p>	None	1 day	PGMO

	5.12 Gather data and other essential information to determine the reasons or factors that trigger the filing of grievance.	None	4 days	PGMO
	5.13. Endorse data gathered and other essential information to the RPMO.	None	1 day	PGMO
	5.14. Provide feedback to the complainant on the actions taken.	None	1 day	PGMO
	5.15. Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed by the involved persons/parties.  5.15.1 Encode in the SLP Grievance Tracker.	None	1day	PGMO

<b>FOR GRIEVANCES AT THE SLP- MUNICIPAL LEVEL:</b>				
	5.9 Assess grievances (e.g. <i>involvement of PDO</i> ) and sort based on the validity or gravity.  5.9.1 Secure the accomplished forms, prepare letter of acknowledgement.  5.9.2 Encode to the Database.	None	2 hours	PGMO

	<p>5.10 Non-Cognizable Grievance (Simple Transactions)</p> <p>The FPDO shall provide technical assistance, explain, and orient on program implementation.</p>	None	3 days	PGMO
	<p>5.11 Endorse all major grievances to the RPMO.</p>	None	1 day	PGMO
	<p>5.12 Gather data and other essential information to determine the reasons or factors that trigger the filing of grievance.</p> <p>5.12.1. The PGO shall check the involvement of the PDO.</p>	None	1 day	Grievance Verification Report (Annex C)
	<p>5.13. Provide feedback to the complainant on the action taken.</p>	None	1 day	Grievance Feedback Report (Annex B)
	<p>5.14 Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed by the involved persons/parties.</p> <p>5.14.1. Encode in the SLP Grievance Tracker.</p>	None	1 day	Grievance Monitoring Report (Annex D)

<b>Activities to be undertaken by the SLP-RPMO</b>	<b>None</b>	<b>For Simple - 4 Days and 1 Hour</b> <b>For Complex - 8 Days and 1 Hour</b> <b>For Highly Technical - 11 Days and 1 Hour</b>
<b>For Grievances at the SLP- Regional Level</b>	<b>None</b>	<b>30 Days</b>
<b>For Grievances at the SLP- Provincial Level</b>	<b>None</b>	<b>27 Days</b>
<b>For Grievances at the SLP- Municipal Level</b>	<b>None</b>	<b>7 days and 2 Hours</b>
<i>*The processing of grievances is based on the Guidance Note on the Grievance Management Process of the Sustainable Livelihood Program.</i>		

## 2. Process for Referrals received through Individual / Group/ Association or organization referred from OBSUs, NGAs, NGOs, CSOs, LGUs and Other Institutions

The process for referrals received by the Sustainable Livelihood Program - SLP Regional Program Management Office (RPMO) aims to enumerate the steps and procedures that the referring office, client and concerned DSWD personnel to undertake to efficiently facilitate the request for livelihood assistance of referred individuals received by the DSWD SLP RPMO.

<b>Office or Division:</b>	Sustainable Livelihood Program - Regional Program Management Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	All Qualified Walk-in Program Participants



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Photocopy of any valid identification of the client/person applying for Livelihood Assistance Grants		Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others		
ACTIVITIES TO BE UNDERTAKEN BY THE SLP RPMO:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the Application for livelihood assistance from SLP-NPMO, OBSUs, NGAs, NGOs, CSOs, LGU, and other institutions through email.	1.1. The PDO/RMO shall acknowledge the receipt of individual referral applications for livelihood assistance through email.	None	10 minutes	Project Development Officer (PDO) for NPMO  Referral Management Officer (RMO) for RPMO
	1.2. The PDO/RMO shall check and review the completeness of the client's information and validate lacking information, if any.	None	10 minutes	PDO - NPMO / RMO - RPMO
2. Wait for the call/email/text or personal visit of the PDO from the SLP-RPMO.	<b>2.1. For the SLP-NPMO:</b>  2.1.1. The PDO shall prepare the endorsement memorandum to be signed by the National Program Manager to the DSWD-FO through the SLP-RPMO with complete attachments.  2.1.2. The PDO shall prepare a letter/memorandum to	None	6 hours	PDO / SLP NPM - NPMO

	<p>be signed by the National Program Manager informing the referring party that the referral has been endorsed to the DSWD-FO through the SLP-RPMO.</p> <p><b>2.1.3. For the SLP-RPMO:</b></p> <p>2.1.3.1. Once received by the SLP-RPMO, the RMO shall acknowledge receipt of individual referral applications for livelihood assistance from <b>SLP-NPMO</b> through email. The RMO shall review the completeness of the client's information as necessary and coordinate with the referring party.</p> <p>2.1.3.2. The RMO shall undertake name-matching to the endorsed list of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP.</p> <p>For those not found in the List of Pantawid Pamilyang</p>			<p>RMO, PC, RPC, and RD-RPMO</p>
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	<p>Pamilyang Pilipino Program (4Ps) Targets of SLP.</p> <p>For those not found in the List of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP, the RMO shall conduct name-matching with the Listahanan 3 Database.</p> <p><b>For those tagged as non-poor in the Listahanan -</b> The RMO shall prepare a letter for endorsement of the client to stakeholders for review of the RPC and for approval by the Regional Director (RD).</p> <p><b>For those found in the endorsed list of 4Ps targets of SLP and tagged “No Match” in the Listahanan 3 Database -</b> The RMO shall prepare a memorandum addressed to the Provincial Coordinator (PC) to refer the clients that are found in the endorsed list</p>			
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	of 4Ps targets of SLP and those tagged as “no-match” for the conduct of SLP Means Test for onward submission to Regional Program Coordinator (RPC).			
	2.2. The RMO shall encode the details of the client in the SLP Information System (SLPIS)	None	30 minutes	RPC - RPMO
	2.3. The RMO shall email, text, or call the referring party and clients to inform them that the application was endorsed to the concerned SLP Provincial Office for the conduct of succeeding steps.	None	10 minutes	RPC - RPMO

ACTIVITIES TO BE UNDERTAKEN BY THE SLP-RPMO/PROVINCIAL OFFICE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Wait for the call/email/text or personal visit of the IPDO from the SLP-Provincial Office.	3.1. The PC shall acknowledge receipt of the memorandum from the RPC through email.	None	10 minutes	PC - RPMO
	3.2. The PC shall review the completeness of the client's information.  3.2.1 The PC shall coordinate with the Implementing Project Development Officer (IPDO) to conduct succeeding steps for the referred applicant	None	2 hours	PC - RPMO
	3.3 The IPDO shall email, text, or call applicant/s to inform them that the application was received by the concerned SLP Provincial Office and there shall be an assessment to be conducted.	None	15 minutes	IPDO - RPMO
4. Undergo the SLP Means Test	4.1. <b>If the referred client is tagged as no-match in the Listahanan 3 Database:</b>  4.1.1. The IPDO shall administer the SLP Means Test to determine	None	6 hours	IPDO/PC - RPMO

	<p>the client's qualification to the program. The SLP Means Test shall be approved by the Provincial Coordinator. The PC shall provide feedback to the RPC on the result of SLP Means Test.</p> <p><b>If qualified in the SLP Means Test -</b> proceed to client step 5.</p> <p><b>If not qualified in the SLP Means Test -</b> After the approval of the PC of the SLP Means Test, the IPDO shall inform the client on the result. The PC shall inform the RMO for the latter to prepare letter for endorsement of the client to stakeholders to be reviewed by the RPC and to be approved by the RD</p>			
<p>5. Accomplish the SLP Data Privacy Consent Form</p>	<p><b>If the referred client is found in the endorsed list of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP, tagged as Poor in the Listahanan and tagged as "no-match" in the</b></p>	<p>None</p>	<p>10 minutes</p>	<p>IPDO – RPMO</p>

	<p><b>Listahanan but qualified in the SLP Means Test:</b></p> <p>5.1. The IPDO shall explain the data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent Form before proceeding with the SLP processes for referrals.</p>			
	<p>5.2. The IPDO shall assist in the administration of the Data Privacy Consent Form. Once the client concurs, he/she shall sign or place his/her thumb mark in the consent form</p>	None	15 minutes	IPDO - RPMO
6. Participate in the SLP Orientation	6. The IPDO shall conduct a brief orientation to the client on the general description of SLP, Program Tracks, Program Modalities, and Program Eligibility Requirements.	None	30 minutes	IPDO - RPMO

<p>7. Accomplish the Letter of Intent or SLP Waiver Form.</p>	<p>7. The client shall accomplish the <b>Letter of Intent (LOI)</b> signifying the interest to pursue engagement with SLP as program participants while for clients who decided not to proceed with the succeeding activity must sign the SLP <b>Waiver Form.</b></p>	<p>None</p>	<p>15 minutes</p>	<p>IPDO - RPMO</p>
<p>8. Accomplish the SLP Profile Form</p>	<p>8. The IPDO shall assist the client in accomplishing the SLP Profile Form.</p>	<p>None</p>	<p>20 minutes</p>	<p>IPDO - RPMO</p>
<p>9. Accomplish the Livelihood Skills Assessment Form (LSAF)</p>	<p>9.1. The IPDO shall assist the administration of the Livelihood Skills Assessment Form (LSAF).</p> <p>For those who passed the LSAF and decided to continue, proceed to client step 10.</p> <p>The clients who decided not to proceed to the succeeding activity must sign the SLP <b>Waiver form</b></p>	<p>None</p>	<p>6 hours</p>	<p>IPDO - RPMO</p>



<p>10. Participate in the Micro-Enterprise Development Training 1 (MEDT1) and Basic Employment Skills Training (BEST1)</p>	<p>10.1. Conduct of MEDT1 or BEST1</p> <p><b>For the clients qualified for MD Track</b> - The IPDO shall conduct MEDT 1 for all MD Track.</p> <p><b>For the clients qualified for EF track</b> - The IPDO shall conduct BEST 1 for all EF Track.</p> <p><b>For the participants who decided not to proceed</b> - The clients must sign the SLP Waiver form.</p> <p><i>Note: In case that the IPDO may not be able to act as the Subject Matter Expert (SME), the CPDO may act as the SME, if the CPDO will not be available, the CPDO must coordinate with the PC for the identification of SME from the pool of business development partners.</i></p>	<p>None</p>	<p>4 hours</p>	<p>IPDO / Capacity Building Project Development Officer (CPDO)</p>
	<p>10.2. The IPDO shall update the client's information in the SLP Information System (SLPIS).</p>	<p>None</p>	<p>30 minutes</p>	<p>IPDO - RPMO</p>
<p>11. Prepare and sign the Modality Application Form (MAF)</p>	<p>11. The IPDO shall guide/assist the client in the preparation of the MAF.</p>	<p>None</p>	<p>2 hours</p>	<p>IPDO - RPMO</p>

12. Receive the SLP Grant	12.1. The IPDO shall prepare the attachments to the Mungkahing Proyekto (MP) or Project Proposal such as the Certificate of Eligibility (COE), MAF and other documents needed for the review and approval of the MP.	None	6 hours	IPDO - RPMO
	<p><b>12.2. Project Proposal Review at the Provincial Level.</b></p> <p>The PC shall review the MP using the Project Assessment Tool (PAT).</p> <p><i><b>Note:</b> MPs with findings that need revision / enhancement or replacement will be endorsed to IPDO by the PC.</i></p>	None	1 day	PC - RPMO
	<p><b>12.3. Project Proposal Review at the Regional Level</b></p> <p>The RPC shall review and sign the MP as to completeness of attachment and compliance to program standards. After which, it shall be forwarded to RD for approval.</p>	None	1 day	RPC - RPMO

	<p><b>12.4. Project Proposal Approval</b></p> <p>The RD shall approve the MP prior to processing.</p>	None	2 days	RD - RPMO
	<p><b>12.4.1. Project Proposal Processing</b></p> <p>After the approval of the RD, the project proposal shall undergo review by the Finance Management Division (FMD) of the FO to ensure compliance to accounting and auditing procedures. Then, prepare the Obligation Request.</p>			
	<p><b>12.5. Process the Disbursement Voucher.</b></p>	None	2 days	Finance Management Division (FMD)
	<p><b>12.6. Preparation for Grant Releasing</b></p> <p>12.6.1. The IPDO shall monitor the issuance of the approved check for disbursement.</p> <p>12.6.2. The IPDO shall notify the program participant/s for the release of the check through</p>	None	1 day	IPDO - RPMO

	text, email, call, visit, etc.			
	<p><b>12.7. Grant Releasing</b></p> <p>12.7.1. The IPDO to coordinate with the client for the schedule of grant releasing</p> <p>12.7.2. The IPDO to conduct Financial Literacy Training before the grant releasing</p> <p>12.7.3 The client shall receive the grant in the form of cash through cash payout or via check through disbursement vouchers.</p>	None	1 day	<p>IPDO – RPMO (For Step 12.7.1)</p> <p>Special Disbursement Officer (SDO) / RMO / IPDO / RPC / PC – RPMO (For Step 12.7.3)</p>
13. Fill out the Client Satisfaction Measurement Form (CSMF)	13.1. Administer the CSMF with assistance from the IPDO.	None	5 minutes	IPDO - RPMO
	13.2. The IPDO shall update the client's information to the SLP IS.	None	30 minutes	IPDO - RPMO

<b>Activities to be undertaken by SLP - NPMO/SLP - RPMO</b>	<b>None</b>	<b>7 hours</b>
<b>Activities to be undertaken by SLP – RPMO</b>	<b>None</b>	<b>11 days and 5 hours</b>
<b>TOTAL</b>	<b>None</b>	<b>12 days and 4 hours</b>

### 3. Process for the Provision of Livelihood Assistance to Walk-in Clients

The process for Walk-in Individuals Seeking Livelihood Assistance aims to enumerate the steps and procedures that the client and concerned DSWD personnel undertake to efficiently facilitate the request for livelihood assistance of individuals that personally appeared at the DSWD Sustainable Livelihood Program- Regional Program Management Offices.

<b>Office or Division:</b>	Sustainable Livelihood Program – Regional Program Management Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government			
<b>Who may avail:</b>	All Qualified Walk-in Program Participants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) Photocopy of any valid identification of the client/person applying for the Livelihood Assistance Grants.		Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others.		
<b>ACTIVITIES TO BE UNDERTAKEN BY THE SLP-NPMO/SLP-RPMO:</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the SLP Data Privacy Consent Form and Attendance Sheet	1.1. The Project Development Officer (PDO) at the or Referral Management Officer(RMO) at the SLP Regional Program Management Office (RPMO) shall explain the data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent Form	None	10 minutes	Regional Program Coordinator – Sustainable Livelihood Program – Regional Program Management Officers (RPC - SLP-RPMO)

	<p>1.2. Request client to fill-out attendance sheet.</p> <p><b>For the walk-in clients from the SLP RPMO</b> - the RMO shall request the client to fill-out the attendance sheet.</p>	None	30 minutes	RPC - RPMO
2. Participate in the SLP Orientation	<p>2.1. The PDO/RMO shall conduct a brief orientation to the client on the general description of SLP</p> <p>2.1.1 Facilitate the administration of the Walk-in Client Information Sheet (WCIS) to gather basic information of the clients.</p>	None	1 hour	RPC - RPMO
3. Claim the SLP Reference Slip	3. The PDO/RMO shall issue the SLP Reference Slip and inform the client of the next steps.	None	10 minutes	RPC - RPMO
4. Fill-out the Client Satisfaction Measurement Form (CSMF)	4.1. Administer the CSMF with assistance from the PDO/RMO.	None	5 minutes	RPC - RPMO

	<p><b>4.2. For the SLP-NPMO:</b>          4.2.1. The PDO shall prepare the endorsed memorandum to be signed by the National Program Manager to the DSWD-FO through the SLP-RPMO with complete attachments.</p> <p><b>For the SLP-RPMO:</b>          4.2.2. Once received by the SLP-RPMO, the RMO shall acknowledge receipt of individual referral applications for livelihood assistance from <b>SLP-NPMO</b> through email. The RMO shall check and review the completeness of the client's information as necessary and coordinate with the referring party.</p> <p>4.2.3. The RMO shall undertake name-matching to the endorsed list of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP.</p> <p><b>For those not found in the List of Pantawid Pamilyang Pilipino Program (4Ps)</b></p>	None	6 hours	PDO / SLP NPM – NPMO <i>(For Step 4.2.1)</i>  RMO, PC, RPC, and RD - RPMO <i>(For Step 4.2.2)</i>
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	<p><b>Targets of SLP</b> - The RPMO shall conduct name-matching with the Listahanan 3 Database.</p> <p><b>For those tagged as non-poor in the Listahanan</b> - The RMO shall prepare a letter for endorsement of the client to stakeholders for review of the RPC and for approval by the Regional Director (RD).</p> <p><b>For those found in the endorsed list of 4Ps Targets of SLP and tagged as “No Match” in the Listahanan 3 Database</b> - The RMO shall prepare a memorandum addressed to the Provincial Coordinator (PC) to refer the clients found in the endorsed list of 4Ps targets of SLP and those tagged as “no-match” for the conduct of SLP Means Test for onward submission to Regional Program Coordinator (RPC).</p>				RMO, PC, RPC, and RD - RPMO
	4.3. The RMO shall encode the details of the client in the SLP Information System (SLPIS)	None	30 minutes	RPC - RPMO	



	4.4. The RMO shall email, text, or call the clients to inform them that the application was endorsed to the concerned SLP Provincial Office for the conduct of succeeding steps.	None	10 minutes	RPC - RPMO
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<b>ACTIVITIES TO BE UNDERTAKEN BY THE SLP-RPMO/PROVINCIAL OFFICE</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Wait for the call/email/text or personal visit of the IPDO from the SLP Provincial Office.	5.1. The PC shall acknowledge receipt of the memorandum from the RPC through email and review the completeness of the client's information.	None	2 hours	PC-RPMO
	5.1.1 The PC shall coordinate with the Implementing Project Development Officer (IPDO) to assess the referred client.			PC / IPDO – RPMO
	5.2. The IPDO shall email, text, or call clients to inform them that the application was received by the concerned SLP Provincial Office and there shall be an assessment to be conducted.	None	15 minutes	IPDO - RPMO

<p>6. Undergo the SLP Means Test</p>	<p>6.1 Actions to be undertaken by the IPDO after receipt of the referred walk-in client:</p> <p><b>If no-match in the Listahanan 3 Database</b> - The IPDO shall conduct the SLP Means Test to determine the client's qualification to the program. The SLP Means Test shall be approved by the Provincial Coordinator. The PC shall provide feedback to the RPC on the result of SLP Means Test.</p> <p>If qualified in the SLP Means Test - proceed to client step 7.</p> <p>If not qualified in the SLP Means Test - After the approval of the PC of the SLP Means Test, the IPDO shall inform the client on the result. The PC shall inform the RMO for the latter to prepare a letter for endorsement of the client to stakeholders to be reviewed by the RPC and to be approved by the</p>	<p>None</p>	<p>6 hours</p>	<p>RMO, IPDO, PC, RPC, and RD - RPMO</p>
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	Regional Director (RD).			
7. Accomplish the SLP Data Privacy Consent Form	7.1. The IPDO shall explain the data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent Form before proceeding with the SLP processes for referrals.	None	10 minutes	IPDO - RPMO
	7.2 The IPDO shall assist in the administration of the Data Privacy Consent Form. Once the client concurs, he/she shall sign or place his/her thumb mark in the consent form.	None	15 minutes	IPDO - RPMO
8. Participate in the SLP Orientation	8. The IPDO shall conduct a brief orientation to the client on the general description of SLP, Program Tracks, Program Modalities, and Program Eligibility Requirements.	None	30 minutes	IPDO - RPMO

<p>9. Accomplish the Letter of Intent or SLP Waiver Form</p>	<p>9. The client shall accomplish the <b>Letter of Intent (LOI)</b> signifying the interest to pursue engagement with SLP as program participants, while clients who decided not to proceed with the succeeding activity must sign the <b>SLP Waiver Form</b>.</p>	<p>None</p>	<p>15 minutes</p>	<p>IPDO - RPMO</p>
<p><b>10. Accomplish the SLP Profile Form</b></p>	<p><b>10. The IPDO shall assist or guide the client in accomplishing the SLP Profile Form.</b></p>	<p><b>None</b></p>	<p><b>20 minutes</b></p>	<p><b>IPDO - RPMO</b></p>
<p>11. Accomplish the Livelihood Skills Assessment Form (LSAF)</p>	<p>11.1. The IPDO shall administer the Livelihood Skills Assessment Form (LSAF).</p> <p>For the clients who passed the LSAF and decided to continue, proceed to client step <b>12</b>.</p> <p>The clients who decided not to proceed to the succeeding activity must sign the <b>SLP Waiver form</b>.</p>	<p>None</p>	<p>6 hours</p>	<p>IPDO - RPMO</p>

<p>12. Participate in the Micro-Enterprise Development Training 1 (MEDT1) and Basic Employment Skills Training (BEST1)</p>	<p>12.1. Conduct of MEDT 1 or BEST1.</p> <p><b>For clients who are qualified for MD Track</b> - The IPDO shall conduct the MEDT 1 for all MD Track.</p> <p><b>For clients who are qualified for EF track</b> - The IPDO shall conduct the BEST 1 for all EF Track.</p> <p><b>For the clients who decided not to proceed</b> - The clients must sign an <b>SLP Waiver form</b></p> <p><b>Note:</b> <i>In case that the IPDO may not be able to act as the Subject Matter Expert (SME), the CPDO may act as the SME, if the CPDO will not be available, the CPDO must coordinate with the PC for the identification of SME from the pool of business development partners.</i></p>	None	4 hours	IPDO / Capacity Building Project Development Officer (CPDO) - RPMO
	<p>12.2. The IPDO shall update the client's information in the SLP IS.</p>	None	30 minutes	IPDO - RPMO
<p>13. Prepare and sign the Modality Application Form (MAF)</p>	<p>13. The IPDO shall guide/assist the client in the preparation of the MAF.</p>	None	2 hours	IPDO - RPMO

14. Receive the SLP Grant	14.1. The IPDO shall prepare the attachments to the Mungkahing Proyekto (MP) or Project Proposal such as the Certificate of Eligibility (COE), MAF and other documents needed for the review and approval of the MP.	None	6 hours	IPDO - RPMO
	<p><b>14.2. Project Proposal Review at the Provincial Level</b></p> <p>The PC shall review the MP using the Project Assessment Tool (PAT).</p> <p><i><b>Note:</b> MPs with findings that need revision / enhancement or replacement will be endorsed to IPDO by the PC.</i></p>	None	1 day	PC - RPMO
	<p><b>14.3. Project Proposal Review at the Regional Level</b></p> <p>The RPC shall review and sign the MP as to completeness of attachment and compliance to program standards. After which, it shall be forwarded to RD for approval.</p>	None	1 day	RPC - RPMO

	<p>14.4. The RD shall approve the MP prior to processing.</p> <p>14.4.1 After the approval of the RD, the project proposal shall undergo review by the Finance Management Division (FMD) of the FO to ensure compliance to accounting and auditing procedures. Then, prepare the Obligation Request.</p>	None	2 days	RD - RPMO
	<p>14.5. Process the Disbursement Voucher</p>	None	2 days	Finance Management Division (FMD)
	<p><b>14.6. Preparation for Grant Releasing</b></p> <p>14.6.1. Monitor the issuance of the approved check for disbursement.</p> <p>14.6.2. Notify the program participants for the release of the check through text, email, call, visit, etc.</p>	None	1 day	IPDO - RPMO
	<p><b>14.7. Grant Releasing</b></p> <p>14.7.1. The IPDO to coordinate with the client for the schedule of grant releasing.</p> <p>14.7.2. The IPDO shall conduct Financial Literacy Training.</p>	None	1 day	IPDO – RPMO (For Step 14.7.1.)

	14.7.3. The clients shall receive the grant in the form of cash through cash payout or via check through disbursement vouchers.			Special Disbursement Officer (SDO) / RMO / IPDO / RPC / PC – RPMO (For Step 14.7.3.)
15. Fill out the Client Satisfaction Measurement Form (CSMF)	15.1. The client shall fill-out the CSMF with assistance from the IPDO.	None	5 minutes	IPDO - RPMO
	15.2. The IPDO shall update the client's information to the SLP IS.	None	30 minutes	IPDO - RPMO
<b>Activities to be undertaken by SLP - NPMO/SLP – RPMO</b>		<b>NONE</b>	<b>1 day, 1 hour and 15 minutes</b>	
<b>Activities to be undertaken by SLP – RPMO</b>		<b>NONE</b>	<b>11 days 2 hours and 5 minutes</b>	
<b>TOTAL</b>		<b>NONE</b>	<b>12 days and 4 hours</b>	



## FEEDBACK AND COMPLAINTS MECHANISM

<p><b>How feedbacks are processed</b></p>	<p>All CSMF Forms shall be validated and recorded by the CPFMS Unit Head;</p> <ul style="list-style-type: none"> <li>○ Feedbacks requiring actions will be discussed within the Unit for proper course of action;</li> <li>○ Feedbacks will be relayed to the concerned client;</li> </ul> <p>For inquiries and follow-ups, clients may contact the CPFMS through landline (082) 226-28-57</p> <ul style="list-style-type: none"> <li>○ or email at 11 <a href="mailto:livelihood11@dswd.gov.ph">livelihood11@dswd.gov.ph</a></li> </ul>
<p><b>How to file a complaint</b></p>	<p>Client shall indicate his/he specific concern via writing/ email which must be sent to <a href="mailto:livelihood11@dswd.gov.ph">livelihood11@dswd.gov.ph</a>.</p>
<p><b>How complaints are processed</b></p>	<ul style="list-style-type: none"> <li>○ From Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions: Response letter to the endorsee, briefer for the Secretary (<i>as necessary</i>), and writing a formal letter to the client through email or courier service;</li> <li>○ From email, social media, phone calls and sms: Writing formal response letter to the client to be officially sent through provided email</li> </ul>
<p><b>Contact Information of ARTA, PCC, and CCB</b></p>	<p><b>Anti-Red Tape Authority (ARTA)</b>  complaints@arta.gov.ph  or call at 8478–5091 or 8478–5093</p> <p><b>Presidential Action Center (PACe)</b>  pace@op.gov.ph  Hotline 8888 or 82498310 loc. 8175 or 8182  Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p><b>Contact Center ng Bayan (CCB)</b>  email@contactcenterngbayan.gov.ph  0908-881-6565</p>

# **PROTECTIVE SERVICES DIVISION (PSD)**

## **FRONTLINE SERVICES**

## 1. Auxiliary Social Services to 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 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>	DSWD Field Offices I-XII, CAR, CARAGA and NCR (Protective Services Division/Unit, Community-Based Services Unit/ 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><i>Provision of Assistive Devices</i></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	
*Provision of the assistance is still based on the record of ailments of the client and assessment of Social Worker.		
*Documents are still subject for verification and additional documents may be required depending on the case.		

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>  1.1 Social Worker of the Program Focal Person shall receive and review the required documents.	None	3-5 minutes	<i>Social Welfare Officer II</i>  <i>Focal - PWD</i>
	1.2 Interview and assessment of Persons with Disability needs	None	5 minutes	<i>Social Welfare Officer II</i>  <i>Focal - PWD</i>
	1.3 The FO Focal Person/ Social Worker or SWADT Social Worker decides with the Person with Disability/ family member/ guardian shall decide what services can be provided to the client.	None	5 minutes	<i>Social Welfare Officer II</i>  <i>Focal - PWD</i>
	1.4 For AICS, FO Social Worker/ Focal Person shall provide referral letter or endorsement to CIS or SWADT		10 minutes	<i>Social Welfare Officer II</i>  <i>Focal - PWD</i>  <i>Chief</i>  <i>Protective Services Division</i>

	<b>TOTAL</b>	<b>NONE</b>	<b>25 minutes</b>	
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<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	<p>Clients may send feedback either through e-mail or snail mail addressed to the DSWD Field Office 11 Concerns email address (<a href="mailto:dswdonseconcerns@gmail.com">dswdonseconcerns@gmail.com</a>) or through the Client Satisfaction Measurement Survey form and drop it at the designated drop box inside the CBSS Office.</p>
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: 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:dswdonseconcerns@gmail.com">dswdonseconcerns@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</li> </ol>

	the complaint
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, PACe, ARTA	<p><b>Anti Red Tape Authority (ARTA)</b>          complaints@arta.gov.ph          or call at 8478-5091 or 8478-5093.</p> <p><b>Presidential Action Center (PACe)</b>          pace@op.gov.ph          Hotline 8888 or 82498310 loc. 8175 or 8182          Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p><b>Contact Center ng Bayan (CCB)</b>          email@contactcenterngbayan.gov.ph          0908-881-6565</p>

## 2. 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>	Program Management Bureau - Sectoral Programs Division, Protective Services Division - Field Offices I - XII, CAR, CARAGA, NCR
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Filipino Youth (18 – 25 years of age)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<i>A. Application as participants of the program</i>	
1. Duly accomplished Application Form	DSWD Central Office and Field Offices
2. Photocopy of PSA 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) Concerned Government Agencies
3. Recent School registration form or certification from the school indicating the recent year/semester of the applicant's school attendance.	School
4. Photocopy of income tax return (ITR) of parents/head of the family/guardian or Barangay Certificate of Indigency confirming that family is residing in the barangay.	Barangay or Concerned Office/s of the parents

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>I. Pre-Implementation Phase</b>				
<p>Prior to the submission of the application, a notice of acceptance of the applicant shall be cascaded with the deadline of the submission of the application form and other needed documents. (The announcement can be done during flag-raising ceremonies, through a press release and radio announcements. For the Field Office, a letter/notice of Acceptance of Applications will be sent to the identified LGU recipient.)</p>				
1. Application or Registration	1.1 Issuance of Applications forms 1.1.1 Issuance service sequence number 1.1.2 Encoding of the client's information in Spreadsheet)	None	10 minutes	<i>Social Welfare Assistant</i> <i>Focal - GIP</i>
2. Submit the required documents to the DSWD Central Office/Field Office	2.1 Screen the required documents its authenticity	None	1 day	<i>Social Welfare Assistant</i> <i>Focal - GIP</i>
3. Wait for the result of the Assessment of applications	3.1 Conduct table Assessment of the applications based on the qualifications.	None	2 days	<i>Social Welfare Assistant</i> <i>Focal - GIP</i>
4. Received the notification of qualified	4.1 Notify the qualified	None	1 day	<i>Social Welfare Assistant</i> <i>Focal - GIP</i>



applicants for interview	applicants for the Interview			
5. Attend the interview at DSWD Central Office/Field Office	5.1 Conduct actual interviews with the applicants.	None	2 days	<i>Social Welfare Assistant</i> <i>Focal - GIP</i>
6. Wait for the notification on the status of your application	6.1 Final screen the applicants  (All qualified applicants shall be notified of the next steps to take while the applicants who did not qualify shall still be notified about the status of their application)	None	1 day	<i>Social Welfare Assistant</i> <i>Focal - GIP</i>
<b>II. Implementation Phase</b>				
7. Attend Orientation	7.1 Conduct orientation with the selected participants about the GIP program)	None	1 day	<i>Social Welfare Assistant</i> <i>Focal - GIP</i>
8. Render service in the area of assignment	8.1 Assist and monitor the youth in their area of assignment	None	30 working days	<i>Social Welfare Assistant</i> <i>Focal - GIP</i>
9. Attend Capacity	9. 1 Conduct capacity	None	1 day	<i>Social Welfare Assistant</i> <i>Focal - GIP</i>

Building Activities	building activities			
10. Receive stipend	10. 1 Provide stipend to the youth (Stipend is 75% of the current regional minimum wage rate)	None	1 day	<i>Social Welfare Assistant Focal - GIP</i>
<b>III. Post-Implementation Phase</b>				
11. Attend Program Evaluation Activity	11. Conduct program evaluation activity	None	1 day	<i>Social Welfare Assistant Focal - GIP</i>
<b>TOTAL:</b>		<b>None</b>	<b>Pre-Implementation Phase - 7 Days</b>	
			<b>Implementation Phase - 33 Days</b>	
			<b>Post-Implementation Phase - 1 Day</b>	

<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>

	<p>- For verbal feedbacks: clients may call DSWD Field Office XI Landline: (082) 227-1964 local 1147</p> <p>- For written feedbacks: Clients may email the Community Based Services Section via: <a href="mailto:jjgumbao@dswd.gov.ph">jjgumbao@dswd.gov.ph</a></p>
<p>How feedbacks are processed</p>	<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>
<p>How to file a complaint</p>	<p>The complaints may be filed through the following channels:</p> <ol style="list-style-type: none"> <li>1. 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>2. Informal channel: through phone call at (082) 227-1964</li> </ol> <p>-Staff/Person/s Involved</p> <p>- Incident and other facts</p> <p>- Evidence</p>
<p>How complaints are processed</p>	<ol style="list-style-type: none"> <li>3. Complaints received through telephone shall be processed immediately by the designated Grievance Focal Person of the DSWD Field Office XI. Said focal shall then forward the complaint for processing and evaluation by the Grievance Committee.</li> <li>4. Complainants may also follow-up the actions taken by the Field Office through telephone numbers (082) 227-1964 and email at <a href="mailto:fo11@dswd.gov.ph">fo11@dswd.gov.ph</a></li> </ol>

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>

### 3. 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 Field Office I-XII, CARAGA, CAR, NCR, BARMM
<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>
Duly signed Memorandum of Agreement (MOA) or Memorandum of Understanding (MOU)	Local Government Unit (Office of the Mayor/ C/MSWDO)

Certified True Copy of Sangguniang Bayan Resolution	Local Government Unit (Office of the Mayor)
Duly signed Project Proposal	Local Government Unit (Office of the Mayor/ C/MSWDO)
Weight Monitoring Report (Form 3.A)	C/MSWDO ( Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)
Master list of Beneficiaries (Form 2.A)	C/MSWDO ( Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)
Master list of Child Development Centers (Form 2.B)	Local Government Unit (C/MSWDO)
<b><i>*These documentary requirements are presented to the DSWD Field Office personnel.</i></b>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>I Social Preparation for the Implementation of SFP (LGU to Field Offices)</i>				
1. LGU to submit the required documents for the program inclusion per Day Care Centers/ Supervised Neighborhood Play	1.1 Receive and review the completeness of the documents submitted	None	3 days	<i>DSWD Field Office SFP Focal Person / Unit Head</i>  DSWD Field Office
	1.2 Process the submitted documents for inclusion in the program	None	20 days	<i>DSWD Field Office SFP Focal Person/ Unit Head</i>  DSWD Field Office

	beneficiaries			
	1.4 Consolidate all the submitted master list with nutritional status for submission of monthly report to the Central Office	None	20 days	<i>DSWD Field Office SFP Focal Person/ Unit Head</i>  DSWD Field Office
	1.5 Keep the document for data banking and comparison on the succeeding nutritional status/ improvement of the children beneficiaries			<i>DSWD Field Office SFP Focal Person/ Unit Head</i>  DSWD Field Office
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>DSWD Field Office SFP Focal Person/ Unit Head</i>  DSWD Field Office
	2.2 Proceed with the processing of the procurement of commodities  <b>If TOF is allowed,</b> review eligibility of LGU based on previous performances in program implementation and timely and complete liquidation.	None	20 days	<i>DSWD Field Office SFP Focal Person/ Unit Head</i>  DSWD Field Office

	<b>If LGU is eligible,</b> facilitate signing and Notarization of Memorandum of Agreement (MOA) between LGU and DSWD FO.	None	20 days	<i>DSWD Field Office SFP Focal Person Regional Director Finance staff DSWD Field Office</i>
	2.3 Facilitate the processing and Distribution of available checks / ADA for the LGU.	None	20 days	<i>DSWD Field Office Cash Section/Disbursing Officer DSWD Field Office</i>
3.LGU to participate to the program orientation	<i>3.1. Conduct program orientation/updates and reiterates necessary documents, proper accomplishment, and signatories for submission to the Field Office.</i>	None	<i>1 day per LGU/Province</i>	<i>DSWD Field Office SFP Focal / Unit Head DSWD Field Office</i>
	<b>TOTAL</b>	<b>None</b>	<b>144 days</b>	

**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)**

**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”**

## **II. Creation of Cycle Menu and Supervision of Feeding Implementation**

1. Assist in the Conduct of Market Research	1.1 Conduct market research of the most common and	None	7days	<i>DSWD Field Office SFP Focal / Unit Head</i>
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				<i>DSWD Field Office SFP fFocal / Unit Head</i>
	3.2 Approve the cycle menu for allocation in the purchase request.		4 hours	<i>DSWD Field Office SFP Focal / Unit Head</i>
	3.3 Prepare the Food Distribution Plan per Mun/City, Province, as basis in the allocation in the Purchase Request		20 days	<i>DSWD Field Office SFP Focal / Unit Head</i>
4. Implement the approved cycle menu	4.1 Distribute copy of the menu to the LGU SFP Focal Person for reference and implementation.	None	20 days	<i>DSWD Field Office SFP Focal / Unit Head</i>
5. Receive the delivery of food commodities and assist in the delivery of foods to the beneficiaries based on distribution plan	5.1 Monitor the delivery of food commodities to the implementing LGU	None	3 days	

	5.2 The FO shall monitor the feeding implementation of SFP by the LGUs based on the approved cycle menu, target beneficiaries and areas of implementation.		120 feeding days	<i>DSWD Field Office SFP Focal / Unit Head</i>
6. Submit the Accomplishment Report	6.1 The FO shall acknowledge and analyze the submitted accomplishment reports of LGUs (e.g. Physical, Narrative, Financial, Nutritional status reports) and provide technical assistance as needed.	None	7 days	<i>DSWD Field Office SFP Focal / Unit Head</i>
	6.2 The FO shall consolidate and evaluate the submitted reports of the LGUs for endorsement to the Central Office	None	20 days	<i>DSWD Field Office SFP Focal / Unit Head</i>
	<b>TOTAL</b>	<b>None</b>	<b>198 days and 8 hours</b>	

***RA 11037, Section 4a – “...that the program shall include the provision of at least one (1) fortified meal for a period of not less than one hundred twenty (120) days in a year.***

### **III. Monitoring and Evaluation (Field Office to Local Government Unit)**

1. Coordinate with the Field Office for	1.1 Prepare monitoring and technical assistance	None	4 hours	<i>Focal Person/ Unit Head</i> DSWD Field Office
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<p>technical assistance</p>	<p>plan for the implementation of the current SFP cycle based on the result of the program review submitted by the LGUs.</p> <p>1.1.1 Field Office may conduct spot checks to assess and monitor the implementation (delivery/feeding/weighting, quality and quantity etc.).</p> <p>1.1.2 Notify the Local Government on the schedule of the actual visit and/or virtual provision of technical assistance</p> <p>1.1.3 Prepare the Travel Order and/or Virtual Link for the Technical Assistance</p>		<p>3 days per LGU</p> <p>1 day</p> <p>1 day</p>	<p><i>DSWD Field Office SFP Focal / Unit Head</i></p> <p><i>DSWD Field Office SFP Focal / Unit Head</i></p>
	<p>1.2 Provide technical assistance through either demo, actual observation of the procedure and / or virtual provision of technical assistance ensuring LGUs compliance to EODB-ARTA requirements such as the SFP</p>		<p>7 days</p>	<p><i>Focal Person/ Unit Head</i></p> <p>DSWD Field Office</p>

	guidelines, among others.			
2. Provide feedback, issues and concerns on the SFP implementation	2.1 Discuss the salient findings and recommendations to the Local Chief Executive during the Exit Conference.		1 day	<i>DSWD Field Office SFP Focal / Unit Head</i>
	<p>2.2 Prepare the Feedback Report and Confirmation Report to the LGU.</p> <p>2.2.1 Approve the feedback report and confirmation report.</p> <p>Focal Person shall be responsible for any e revisions and other instructions in the feedback report and confirmation report.</p> <p>2.2.2 Log the document number of the confirmation report in the DTS.</p> <p>2.2.3 Endorse to Records Unit / Section.</p>		2 Days and 10 minutes	<p><i>DSWD Field Office SFP Focal / Unit Head</i></p> <p><i>Regional Director</i></p> <p><i>Outgoing Administrative Staff</i></p> <p><i>Outgoing Administrative Staff</i></p>
3. Respond to Client Satisfaction Survey Form	3.1 Transmits the approved confirmation report to the LGU and request the LGU counterpart to respond to the Client Satisfaction Survey relative to the TA		c/o records unit	<i>Outgoing Administrative Staff /SFP</i>

	through a Google form			
	<b>Total</b>	<b>None</b>	<b>15 days 4 hours and 10 minutes</b>	

*\*For procurement process, kindly refer to Citizens Charter of Procurement Management Service/ Section*

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box located in the SFP Unit. You may also reach us through telephone and email.            Contact info: 227-1964-1128 <a href="mailto:sfp.fo11@dswd.gov.ph">sfp.fo11@dswd.gov.ph</a></p>
How feedbacks are processed	<p>Feedback received through email and telephone will be catered within the day.</p> <p>Feedback requiring answers from a specific officer and thorough discussion will be addressed within two (2) days upon receipt.</p> <p>3. Grievance will be addressed by the grievance officer.</p> <p>4. For inquiries and follow-ups, clients may contact the following:            Contact info: 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:            - Name of person being complained</p>

	<p>- Incident</p> <p>- Evidence e.g. (pictures,screenshots)</p> <p>For inquiries and follow-ups, clients may contact the following:</p> <p>Contact info: 227-1964-1128 <a href="mailto:sfp.fo11@dswd.gov.ph">sfp.fo11@dswd.gov.ph</a></p>
<p>How complaints are processed</p>	<p>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>Response letter shall be sent to the complainant. For inquiries and follow-ups, clients may contact the following: Contact info: 227-1964-1128 <a href="mailto:sfp.fo11@dswd.gov.ph">sfp.fo11@dswd.gov.ph</a></p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>CCB: 0908-881-6565 (SMS)</p> <p>Call: 165 56</p> <p>P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>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> <hr/> <p>PCC: 8888</p> <hr/> <p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p>

#### 4. PLHIV Referral for Care and Support Services

In compliance with Section 35 of the Implementing Rule and Regulations of the *Philippine AIDS Prevention and Control Act of 1998* or RA 8504, the DSWD has developed a referral system to assist Persons Living with HIV and AIDS in accessing available care and support services. The new *Philippine HIV and AIDS Policy Act* or RA 11166 also cites the use of the Department's Referral Mechanism for various stakeholders to protect and promote the rights of PLHIVs and affected families.

This mechanism aims to ensure access of PLHIV to a quality and timely delivery of services and is also intended to facilitate coordination between and among service-providers.

<b>Office or Division:</b>	<b>Field Office (Protective Services Division / Unit, Community-based Services Unit / Section)</b>	
<b>Classification:</b>	<b>Simple</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>	
<b>Who may avail:</b>	<b>Persons-living with HIV and their affected families</b>	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<p>One (1) valid identification card of the client or person to be interviewed:</p> <ul style="list-style-type: none"> <li>● PhilSys ID</li> <li>● UMID ID, SSS, or GSIS ID</li> <li>● Philhealth ID</li> <li>● Driver's License</li> <li>● PRC ID</li> <li>● OWWA ID</li> <li>● DOLE ID</li> <li>● PAG-IBIG ID</li> <li>● Voters ID or Voter's Certification\</li> <li>● Postal ID</li> <li>● Philippine Passport</li> <li>● NBI Clearance</li> <li>● 4Ps ID</li> <li>● PWD ID</li> <li>● Solo Parent ID</li> <li>● City or Municipal ID</li> <li>● Barangay ID</li> </ul>	<ul style="list-style-type: none"> <li>● Philippine Statistics Authority</li> <li>● Social Security System or Government Service Insurance System</li> <li>● Philhealth</li> <li>● Land Transportation Office</li> <li>● Professional Regulation Commission</li> <li>● Overseas Workers Welfare Administration</li> <li>● Department of Labor and Employment</li> <li>● Pag-Ibig Fund</li> <li>● Commission on election</li> <li>● Post Office</li> <li>● Department of Foreign</li> <li>● National Bureau of Investigation</li> <li>● Department of Social Welfare and Development</li> <li>● Local Government Unit</li> <li>● Police Station</li> <li>● Barangay Hall</li> </ul>

<ul style="list-style-type: none"> <li>• Office of Senior Citizen Affairs (OSCA) ID</li> <li>• Police Clearance</li> <li>• or any ID preferably with validity date, and picture and signature of the client in extreme justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an ID Card</li> </ul>				
Signed Authorization Letter (if applicable)		Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old		
Form 1: Intake Form		Referring Agency		
Informed Consent				
Form 2: Referral for Service		HIV Treatment Hub;		
Medical Certificate or Clinical Abstract		Designated HIV Treatment Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a queuing number	1.1 Provide client with queuing number	None	5 minutes	<i>DSWD Personnel (Administrative Staff)</i>
2. Present self and documents for assessment and review	2.1 Receive and review submitted documents  2.1.1 Check the client's record on existing database, e.g. Crisis Intervention Monitoring System, to check whether client had sought assistance within	None	40 minutes	<i>Section Head Community-based Services Section</i>



	<p>the last three (3) months</p> <p><b>If a client is eligible based on frequency and/or type of assistance last provided,</b> the staff shall further assess documents presented</p> <p><b>If client is not eligible,</b> staff shall provide reasons for non-eligibility and shall provide further instruction / information to client</p> <p>2.1.2 Conduct interview with client to further gather information and/or for clarification</p> <p>2.1.3 If necessary, coordinate with the receiving agency for validation</p>			
<p>3. Fill-out necessary fields in the prescribed forms</p>	<p>3.1 Handout copies of prescribed forms to client</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Section Head</i> Community-based Services Section</p>
	<p>3.2 Ask client to fill-out necessary fields and provide instructions</p>			

4. Submit the accomplished forms	4.1 Collect accomplished forms	None	80 minutes	<i>Section Head</i> Community-based Services Section
	4.2 Review and completely accomplish forms			
	4.3 The DSWD Social Worker Officer shall determine the amount that is appropriate and responsive to the needs of the client			
	4.4 Prepare vouchers and other financial documents			
	4.5 Submit forms and supporting documents to the Authorized Approving Officer			
	4.5 Compile approved documents			
5. Client received assistance or any relevant documents for claiming of assistance (e.g. accomplished Form	5.1 Re-confirmation of client's identity	None	15 minutes	<i>Community-based Services Section Head</i>

3: referral for Service or stub)				
	<p>5.2 Releasing of assistance to client</p> <p><b>If outright cash,</b> ask client to check the actual amount received</p> <p><b>If Guarantee Letter,</b> advise client to review the correctness of the personal information reflected in the document</p> <p><b>If a client shall be referred again to another office and/or agency,</b> the social worker shall accomplish Form 3: Referral for Service.</p>			
6. Accomplish Client Satisfaction Survey from	<p>6.1 Issue Client Satisfaction Survey Form</p> <p>6.1.1 Collect accomplished form</p>	None	20 minutes	<i>Community-based Services Section Head</i>

	<b>TOTAL</b>	<b>NONE</b>	<b>180 minutes or three (3) hours for Outright Cash</b>  <b>One (1) day or 24 hours for a Guarantee Letter.</b>	
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## 5. Procedure in the Implementation of the Social Pension for Indigent Senior Citizens (SPISC)

The Social Pension for Indigent Senior Citizens (SPISC) is a social protection scheme for the welfare of senior citizens in compliance with the Republic Act No. 9994 or the “Expanded Senior Citizens Act of 2010” which institutionalized 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.

<b>Office or Division</b>	Program Management Bureau (PMB) - Older Persons Unit Regional Social Pension Unit (RSPU) in Field Offices I, II, III, IV-CALABARZON, IV-MIMAROPA, V, VI, VII, VIII, IX, X, XI, XII, CARAGA, CAR, NCR, and MSSD-BARMM
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G-Government to Government; G2C-Government to Citizen
<b>Who may avail:</b>	Indigent senior citizens who are: <ul style="list-style-type: none"> <li>a) 60 years old and above indigent senior citizens who are frail, sickly, bedridden or with disability;</li> <li>b) No permanent source of income;</li> <li>c) No regular support from family or relatives; and</li> <li>d) No pension from GSIS, SSS, PVAO and other insurance agencies</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>One (1) photocopy of the OSCA ID or any Valid Government-Issued ID indicating the birth date of the senior citizens such as but not limited to the following:</b></p> <ol style="list-style-type: none"> <li>1. PhilSys ID</li> <li>2. Driver's License</li> <li>3. Philhealth ID</li> <li>4. Voter's ID</li> <li>5. Postal ID</li> <li>6. Federation ID</li> </ol> <p><b><i>*The indigent senior citizen applicant is likewise encouraged to present the original copy of his/her OSCA ID or valid ID for further information verification.</i></b></p>	<p>OSCA at the Local Government Unit or any Government Agency issuing the listed identification cards.</p>
<p>One (1) original copy of the fully accomplished and signed Social Pension Application Form</p>	<p>The indigent senior citizen applicant shall inquire and/or submit the needed documentary requirements to the following:</p> <ol style="list-style-type: none"> <li>1. Barangay Senior Citizens Association (BSCA)</li> <li>2. Office for Senior Citizens Affairs (OSCA)</li> <li>3. Local Social Welfare and Development Office (LSWDO)</li> <li>4. DSWD Field Office through the Regional Social Pension Unit (DSWD FO-RSPU)</li> <li>5. DSWD Central Office through the Older Persons Unit under the Program Management Bureau (DSWD CO-OPU)</li> </ol>

	<p>BSCA/ OSCA/ LSWDO/ DSWD FO-RSPU to provide one (1) copy of the Social Pension Application Form to the indigent senior citizen applicant.</p> <p><i>*no application is processed in the DSWD CO-OPU. All applications will be endorsed to the DSWD FO-RSPU.</i></p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>I. APPLICATION AND PRESENTATION OF NECESSARY DOCUMENTARY REQUIREMENTS OF THE INDIGENT SENIOR CITIZEN TO THE SOCIAL PENSION PROGRAM</b>				
<p><i>*The same client steps shall be applied to indigent senior citizens re-applying to the program due to possible previous removal or inactivity to the social pension.</i></p>				
<p>A. INDIGENT SENIOR CITIZEN APPLIES FOR SOCPEN THROUGH EITHER OF THE FOLLOWING OFFICES LOCATED AT THEIR CITY/ MUNICIPALITY</p> <ul style="list-style-type: none"> <li>a. Barangay Senior Citizens Association (BSCA)</li> <li>b. Office for Senior Citizens Affairs (OSCA)</li> <li>c. Local Social Welfare and Development Office (LSWDO)</li> </ul> <p><i>*As recommended, the LGU processes shall be excluded from this citizens' charter thus the LGUs shall prepare a Citizens' Charter to ensure accountability and responsiveness between the DSWD and LGUs. Nonetheless, it must be noted that SocPen application processing through the BSCA/OSCA/LSWDO is the most utilized service modality in the regions.</i></p>				
<b>B. INDIGENT SENIOR CITIZEN APPLIES FOR SOCPEN THROUGH THE DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT FIELD OFFICE - REGIONAL SOCIAL PENSION UNIT (DSWD FO-RSPU)</b>				
<p>1. The indigent senior citizen applicant goes to the DSWD FO-RSPU to apply for his/ her possible inclusion in the</p>	<p>1.1.The DSWD FO-RSPU Focal/Staff is to provide a copy of the Social Pension Application Form</p>	<p>None</p>	<p>None</p>	<p><i>Division Chief (Social Welfare Officer IV or V)</i></p> <p>Protective Services Division</p>

Social Pension Program.	to the Indigent Senior Citizens.			
<p>2. The indigent senior citizen applicant fills up and submits the accomplished Social Pension Program Application Form to the DSWD FO-RSPU</p>	<p>2.1.The DSWD FO-RSPU Focal/Staff shall assist the indigent senior citizen applicant in filling up the form and provide the necessary information to the senior citizen regarding his application.</p> <p>2.1.1.The DSWD FO-RSPU Focal/Staff shall accept and verify the completeness of the accomplished application form together with one (1) original and/or photocopy of the OSCA ID or any valid government-issued ID indicating the birthdate of the senior citizen presented.</p> <p>2.1.2 The DSWD FO-RSPU Focal/Staff shall notify and/or endorse the concerned</p>	<p>None</p>	<p>30 minutes</p> <p><i>*processing time for the indigent senior citizen to complete his/her presentation of interest to apply to SocPen at the RSPU.</i></p>	<p><i>Division Chief (Social Welfare Officer IV or V)</i></p> <p>Protective Services Division</p>

	<p>LGUs for initial validation of applications such as confirmation of residence, etc. upon receipt of applications from walk-in clients.</p> <p><i>Note: The DSWD FO-RSPU Focal/Staff may provide one (1) photocopy of the received application form to the indigent senior citizen for record purposes.</i></p> <p><i>It is further recommended that the applicant presents his/her original copy of OSCA ID and/or any government-issued IDs for verification purposes.</i></p>			
<b>C. INDIGENT SENIOR CITIZEN GOES TO THE DSWD CENTRAL OFFICE - OLDER PERSONS UNIT TO SIGNIFY INTEREST IN APPLYING TO SOCPEN FOR ENDORSEMENT TO THE DSWD FO - RSPU</b>				
<p>1. The indigent senior citizen applicant goes to the DSWD CO-OPU to signify interest in applying to the Social Pension Program as a</p>	<p>1.1. The DSWD CO-OPU receives and interviews the indigent senior citizen applicant through walk-in, phone-in, and email inquiries to get the following information for</p>			



<p>possible beneficiary.</p>	<p>referral to the appropriate Field Office:</p> <ul style="list-style-type: none"> <li>a. Name</li> <li>b. Age and Birthdate</li> <li>c. Address</li> <li>d. Contact Information</li> <li>e. Other pertinent details on the application</li> </ul> <p><b>Note:</b> <i>There shall be no processing of program applications being done at the Central Office level.</i></p> <p><i>The RSPU shall conduct the necessary application procedures.</i></p> <p><i>All application requests received by the DSWD CO-OPU shall be officially communicated with the senior citizen's information to their</i></p>	<p>None</p>	<p>30 minutes</p> <p><i>*processing time for the indigent senior citizen to complete his/her presentation of interest to apply to SocPen at the DSWD CO</i></p>	<p><i>Sectoral Programs Division Chief under Program Management Bureau</i></p> <p><i>(Social Welfare Office IV or V)</i></p>
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	<p><i>respective DSWD FO-RSPU for action.</i></p> <p><i>It is further recommended that the applicant presents his/her original copy of OSCA ID and/or any government-issued IDs for verification purposes.</i></p>			
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**II. THE INDIGENT SENIOR CITIZEN APPLICANTS WILL BE SUBJECTED FOR VALIDATION AND ASSESSMENT BASED ON THE PROGRAM CRITERIA**

<p>2. The indigent senior citizen applicant undergoes validation and assessment to determine if he/she is eligible for the social pension.</p>	<p>2.1.DSWD FO-RSPU Focal/ Staff shall schedule and inform through a written letter and/or other tangible means of communication such as email/ text message, etc. the OSCA/ LSWDO on the conduct of validation and assessment based on either/or of the following received consolidated and certified list from the LSWDO/ walk-in applicants/ referrals from</p>	<p align="center">None</p>	<p align="center">1 hour</p> <p align="center"><i>*maximum processing for the conduct of the interviews during validation per applicant.</i></p>	<p align="center"><i>Division Chief (Social Welfare Officer IV or V)</i></p> <p align="center">Protective Services Division</p> <p align="center"><i>OSCA Head/ Representative</i></p> <p align="center"><i>LSWDO Head/ Representative</i></p>
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	<p>different stakeholders to the RSPU, as follows:</p> <ul style="list-style-type: none"> <li>a. List of potential beneficiaries - new applications</li> <li>b. List of potential beneficiaries - re-application (if any)</li> <li>c. List of delisted and replacement beneficiaries for inclusion in the beneficiaries to be validated/ re-validated by the RSPU.</li> </ul>			
	<p>2.2DSWD FO-RSPU Focal/ Staff shall take the lead in the conduct of the validation of the indigent senior citizen applicants, validating the information provided, using the General</p>			

	<p>Intake Sheet (GIS) to determine the eligibility to the program.</p> <p>2.2.1. Assessment of the beneficiary will be written in the General Intake Sheet (GIS) or the Social Pension Beneficiary Update Form (SPBUF) and shall be the basis for the final list of beneficiaries to be encoded in the Social Pension Information System (SPIS) and endorsed for cross-matching to the DSWD-OPU.</p> <p>2.2.2. The LSWDO shall also submit the list of delisted/replacement SocPen beneficiaries for validation and assessment.</p>			
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	<p><b>Note:</b> Validation and assessment of potential beneficiaries shall be done through an interview during the home visit.</p>			
<b>III. THE SOCIAL PENSION BENEFICIARY IS NOTIFIED, GOES TO THE PAYOUT VENUE AND RECEIVES HIS/ HER STIPEND</b>				
<p>3. The SocPen beneficiary is notified of his/ her qualification to the program.</p>	<p>3.1 The DSWD FO-RSPU Focal/ Staff shall endorse to the OSCA/LSWDO the approved list of SocPen beneficiaries. The OSCA Head shall then notify the senior citizen through a written letter and/or other tangible means of communication such as email/ text message, etc. of his/her inclusion as a beneficiary of the program.</p>	<p>None</p>	<p>None</p>	<p><i>Division Chief (Social Welfare Officer IV or V)</i></p> <p>Protective Services Division</p> <p><i>OSCA Head/ Representative</i></p> <p><i>LSWDO Head/ Representative</i></p>

<p>4. Appear during the payout schedule</p> <p>a. Present the original and/or photocopy of his/her OSCA ID or any valid government-issued ID/federation ID indicating his/her date of birth.</p> <p>In cases of SocPen beneficiary who cannot personally appear at the payout venue, S/he may designate his/her authorized representative and shall present and submit the original and photocopy of the following requirements:</p> <p>a. Authorized representative's valid government-issued ID or any valid certificate</p>	<p>4.1 The DSWD FO-RSPU Focal/ Staff and/or the LGU shall conduct a brief orientation to the SocPen beneficiaries and/or their authorized representatives on the procedure of the program.</p> <p>4.1.1 The DSWD FO SDOs/ LGU SDOs shall ensure the completeness and authenticity of the presented requirements by the SocPen beneficiary before releasing the stipend.</p>	<p>None</p>	<p>12 hours</p> <p><i>*maximum processing time a social pension beneficiary undergoes in a payout as it depends on the number of SocPen beneficiaries present at the payout to receive his/her stipend.</i></p> <p><i>** Please note that the payout for one barangay is a whole-day activity and may take up to 5 days for the whole LGU.</i></p>	<p><i>Division Chief (Social Welfare Officer IV or V)</i></p> <p>Protective Services Division</p> <p><i>Identified DSWD or LGU SDOs</i></p> <p><i>(*positions of assigned SDO shall depend on the FOs and LGUs)</i></p> <p><i>BSCA Head/ Representative</i></p> <p><i>OSCA Head/ Representative</i></p> <p><i>LSWDO Head/ Representative</i></p>
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<p>such as birth certificate, etc.</p> <p>b. SocPen beneficiary's OSCA ID or any valid government-issued ID.</p> <p>c. Authorization / certification letter from the beneficiary indicating the name of the authorized representative and the reason/s of inability to personally claim his/her stipend at the time of the payout.</p>				
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**IV. FILLING OUT OF THE CLIENT SATISFACTION MEASUREMENT FORM**

<p>5. The SocPen beneficiary or his/her authorized representative shall accomplish the Client Satisfaction Measurement Form (CSMF) to rate the services provided by the DSWD.</p>	<p>5.1 The DSWD FO-RSPU Focal/Staff to assist the SocPen beneficiary or his/her authorized representative in the accomplishment of the CSMF.</p>			<p><i>Division Chief (Social Welfare Officer IV or V)</i></p> <p>Protective Services Division</p>
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<p>The accomplished CSMF shall be submitted to the DSWD FO-RSPU Focal/Staff.</p>	<p>5.1.1 The DSWD FO-RSPU Focal/Staff shall ensure confidentiality and proper consolidation of the CSMF for subsequent submission to the CART Secretariat as MOVs.</p>	<p>None</p>	<p>5 minutes</p>	
	<p><b>TOTAL:</b></p>	<p>None</p>	<p><b>13 hours and 40 minutes for the total processing time a SocPen Beneficiary and/or his/her authorized representative undergoes from application, validation, notification, payout, and accomplishment of CSMF regardless of where s/he applies.</b></p> <p><b>*Processing time depends on the number of beneficiaries per Barangay, per LGU, and the output capability of SDOs.</b></p>	

***NOTE: This Citizens' Charter (CC) is limited to the DSWD processes involving the client - the indigent senior citizen applicant and the SocPen beneficiaries. The CC shall cover the following procedures, as follows: (1) application and presentation of documents of the indigent senior citizen, (2) participation of the indigent senior citizen in the validation and assessment, (3) notification and attendance of the SocPen beneficiary to the cash payout through the DSWD or LGUs under TOF, (4) Filling out of the CSMF of the SocPen Beneficiaries or his/her authorized representative.***

***Other DSWD processes not directly involving the client shall be separated and included in the program's Standard Operating Procedures. The processing of eligibility and release of cash advances of the social pension payment is a separate process being done by the DSWD Field Office in coordination with the concerned LGUs.***



*The SPISC is currently implementing two modes of payments, (a) Cash Payment through identified SDOs and (2) Transfer of funds to LGUs, hence, there may be differences in the turnaround/processing time. The SocPen Team needs staff augmentation from other programs/units for the conduct of simultaneous pay-outs considering the huge number of beneficiaries per region. It is further noted that the program has no plantilla personnel hence, the pay-out depends on the number of SDOs of other programs/units who are available to handle the social pension cash advances.*

*The Turnaround/ Processing time depends on the social pension beneficiary's capacity, availability of the DSWD Field Office identified SDOs, schedules of payout, number of social pension beneficiaries present at the conduct of the 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	SWO III- SPPMO Head 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.

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

## 6. Provision of Assistance to Person Living with HIV (PLHIVs)

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 these 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 Service Division Field Office I-XII, CARAGA, CAR, and NCR	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizen	
<b>Who may avail:</b>	People-living with HIV (PLHIVs) and their affected families	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
One (1) valid identification card of the client/ person to be interviewed;		
<ul style="list-style-type: none"> <li>PhilSys ID</li> </ul>	Philippine Statistics Authority	
<ul style="list-style-type: none"> <li>UMID ID, SSS or GSIS ID</li> </ul>	Social Security System or Government Service Insurance System	
<ul style="list-style-type: none"> <li>Philhealth ID</li> </ul>	Philhealth	
<ul style="list-style-type: none"> <li>Driver's License</li> </ul>	Land Transportation Office	
<ul style="list-style-type: none"> <li>PRC ID</li> </ul>	Professional Regulation Commission	
<ul style="list-style-type: none"> <li>OWWA ID</li> </ul>	Overseas Workers Welfare Administration	
<ul style="list-style-type: none"> <li>DOLE ID</li> </ul>	Department of Labor and Employment	
<ul style="list-style-type: none"> <li>PAG-IBIG ID</li> </ul>	Pag-IBIG Fund	
<ul style="list-style-type: none"> <li>Voter's ID or Voter's Certification</li> </ul>	Commission on Election	
<ul style="list-style-type: none"> <li>Postal ID</li> </ul>	Post Office	
<ul style="list-style-type: none"> <li>Philippine Passport</li> </ul>	Department of Foreign Affairs	
<ul style="list-style-type: none"> <li>NBI Clearance</li> </ul>	National Bureau of Investigation	
<ul style="list-style-type: none"> <li>4Ps ID</li> </ul>	Department of Social Welfare and Development	
<ul style="list-style-type: none"> <li>PWD ID</li> </ul>	Local Government Unit	
<ul style="list-style-type: none"> <li>Solo Parent ID</li> </ul>	Local Government Unit	
<ul style="list-style-type: none"> <li>City or Municipal ID</li> </ul>	Local Government Unit	
<ul style="list-style-type: none"> <li>Barangay ID</li> </ul>	Local Government Unit	

<ul style="list-style-type: none"> <li>Office of Senior Citizen Affairs (OSCA ID)</li> </ul>	Local Government Unit
<ul style="list-style-type: none"> <li>Police Clearance</li> </ul>	Police Station
<ul style="list-style-type: none"> <li>or any ID preferably with validity date, and picture and signature of the client.</li> </ul>	Barangay Hall
In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an Identification Card.	Barangay Hall
Signed Authorization Letter (if applicable)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
Medical Abstract or Referral Letter or Accomplished DSWD Form Three (3)	<ul style="list-style-type: none"> <li>Designated Treatment Hub / HIV Primary Care Facility;</li> <li>Local Government Unit</li> </ul>
<b>TRANSPORTATION ASSISTANCE</b>	
1. Original and one (1) photocopy of supporting document/s such as, but are not limited to, Medical Certificate, Death Certificate, and/or Court Order or Subpoena	<ul style="list-style-type: none"> <li>Police Station - Police Blotter;</li> <li>Hospitals or Clinic - Medical Abstract;</li> <li>Court - Court Order or Subpoena; and</li> <li>Civil Registry - Death Certificate.</li> </ul>
<b>MEDICAL ASSISTANCE FOR HOSPITAL BILL</b>	
1. One (1) Original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or <i>Alagang</i> issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician	Medical records of the Hospital or Clinic or the Attending Physician

<p>2. One (1) original and one (1) photocopy of Hospital Bill or Statement of Account (outstanding balance) with the complete name and signature of the Billing Clerk; or Certificate of Balance and Promissory Note signed either by the Credit and Collection Officer or Billing Clerk.</p>	<ul style="list-style-type: none"> <li>• Statement of Account - Billing Office of the hospital</li> <li>• Certificate of Balance and Promissory Note - Credit and Collection Office</li> </ul>
<p>3. One(1) original copy of Social Case Study Report or Case Summary.</p>	<p>Registered Social Worker, whether from public or private practice, from any of the following:</p> <ul style="list-style-type: none"> <li>• Department of Social Welfare and Development;</li> <li>• Local Social Welfare and Development Office;</li> <li>• Non-Government Organization; or</li> <li>• Medical Social Service.</li> </ul>
<b>MEDICAL ASSISTANCE FOR MEDICINE OR ASSISTIVE DEVICE</b>	
<p>1. One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or <i>Alagang</i> issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician.</p>	<p>Medical records of the Hospital or Clinic of the Attending Physician</p>
<p>2. One (1) original and one (1) photocopy of prescription issued within three (3) months and with the following information: (i) date of issuance; and (ii) complete name, license number and signature of the Physician.</p>	<p>Attending Physician from a hospital or clinic.</p>
<p>If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional documentary requirements</p>	
<p>1. One (1) original and one (1) photocopy of the Quotation of Medicine or Assistive Device</p>	<p>Service Provider</p>

<p>2. One(1) original copy of Social Case Study Report or Case Summary.</p>	<p>Registered Social Worker, whether from public or private practice, from any of the following:</p> <ul style="list-style-type: none"> <li>• Department of Social Welfare and Development;</li> <li>• Local Social Welfare and Development Office;</li> <li>• Non-Government Organization; or</li> <li>• Medical Social Service</li> </ul>
<b>MEDICAL ASSISTANCE FOR LABORATORY</b>	
<p>1. One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or <i>Alagang</i> issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician.</p>	<p>Attending Physician or from Medical Records of the hospital or clinic.</p>
<p>2. One (1) original and/or one(1) Certified True Copy of Social Case Study Report or Case Summary.</p>	<p>Registered Social Worker, whether from public or private practice, from any of the following:</p> <ul style="list-style-type: none"> <li>• Department of Social Welfare and Development;</li> <li>• Local Social Welfare and Development Office;</li> <li>• Non-Government Organization; or</li> <li>• Medical Social Service.</li> </ul>
<p>If the amount of assistance being requested exceeds Php10,000.00, the following shall be required as additional requirements</p>	
<p>1. One(1) original and/or photocopy of the Quotation of Laboratory )</p>	<p>Service Provider</p>
<p>2. One(1) original copy of Social Case Study Report or Case Summary.</p>	<p>Registered Social Worker, whether from public or private practice, from any of the following:</p>

	<ul style="list-style-type: none"> <li>• Department of Social Welfare and Development;</li> <li>• Local Social Welfare and Development Office;</li> <li>• Non-Government Organization; or</li> <li>• Medical Social Service.</li> </ul>
<b>MEDICAL ASSISTANCE FOR LABORATORY</b>	
1. One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or <i>Alagang</i> issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician	Attending Physician or from Medical Records of the hospital or clinic.
2. One (1) original and one (1) photocopy of laboratory requests or laboratory protocol or Doctor's Order with name, license number, and signature of the Physician	Attending Physician from a hospital or clinic
3. One (1) original and/or one(1) Certified True Copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: <ul style="list-style-type: none"> <li>• Department of Social Welfare and Development;</li> <li>• Local Social Welfare and Development Office;</li> <li>• Non-Government Organization; or</li> <li>• Medical Social Service.</li> </ul>
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. One(1) original and/or photocopy of the Quotation of Laboratory	Service Provider

<p>2. One (1) original and/or one(1) Certified True Copy of Social Case Study Report or Case Summary. (1 Original or Photocopy)</p>	<p>Registered Social Worker in public or private practice.</p> <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>
<b>FUNERAL ASSISTANCE FOR FUNERAL BILL</b>	
<p>1. One (1) original and/or one(1) Certified True Copy of Death Certificate or Certification from the Tribal Chieftain</p>	<p>City or Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam</p>
<p>1. One (1) original copy of Promissory Note or Certificate of Balance or Statement of Account</p>	<p>Authorized staff of the Funeral Parlor or Memorial Chapel</p>
<p>2. One (1) original and/or Photocopy of Funeral Contract</p>	<p>City or Municipal Hall</p>
<b>EDUCATIONAL ASSISTANCE</b>	
<p>1. One (1) original and/or photocopy of Validated School ID and Valid I.D</p>	<p>School Registrar where the beneficiary is enrolled</p>
<p>1. One (1) original and/or photocopy of any of the following:</p> <ul style="list-style-type: none"> <li>a. Enrolment Assessment Form; or</li> <li>b. Certificate of Enrolment; or</li> <li>c. Registration; or</li> <li>d. Statement of Account</li> </ul>	<p>School Registrar or Concerned Office where the beneficiary is enrolled</p>



### FOOD ASSISTANCE

1. One (1) original and/or photocopy of Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required or medical document as proof that the beneficiary is admitted

- Barangay Hall where the client is presently residing
- Hospital where the beneficiary is currently admitted

### CASH RELIEF ASSISTANCE

Depending on the circumstances:

a. **For Fire Victims:** One (1) original and/or photocopy of Police Report or Bureau of Fire Protection Report from the Bureau of Fire;

b. **For Distressed OFs:** One (1) original and/or photocopy of Passport, Travel Document/s, certification from OWWA or the Barangay;

c. **For Rescued Client:** One (1) original and/or photocopy of Certification from a social worker or Case manager from rescued clients.

- Bureau of Fire or PNP
- Overseas Workers Welfare Administration or Department of Migrant Workers or Barangay
- Local Social Welfare and Development Office or other social welfare agencies
- Local Social Welfare and Development Office or other social welfare agencies

<p>d. <b>For victims of Online Sexual Exploitation:</b> One (1) original and/or photocopy of Police Blotter and social worker's certification for the victims of online sexual exploitation of children</p> <p>e. <b>For Locally stranded individuals (LSI):</b> LSI without valid IDs – One (1) original and/or photocopy of the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his or her identity.</p>	<ul style="list-style-type: none"> <li>• Police Station - Police Blotter</li> <li>• Hospital or Clinic - Medical Certificate signed by the Registered Physician</li> </ul>
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<p><b>For all other incidents:</b></p> <p>1. One (1) original and/or photocopy of any of the following: 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</p>	<ul style="list-style-type: none"> <li>• Barangay Hall where the client is presently residing</li> <li>• Police Station</li> <li>• Armed Forces of the Philippines or Philippine National Police</li> <li>• Office of the Civil Registry</li> <li>• Certificate from the Local Disaster Risk Management Office; <i>or</i></li> <li>• Local Government Unit</li> <li>• Hospital or Clinic signed by Licensed Physician</li> </ul>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a queuing number	1.1 Provide client with queuing number	None	5 minutes	Section Head Community Based Services Section (CBSS)
2. Present self and documents for assessment	2.1 Conduct initial interview for assessment	None	40 minutes	Section Head

	<p>2.1.1 Check the client’s record to the existing database – e.g Crisis Intervention Monitoring System, to check whether the client had sought assistance within the last three (3) months.</p> <p><b>If a client is eligible</b> (based on frequency and/or type of assistance last provided), the staff shall further assess documents presented.</p> <p><b>If a client is not eligible</b>, the staff shall provide the reasons for non-eligibility and shall further provide further instruction / information.</p> <p>2.1.2 Check the documents presented by the client.</p>			<p>Community Based Services Section (CBSS)</p>
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	<p><b>If documents are complete and valid</b>, the client will be advised to fill-out necessary forms and submit documents pertinent to their request.</p> <p>If supporting documents are <b>incomplete and non-compliant</b>, provide a checklist.</p> <p>2.1.3 If necessary, coordinate with the client's designated treatment hub or LGU to further verify validity of documents presented</p>			
<p>3 Fill-out necessary fields in the prescribed forms</p>	<p>3.1 Handout copies of prescribed forms to client</p> <p>3.1.1 Ask client to fill-out the necessary fields in the prescribed forms</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Section Head</i>          Community Based Services Section (CBSS)</p>

<p>4. Submit accomplished forms and required documents. If necessary, attend the interview for further clarification.</p>	<p>4.1 Collect the accomplished forms and documentary requirements from client</p> <p>4.1.1 Verify the submitted documents for veracity, consistency, and authenticity.</p> <p>4.1.2 If necessary, conduct interviews with the client and; or additional coordination with treatment hubs, LGUs, and or the referring agency.</p> <p>4.1.3 The DSWD Social Welfare Officer (SWO) shall determine the amount that is appropriate and responsive to the needs of the client.</p> <p>4.1.4 Preparation of vouchers and financial documents.</p> <p>4.1.5 Forward the Client's Document to the Authorized Approving Officer.</p>	<p>None</p>	<p>80 minutes</p>	<p><i>Section Head</i>        Community Based Services Section (CBSS)</p>
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	4.1.6 Compile the approved documents of the client.			
5. Receive assistance	<p>5.1 Confirmation of client's identity;</p> <p>5.1.1 Releasing of actual assistance to client;</p> <p>5.1.2 Releasing of actual assistance to client;</p> <p><b>If through outright cash</b>, ask client to check the actual amount received;</p> <p><b>If through Guarantee Letter</b>, advise clients to review the correctness of the personal information reflected in the document.</p>	None	15 minutes	<p><i>Section Head</i></p> <p>Community Based Services Section (CBSS)</p>
6. Accomplish Client Satisfaction Measurement Survey	6.1 Provide a copy of the Client Satisfaction Measurement Survey;	None	20 minutes	<p><i>Section Head</i></p> <p>Community Based Services Section (CBSS)</p>

	6.2 Collect accomplished Client Satisfaction Measurement Survey			
<b>TOTAL</b>		<b>None</b>	<b>180 minutes or three (3) hours for Outright Cash</b>  <b>One (1) day or 24 hours for a Guarantee Letter.</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	<p>Clients may send feedback either through e-mail or snail mail addressed to the DSWD Field Office 11 Concerns email address (<a href="mailto:dfaigana@dswd.gov.ph">dfaigana@dswd.gov.ph</a>) or through the Client Satisfaction Measurement Survey form and drop it at the designated drop box inside the CBSS Office.</p>
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:dfaigana@dswd.gov.ph">dfaigana@dswd.gov.ph</a>.</p> <p>Client who file the complaint should provide the following information:</p>

	<ol style="list-style-type: none"> <li>1. Name of the person being complained</li> <li>2. Incident</li> <li>3. Evidence</li> <li>4. Specific Date and Time</li> </ol> <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 are complaints processed?	<p>Upon receipt of complaints, social worker/concerned staff conduct interviews with the clients regarding the complaints and assess/evaluate the client's complaints.</p> <p>After evaluation of complaints, staff-in-charge creates a report and submits it 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 style="text-align: center;">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: complaints@arta.gov.ph



## 7. Provision of Assistance to Solo Parent

Solo parents are those who are left alone with the responsibility of rearing their children regardless of marital status and based on National Statistics Office (NSO) data, there are about 14 million solo parents in the Philippines as of 2015. The increasing number of solo parents has led the national government to pass Republic Act No. 8972 or the Solo Parents' Welfare Act of 2000, which was promulgated on November 7, 2000. On 04 June 2022, the Republic Act No. 11861 (RA 11861) or the Expanded Solo Parents Welfare Act lapsed into law and its Revised Implementing Rules and Regulations took effect on 01 November 2022. The passage of RA 11861 expanded the benefits of the solo parents, promotes the rights of Filipino solo parents and ensures that they can receive adequate social protection programs from the government.

RA 11861 directs the Department of Social Welfare and Development (DSWD), in coordination with other agencies to develop a "comprehensive package" of social protection services for solo parents and their families which includes livelihood opportunities, legal advice and assistance, counseling services, parent effectiveness services, and stress debriefing, among others, regardless of financial status.

DSWD is mandated to protect and promote the welfare of the disadvantaged group including the solo parents, and provide technical assistance to partner stakeholders (National Government, Local Government Unit, and Civil Society Organizations). Any solo parent whose income in the place of residence is equal to or below the poverty threshold as set by the PSA and subject to the assessment.

<b>Office or Division:</b>	Community Based Service Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Client	
<b>Who may avail:</b>	REGISTERED SOLO PARENT	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Valid Solo Parent Identification Card		Local Government Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Visit the Field Office for assistance</b>	1. The DSWD office Security Guard/Public Assistance and Complaints Desk (PACD) Officer shall direct the client to the Field Office (FO)/Social Welfare and Development Team (SWADT) social worker or solo parent focal person.	None	0 minute	<i>Division Chief</i> Protective Services Division
<b>2. Attend Interview for assessment of needs</b>	2.1 FO / SWADT social worker / Focal Person shall validate the Solo Parent Identification Card (SPIC) of the client.  2.1.1 Interview the client and fill-out the general intake sheet and indicate recommendations based on assessed needs	None	10 minutes	<i>Head</i> Community Based Service Section
<b>3. Attend psychological intervention, psychological first aid and/or counseling</b>	3.1 FO / SWADT social worker / Focal Person shall provide psychological intervention, psychological first aid and/or counseling based on their solo parent concerns. Recommendation may be provided to help in the needs of the family.	None	30 minutes	<i>Division Chief</i> Protective Services Division  or  <i>Head</i> Community Based Service Section
	<b>If no further assistance is to be provided</b> , the client shall accomplish the Client Satisfaction Measurement	None	5 minutes	<i>Division Chief</i>

	<p>Form (CSMF) and return the form to the social worker before leaving.</p> <p>3.1.1 FO / SWADT social worker / Focal Person shall encode the client's information in the caseload inventory of solo parents provided with assistance</p>			<p>Protective Services Division</p> <p>or</p> <p><i>Head</i></p> <p>Community Based Service Section</p>
<p><b>4. Preparation of referral / endorsement for Assistance to Individuals in Crisis Situation (AICS) or Sustainable Livelihood Program (SLP) or to another office or agency if the need of the client cannot be met by the DSWD.</b></p>	<p>4.1 Preparation of referral / endorsement for Assistance to Individuals in Crisis Situation (AICS) or Sustainable Livelihood Program (SLP) or to another office or agency if the need of the client cannot be met by the DSWD.</p> <p><b>For AICS</b>, FO / SWADT social worker / Focal Person shall provide a referral or endorsement letter to CID / CIS / SWADT and fill-out the General Intake Sheet</p> <p><b>For livelihood assistance</b>, FO / SWADT social worker / Focal Person shall provide a referral or endorsement letter to SLP for possible provision of assistance.</p> <p><b>For other agency/ies</b>, FO / SWADT social worker / Focal Person to provide a referral or</p>	<p>None</p>	<p>40 minutes</p>	<p><i>Division Chief</i></p> <p>Protective Services Division</p> <p>or</p> <p><i>Head</i></p> <p>Community Based Service Section</p>

	endorsement letter to appropriate agency/ies.			
	4.2. Referral or endorsement letter for approval of Division Chief, Bureau/Regional Director or COMbased Section Head / PSD Chief in SWADT.	None	2 days	<i>Division Chief</i> Protective Services Division
<b>5. Receive the referral/ endorsement letter</b>	5. Send the referral / endorsement letter to appropriate agency/ies	None	5 minutes	<i>Division Chief</i> Protective Services Division
	<b>TOTAL</b>	<b>2 working days, 90 minutes</b>		

## 8. 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 from becoming victims of trafficking.

<b>Office or Division:</b>	Central Office - Sectoral Programs Division Field Office I-XII, CARAGA, CAR, NCR
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C- Government to Citizens
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. Victim-survivor of trafficking</li> <li>2. Families of the victim-survivor of trafficking.</li> <li>3. Witnesses of cases of human trafficking.</li> <li>4. Communities with incidence of human trafficking.</li> </ol>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Case Management</b>	
1. Travel document (for Repatriated TIP Victims) <b>(1 Photocopy)</b> 2. Valid ID <b>(1 Photocopy)</b> 3. Social Case Study Report	Department of Foreign Affairs / Philippine Embassy (for Repatriated TIP Victims)
<b>Medical Assistance</b>	
1. Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months) <b>(1 Original and 1 Photocopy)</b> 2. Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures). 3. Barangay Certificate of Residency and Valid ID for the client	Hospital or health facility where the client is admitted or seen <b>(Clinical Abstract and Hospital Bill)</b>  <b>Barangay Hall (Barangay Certificate)</b>  <b>Government Institutions (Valid ID)</b>
<b>Educational Assistance</b>	
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>(School Registration, Certificate of Enrolment, Statement of Account)</b>  <b>Government Institutions (Valid ID)</b>
<b>Skills Training</b>	
1. Official receipt from the training school (TESDA/ CHED accredited training school. <b>(1 Original and 1 Photocopy)</b> 2. Valid ID	TESDA / accredited training school where the client is enrolled  <b>Government Institutions (Valid ID)</b>

<b>Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.)</b>	
<p>1. Contract of Employment or any similar document which indicates that they are hired</p> <p>2. Valid ID (<b>1 Original and 1 Photocopy</b>)</p>	<p>Employer of the client</p> <p><b>Government Institutions (Valid ID)</b></p>
<b>Financial Assistance for Livelihood</b>	
<p>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.</p> <p>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.</p> <p>3. Valid ID (<b>1 Original and 1 Photocopy</b>)</p> <p>4. Social Case Study Report</p>	<p>DSWD Field Offices</p> <p><b>Government Institutions (Valid ID)</b></p>

	<b>DSWD Field Office or Local Social Welfare and Development Office</b>
<b>Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking</b>	
.. No Documents needed.	DSWD Field Offices -Victim-survivors of trafficking during rescue operation. Social workers are highly needed to provide psychosocial counseling and assist victim-survivors of trafficking all throughout the process from recovery to reintegration.
<b>Provision of Temporary Shelter</b>	
..3. Referral Letter from the Social Worker <b>(1 Original and 1 Photocopy)</b>	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>	
.. Valid ID .. Social Case Study Report	<b>Government Institutions (Valid ID)</b>  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  1.1.1 Provide Psychosocial Counseling  1.1.2 Conduct Assessment	None	2 Hours	<i>Community Based Services Section Head/ Social Welfare Officer IV</i>  Protect Services Division

	<p><b>If the Client needs Temporary Shelter</b> refer to Residential Care Facility.</p> <p>1.1.3 The Social Worker shall provide a list of documentary requirements depending on the assistance to be provided.</p> <p>1.1.4 Refer to the list of requirements.</p>			<p><i>Community Based Services Section Head/ Social Welfare Officer IV</i></p> <p>Protect Services Division</p>
<p>2. Submit Documentary Requirement for the service/s to be availed</p>	<p>2.1 Screening of the submitted documents (Note: Given all requirements are submitted by the client)</p> <p>2.1.1 For livelihood assistance, the RRPTP Social Worker shall forward the documents to the Sustainable Livelihood Program for</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Community Based Services Section Head/ Social Welfare Officer IV</i></p> <p>Protect Services Division</p> <p><i>Sustainable Livelihood Program Section Head and Community Based Services Section Head/ Social Welfare Officer IV</i></p> <p>Protect Services Division</p>



	further assessment.			
	<p>2.2 Processing of the assistance being sought;</p> <p>a. Preparation of Voucher (if financial related)</p> <p>b. Social Case Study Report</p> <p>c. Preparation of referral letter (if needs other program assistance)</p>	None	7 Days	<p><i>Community Based Services Section Head/ Social Welfare Officer IV</i></p> <p>Protect Services Division</p>
	2.3 PSU/ CBU Division Chief and Budget Officer recommend the provision of assistance for approval of the Regional Director.	None	3 working days	<p><i>Community Based Services Section Head/ Social Welfare Officer IV</i></p> <p>Protect Services Division</p>
	2.4 The Regional Director shall approve the provision of assistance to the victim-survivors of trafficking.	None	2 working days	<i>Regional Director</i>
	2.5 Releasing of the assistance to	None	2 working days	<i>Cash Section Chief</i>

	client (Cash or Non-Cash)			Financial Management Division-Cash Section
3. Accomplish Client Satisfaction Measurement Survey (CSMS)	3.1 RRPTP Social Worker shall provide the client the copy of the CSMS to provide feedback regarding the service received.	None	5 minutes	<i>Community Based Services Section Head/ Social Welfare Officer IV</i>
	<b>Total</b>	<b>None</b>	<b>For Temporary Shelter - 2 hours</b>	
	<b>Total</b>	<b>None</b>	<b>For Livelihood Assistance - 12 Days</b>	
	<b>Total</b>	<b>None</b>	<b>For other Assistance - 5 Days</b>	

<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. 455</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. 455. 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	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.
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS)</p> <p>Call: 165 56</p> <p style="padding-left: 40px;">P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: <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: complaints@arta.gov.ph

## 9. Provision of Centenarian Gifts to Centenarian

Republic Act No. 10868 or the Centenarians Act of 2016 gives due recognition to Filipino citizens, both in the Philippines and abroad, who reached the age of 100 years old. The Act mandated the Department to provide the centenarian benefit of Php100,000.00, Letter of Felicitation signed by the President of the Philippines for the living centenarians and Posthumous Plaque of Recognition to the deceased centenarians, at the national level

<b>Office or Division:</b>	Program Management Bureau – Sectoral Programs Division  Field Offices I-XII, CARAGA, CAR, NCR and MSSD-BARMM
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C-Government to Citizen

<b>Who may avail:</b>	All Filipino citizens who reached the age of 100 years old
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>For Living Centenarians:</b> <i>(One original or one certified true copy)</i>	
Birth certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Philippine Passport	Department of Foreign Affairs (DFA)
Identification cards	Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License; social security cards like the Government Service Insurance System (GSIS) and Social Security System (SSS); Professional Regulatory Commission (PRC) license; Philippine Postal; Commission on Elections (COMELEC); Philippine Identification System; Philhealth MDR
Marriage Certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Birth Certificates of children	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Affidavit executed by at least two (2) disinterested persons	Lawyer (either public or private)
Old School or Employment records	School or Employment agency
Baptismal and/or Confirmation records	Parish church and other religious denomination
Medical and/or Dental examination	Government / private doctors or dentist
Other related documents	National Commission on Muslim Filipinos (NCMF) / National Commission on Indigenous People (NCIP); AFPSLAI, AMWSLAI, Veterans
<b>For Deceased Centenarians:</b> <i>(One original or one certified true copy)</i>	
Death certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Identification card of the nearest surviving relative	Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License, social security cards like the Government Service Insurance

	System (GSIS), and Social Security System (SSS), Professional Regulatory Commission (PRC) license, Philippine Postal, Commission on Elections (COMELEC); Philippine Identification System; Philhealth MDR
<b>Proof of Relationship</b> <ul style="list-style-type: none"> <li>● Certificate of live birth of the nearest surviving relative</li> <li>● Marriage Certificate</li> <li>● Baptismal</li> </ul>	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)  Parish church and other religious denomination
<b>Affidavit of Adjudication and/or Special Power of Attorney</b>	Lawyer (either public or private)
<b>Warranty and Release from Liability</b>	DSWD Field Offices

***\*Documents stated in the living centenarians, shall also be required to be submitted by the nearest surviving relative of the deceased centenarians that will prove the deceased centenarians' age eligibility at the time RA 10868 took effect if any***

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Centenarian and/or nearest surviving applicant submit the one (1) original or one (1) certified true copy of the necessary documentary requirements to the Office for Senior	1.1. The DSWD FO shall receive the masterlist of potential centenarians through the following: <ul style="list-style-type: none"> <li>a. Submitted consolidated list from the Local Government Units through the OSCA</li> </ul>	None	1 working day	Division Chief (Social Welfare Officer/V)  <i>Protective Services Division</i>

Citizens Affairs (OSCA)	b. Endorsement from legislators; Office of the President, among others;  c. Walk-in clients			
	<p>1.2. The DSWD FO shall conduct desk or home validation to the identified potential centenarians and/or nearest surviving relative</p> <p><b>If assessed as eligible</b>, the DSWD FO shall send a letter duly signed by the DSWD Regional Director citing the eligibility of the applicant. The LGU shall then inform the centenarian and/or nearest surviving relative applicant.</p> <p><b>If the documents submitted are incomplete and/or with discrepancy</b>, the DSWD FO shall inform and request the LGU to provide technical assistance</p>	None	Desk validation: 3 working days  Home validation: 15 working days  5 working days	Division Chief (Social Welfare Officer V)  <i>Protective Services Division</i>

	to the centenarian and/or nearest surviving relative applicants to comply with the additional requirements and/or reconcile the documents with discrepancies.			
2. Centenarian and/or nearest surviving relative receive the centenarian benefit	2.1. The DSWD FO shall facilitate the preparation of documents such as disbursement voucher, obligation request, payroll, etc. corresponding to the number of eligible centenarians to be awarded.	None	5 working days	Division Chief (Social Welfare Officer V) <i>Protective Services Division</i>
	2.2. The DSWD FO shall prepare a notification letter to the LGU duly signed by the Regional Director citing the scheduled payout to the eligible centenarians and/or nearest surviving relative.	None	3 working days	Division Chief (Social Welfare Officer V) <i>Protective Services Division</i>
	2.3. The DSWD FO shall release the centenarian benefit to the eligible centenarian and/or nearest surviving	None	20 working days	<i>DSWD FO-Special Disbursing Officer and Protective Services Division Chief (Social Welfare Officer V)</i>

	relative in the following mode:  <b>Cash:</b> House-to-house delivery and/or plaza type by the FO-Special Disbursing Officer together with the Centenarian focal person  <b>Cheque:</b> Deposit in the existing savings or current account or deliver through house-to-house and/or plaza type			
3. Centenarian and/or nearest surviving relative shall fill-out the Client Satisfaction Measurement Form	3.1. The DSWD FO shall consolidate the filled-out Client Satisfaction Measurement Form for subsequent submission to DSWD FO CART focal person	None	5 minutes	Division Chief (Social Welfare Officer V) <i>Protective Services Division</i>
	<b>TOTAL</b>	<b>None</b>	<b>52 days and 5 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	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



	<p>Satisfactory Survey Form to the SPPMO staff for consolidation of feedback.</p> <p>You may also provide feedback through our SPPMO Hotline with numbers 0975-551-6940 and 227-1964 local 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>SWO III- SPPMO Head will consolidate the Client Satisfactory Survey Form.</p> <p>Within 24 – 72 hours, a response letter and appropriate action will be issued by the SWO III- SPPMO Head</p>
How to file complaints	<p>Any concerns with Centenarian program will be accommodated by the FO specially SPPMO. They may also file their complaints through Local Government Unit, Office of the Senior Citizens Affairs and Local Social Welfare and Development Office using the Grievance/Complaint Form.</p> <p>Complaints can also be filed through SPPMO Hotline numbers 0975-551-6940 and 227-1964 local 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> <ol style="list-style-type: none"> <li>1. Name of the complainant</li> <li>2. Address</li> <li>3. Name of person/entity being complained</li> <li>4. Issues and concerns with evidences</li> </ol>
How complaints are processed	<p>Complaints received by respective officers are escalated to the SWO III- SPPMO Head for verification and veracity of complaint for at least 72 hours upon receipt.</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: complaints@arta.gov.ph

## 10. 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 is traveling abroad alone or with someone other than their biological parents.

<b>Office or Division:</b>	Protective Services Division-Community Based Services Section/MTA Unit of DSWD Field Offices I-XII, NCR CAR and CARAGA	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizen	
<b>Who may avail:</b>	Filipino Minors Traveling Abroad	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. For Minors Traveling Alone to a Foreign Country for the First Time</b>		
1. Duly Accomplished Application Form (1 Original Copy or Electronic Copy)	DSWD Field Offices or download form at <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>	
2. LSWDO/SWAD Social Worker's assessment, in the absence of the biological parent/s or an appointed legal guardian (1 Original Copy)	Local Social Welfare and Development Office/SWAD where the minor resides	
3. PSA issued Birth Certificate of Minor (1 Original and 1 Photocopy**)	Philippine Statistics Authority (PSA)	

<p>4. 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 Barangay or religious leader; or</p> <p>PSA issued CENOMAR for non-marital minors on SECPA; (1 Original and 1 Photocopy**)</p>	<p>Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader</p>
<p>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. (1 Original)</p>	<p>Law Office and Notarized at the place where the parent/s resides/Philippine Embassy (if minors parent/s are abroad)</p>
<p>6. 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. (2 pcs.)</p>	<p>Applicant</p>
<p>7. Notarized 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.) (1 Original)</p>	<p>Applicant or Sponsoring Person/Agency</p>
<p>8. PSA issued Death Certificate (for deceased parent/s) on SECPA (1 Original and 1 Photocopy)</p>	<p>Applicant</p>
<p>9. Unaccompanied Minor Certificate from the Airlines (if available)</p>	<p>Airline Company where ticket is obtained</p>
<p>10. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.</p>	<p>Applicant</p>
<p><b>For Succeeding Travel of Unaccompanied minor or Traveling ALONE</b></p>	

1. Duly Accomplished Application Form (1 Original Copy or Electronic Copy)	DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. 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. (1 Original)	Law Office and Notarized at the place where the parent/s resides/Philippine Embassy (if minors parent/s are abroad)
3. Original copy of the previous Travel Clearance issued	Applicant
4. 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. (2 pcs.)	Applicant
5. Unaccompanied Minor Certificate from the Airlines (if available)	Airline Company where ticket is obtained
6. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
<b>Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian</b>	
1. Duly Accomplished Application Form (1 Original Copy or Electronic Copy)	DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. PSA issued Birth Certificate of Minor (1 Original and 1 Photocopy**)	Philippine Statistics Authority (PSA)
3. 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. (1 Original)	Law Office and Notarized at the place where the parent/s resides/Philippine Embassy (if minors parent/s are abroad)

<p>4. 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 Barangay or religious leader; or PSA issued CENOMAR for non-marital minors on SECPA; (1 Original and 1 Photocopy**)</p>	<p>Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader</p>
<p>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.</p>	<p>Applicant</p>
<p>6. Photocopy of the valid passport of the traveling companion.</p>	<p>Minor's traveling companion</p>
<p><b>Minors Traveling subsequently with a Person Other than the Parents of Legal Guardian</b></p>	
<p>1. Duly Accomplished Application Form (1 Original Copy or Electronic Copy)</p>	<p>DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a></p>
<p>2. Original copy of the Travel Clearance previously issued by the DSWD Field Office;</p>	<p>Applicant</p>
<p>3. 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. (1 Original)</p>	<p>Law Office and Notarized  at the place where the parent/s resides/Philippine Embassy (if minors parent/s are abroad)</p>
<p>4. Two (2) original colored passport size photos of the minor taken within the last six (6) months. No scanned pictures will be accepted;</p>	<p>Applicant</p>
<p>5. Photocopy of the valid passport of the traveling companion.</p>	<p>Minor's traveling companion</p>
<p><b>Additional Requirements for Minors Under Special Circumstances:</b></p>	
<p><b>For Filipino Minors Migrating to Another Country</b></p>	
<p>1. Visa Petition Approval</p>	<p>Applicant</p>

**For Minors Studying Abroad**

1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled.	Applicant
<b>For Minors who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:</b>	
1. Certification from Sponsoring Organization	Sponsoring Organization
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the School, Sports Agency, or Organization	School, Sports Agency, or Sponsoring Organization
3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	School, Sports Agency, or Sponsoring Organization
<b>Minors going Abroad for Medical Purposes</b>	
1. Medical Abstract of the Minor (1 Original Copy)	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country (if applicable)	Attending Physician
3. Letter from the Sponsor (if applicable)	Sponsoring Person
<b>Minors going Abroad with pending petition for Inter-Country or Domestic Adoption</b>	
1. Placement Authority issued by NACC-RACCO	National Authority for Child Care (NACC)
2. Consent to Travel issued by NACC-RACCO	National Authority for Child Care (NACC)
3. Notarized Affidavit of Undertaking from the Prospective Adoptive Parent/s (1 Original)	Applicant
4. Court Order (for those with Pending Court Petition)	RTC who has jurisdiction over the case
1. Placement Authority issued by NACC-RACCO	National Authority for

		Child Care (NACC)		
<b>Minors under Foster Care</b>				
1. Notarized Affidavit of Undertaking by the Foster Parent/s		Foster Parent/s		
2. Consent to Travel issued by NACC-RACCO		National Authority for Child Care (NACC)		
<b>Minors under Legal Guardianship who will be unaccompanied by their Legal Guardian</b>				
1. Court Order on Legal Guardianship (1 Certified True Copy)		Court		
<b>For Minors whose parents are Seafarers</b>				
1. Certification from the Manning Agency attesting that the parent/s is on board employment (1 Original or 1 Electronic Copy)		Applicant		
2. Seaman's Book of Parent/s (1 Photocopy)		Applicant		
3. Parent/s Written Consent (1 Electronic Copy)		Applicant		
<b>For Minors with alleged missing parent/s</b>				
1. Social Case Study Report from the LSWDO where the alleged missing parent's last known address (1 Original)		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 (1 Original)		Local Police or Barangay of the alleged missing parent/s last known address		
3. Returned registered mail to the last known address of the alleged missing parent/s known address (1 Original, if available)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Register information in MTA client's logbook</p>	<p>1.1 <b>Issue</b></p> <p>Service Sequence Number</p> <p>1.1.2 Encoding of the client's information in online Spreadsheet</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Social Welfare Assistant</i></p> <p><i>Focal - MTA</i></p> <p>Community Based Services Section</p>
<p>2. Fill out and Submit Accomplished Application Form and Documentary Requirements for Screening</p>	<p>2.1 Accept and review the accomplished MTA application form and the authenticity of the presented documentary requirements</p> <p><b>If the documents are complete,</b> assigns control number on the application form</p> <p><b>If the documents are incomplete,</b> request the client to comply with the lacking documents. Provides the client the initial findings.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Social Welfare Assistant</i></p> <p><i>Focal - MTA</i></p> <p>Community Based Services Section</p>
	<p>2.2 Conduct interview and prepare assessment of the application.</p> <p>2.2.1 Review and approval of the</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Social Welfare Assistant</i></p> <p><i>Focal - MTA</i></p> <p>Community Based Services Section</p>



	supervisor of the assessment report.			
	<p>2.3 Approve/ Disapprove the application</p> <p><b>If approved,</b> fill-out the payment slip and order of payment and advise the applicant to proceed to the cashier for payment.</p> <p><b>If disapproved,</b> provide the client with a written explanation stating the reasons of the disapproval</p> <p><b>If exempted,</b> prepare the Certificate of Exemption for Approval of the Regional Director</p>	None	5 minutes	<i>Social Welfare Assistant</i>  <i>Focal - MTA</i>  Community Based Services Section
	2.4 Notify the DFA, BI, DSWD-CO on the list of Approved and	None	5 minutes	<i>Social Welfare Assistant</i>  <i>Focal - MTA</i>

	Disapproved Travel Clearance Applications			Community Based Services Section
3. Pay the prescribed amount and receives the Official Receipt	3.1 Receive the Order of Payment	Php300.00 for 1 year validity;	5 minutes	<i>Cash Section Head</i>  Financial Management Division
	3.2. Issue Official Receipt to the Applicant on the Payment Received	Php600.00 for 2 years validity	5 minutes	<i>Cash Section Head</i>  Financial Management Division
4. Present the Official Receipt and Receives the issued Travel Clearance	4.1 Receive the official receipt  4.1.1 Encode the details of the applicant in the Travel Clearance.  4.1.2 Sign the Travel Clearance.  4.1.3 Release the travel clearance /certificate of exemption including the official receipt	None	30 Minutes	<i>Social Welfare Assistant</i>  <i>Focal - MTA</i>  Community Based Services Section  <i>Regional Director/ ARDO/ARDA / PSD Chief / CBSS Section Head</i>  Regional Office  <i>Social Welfare Assistant / Focal - MTA Community Based Services Section</i>

<p>5. Receive the Travel Clearance/Certificate of Exemption and Signs the Logbook</p>	<p>5.1. Issuance of Claim Stub schedule of release (Minimum of 1-day processing and maximum of 3 days processing)</p> <p>5.1.1 Ask the client to sign the Log Book for the Travel Clearance/Certificate of Exemption Received</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Social Welfare Assistant</i></p> <p><i>Focal - MTA</i></p> <p>Community Based Services Section</p>
<p>6. Accomplish and Submit the Client Satisfaction Measurement Form (CSMF)</p>	<p>6. Receive the Filled up CSMF Form</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Social Welfare Assistant</i></p> <p><i>Focal - MTA</i></p> <p>Community Based Services Section</p>
	<p><b>TOTAL</b></p>	<p><b>For or 1 year validity- Php 300.00</b></p> <p><b>Php 600.00 for 2 years validity</b></p>	<p><b>1 hour and 40 minutes</b></p>	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Clients may send feedback or conduct follow-up on their requests by contacting the MTA Social Worker assigned through the following:</p> <p>Landline – 227-8746 loc. 1123</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 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 style="text-align: center;">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>

## 11. Onsite Implementation of the Assistance to Individuals in Crisis Situation Program for Clients Transacting with the DSWD Offices (CIU/CIS/SWAD 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 adversity or crisis through the provision of financial assistance, psychosocial intervention, and referral services that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational, material, funeral, and cash assistance for other support services, among others.

The provision of psychosocial support, including psychological first aid, and counseling, as well as financial assistance to disadvantaged and marginalized sectors, are part of the social protection services of the Department. These protective services aim to help individuals and families cope with the present difficult situation they are 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>	Program Management Bureau-Crisis Intervention Division, Protective Service Division-Crisis Intervention Section Field Office I-XII, CARAGA, CAR, and NCR	
<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>
Any Valid identification card of the client/ person to be interviewed (1 original copy) from the following:		
● PhilSys ID		Philippine Statistics Authority
● UMID ID, SSS or GSIS ID		Social Security System or Government Service Insurance System
● Philhealth ID		Philhealth
● Driver's License		Land Transportation Office
● PRC ID		Professional Regulation Commission

● OWWA ID	Overseas Workers Welfare Administration
● DOLE ID	Department of Labor and Employment
● PAG-IBIG ID	Pag-IBIG Fund
● Voter's ID or Voter's Certification	Commission on Election
● Postal ID	Post Office
● Philippine Passport	Department of Foreign Affairs
● NBI Clearance	National Bureau of Investigation
● 4Ps ID	Department of Social Welfare and Development
● PWD ID	Local Government Unit
● Solo Parent ID	Local Government Unit
● City or Municipal ID	Local Government Unit
● Barangay ID	Local Government Unit
● Office of Senior Citizen Affairs (OSCA ID)	Local Government Unit
● Police Clearance	Police Station
● or any ID preferably with validity date, and picture and signature of the client.	Barangay Hall
In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an Identification Card.	Barangay Hall
Signed Authorization Letter (if applicable)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
<b>TRANSPORTATION ASSISTANCE</b>	<b>WHERE TO SECURE</b>
Other supporting document/s such as but are not limited to (1 original copy):	
Police Blotter	Police Station
Medical Abstract	Hospitals or clinic
Court Order or Subpoena	Supreme Court

Death Certificate	Civil Registry Office
<b>MEDICAL ASSISTANCE FOR HOSPITAL BILL</b>	<b>WHERE TO SECURE</b>
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (1 Original or Certified true copy)	Medical records of the Hospital or Clinic or the Attending Physician
2. Hospital bill or Statement of Account (outstanding balance) with name and signature of billing clerk or Certificate of balance and promissory note signed by credit and collection officer or billing clerk (1 Original or Certified True Copy)	Billing Office of the Hospital Credit and Collection Office of the Hospital
3. Social Case Study Report or Case Summary. (1 original copy)	Registered Social Worker in public or private practice. DSWD LSWDO NGO Medical Social Service
<b>MEDICAL ASSISTANCE FOR MEDICINE ASSISTIVE DEVICE</b>	<b>WHERE TO SECURE</b>
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Medical records of the Hospital or Clinic or the Attending Physician
2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months	Attending Physician from a hospital or clinic.
If the amount of assistance being requested exceeds Php10,000.00, the following shall be required as additional requirements	
1. Quotation of Laboratory	Service Provider

2.Social Case Study Report or Case Summary.	Registered Social Worker in public or private practice.  DSWD  LSWDO  NGO  Medical Social Service
<b>MEDICAL ASSISTANCE FOR LABORATORY</b>	<b>WHERE TO SECURE</b>
1.Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original or Certified true copy)	Attending Physician or from Medical Records of the hospital or clinic.
2.Laboratory Requests or Laboratory Protocol or Doctor's Order with name, license number, and signature of the Physician	Attending Physician from a hospital or clinic
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1.Quotation of Laboratory	Service Provider
2.Social Case Study Report or Case Summary.	Registered Social Worker in public or private practice.  DSWD  LSWDO  NGO  Medical Social Service
<b>FUNERAL ASSISTANCE FOR FUNERAL BILL</b>	<b>WHERE TO SECURE</b>
1.Death Certificate or Certification from the Tribal Chieftain (Original or certified true copy	City or Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam
2.Promissory Note or Certificate of Balance or Statement of account	Authorized staff of the Funeral Parlor or Memorial Chapel



3. Funeral Contract	Authorized staff of the Funeral Parlor or Memorial Chapel
<b>FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER</b>	<b>WHERE TO SECURE</b>
1. Death Certificate or Certification from the Tribal Chieftain (Original or certified true copy)	City or Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain or Imam.
2. Transfer Permit	City or Municipal Hall
<b>EDUCATIONAL ASSISTANCE</b>	<b>WHERE TO SECURE</b>
1. Validated School ID and Valid I. D	School where the beneficiary is enrolled
2. a. Enrolment Assessment Form or b. Certificate of Enrolment or Registration; or c. Statement of Account	School Registrar or Concerned Office where the beneficiary is enrolled
<b>FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS</b>	
1. Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required or medical document as proof that the beneficiary is admitted	Barangay Hall where the client is presently residing  Hospital where the beneficiary is currently admitted
<b>CASH RELIEF ASSISTANCE</b>	<b>WHERE TO SECURE</b>
Depending on the circumstances:  a. <b>For Fire Victims:</b> Police Report or Bureau of Fire Protection Report from the Bureau of Fire  b. <b>For Distressed OFs:</b> Passport, Travel Document/s, certification from OWWA or the Barangay	Bureau of Fire or PNP  Overseas Workers Welfare Administration or Department of Migrant Workers or Barangay

<p>c. <b>For Rescued Client:</b> Certification from a social worker or Case manager from rescued clients.</p> <p>d. <b>For victims of Online Sexual Exploitation:</b> Police Blotter and social worker's certification for the victims of online</p> <p>a. sexual exploitation of children</p> <p>b. <b>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 or her identity.</p>	<p>Local Social Welfare and Development Office or other social welfare agencies</p> <p>Local Social Welfare and Development Office or other social welfare agencies</p> <p>Police Station</p> <p>Hospital or Clinic</p>
<p><b>For all other incidents:</b></p> <p>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</p>	<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>
<p><b>MATERIAL ASSISTANCE</b></p>	<p><b>WHERE TO SECURE</b></p>
<p>1. General Intake Sheet</p>	<p>DSWD CIU or CIS or SWAD</p>
<p>2. Material Assistance Distribution Sheet</p>	<p>DSWD CIU or CIS or SWAD</p>

ON-SITE TRANSACTION				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Present pertinent documents.</b>	1.1 Check the completeness of documents submitted by clients.	NONE	1 hour	Social Welfare Officer III
	1.2. Verify client's records if within the frequency of availing assistance to Crisis Monitoring System (CrIMS)  <b>If it is determined that the client has received assistance beyond the allowed frequency, notify the client regarding the provisions stipulated in the guidelines.</b>  <b>If eligible, provide the client a queuing number and instruct them to proceed with Step 2- Interview and Assessment.</b>			
<b>2. Submit pertinent documents for interview and assessment</b>	2.1 The SWO shall Interview and assess the client to determine the actual need and to check the accuracy and authenticity of the documentary requirements presented. Additionally, the SWO shall fill out the	NONE	3 hours	Social Welfare Officer III

	<p><i>assessment area in the GIS.</i></p> <p><b><i>If determined to be eligible to receive assistance, the SWO shall recommend the appropriate assistance and fill out the CE.</i></b></p> <p><i>For financial assistance amounting to P10,000.00 and below, the SWO shall advise the client to proceed to Step 4 (releasing of assistance) while the GIS, CE, or justification will be subjected to approval.</i></p> <p><i>For assistance through a guarantee letter, the DSWD personnel shall prepare the GL. The DSWD personnel shall forward it to Step 3: Review and Approval along with the GIS, CE, and justification of the social worker.</i></p> <p><b><i>If for material assistance, depending on the availability, the SWO shall advise the client to proceed to Step 4 Releasing of Assistance.</i></b></p>			
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	<p><i><b>If documents are found to be incomplete to support the request, the SWO shall advise the client to comply with the documentary requirements needed as listed in the compliance slip per type of assistance.</b></i></p> <p><i><b>If the client is found to be ineligible to avail the assistance, the SWO shall issue a letter of disapproval to the client.</b></i></p> <p><i><b>If found that services needed are outside the scope of the program, the SWO shall refer the client to the corresponding program concerned.</b></i></p>			
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<p><b>3. Receiving Assistance</b></p>	<p><i>3.1 The DSWD personnel Shall Forward the documents to the authorized official/s.</i></p> <p><b><i>If the authorized official/s finds the request valid and complete, the authorized personnel shall approve the request.</i></b></p> <p><b><i>If the approving officer determines that the client's submitted documents are insufficient to support the social worker's assessment, the approving officer shall return the documents to the attending SWO for justification or for further appropriate instruction deemed necessary.</i></b></p>	<p>NONE</p>	<p>50 Minutes</p>	
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	<p><i>4.1.3.1. The CIU/S staff shall assist the client in filling out the Material Assistance Distribution Sheet.</i></p> <p><i>4.1.3.2. The CIU/S Staff shall provide the assistance.</i></p> <p><i>4.1.4The DSWD personnel shall update client’s records into CrIMS or to the existing monitoring tool/system once the assistance is released.</i></p>		<p>10 Minutes for Material Assistance</p>	
	<p><i>4.2. The DSWD personnel shall ensure scan the</i></p>			<p><i>Social Welfare Officer V/IV/III/II</i></p>



	<i>client's documents or secure a copy of documents for filing and references.</i>  <i>4.2.1. The client/beneficiary shall accomplish the Client Satisfaction Measurement Survey Form (CSMF) and drop it to the allocated suggestion box</i>			(CIS)
	<b>TOTAL</b>	<b>NONE</b>	<b>5 Hours 40 Minutes for Cash- Outright</b>  <b>16 Working Hours(2 days) for GL</b>	

## 12. Offsite Implementation or Assessment of Individual Clients outside the DSWD Offices (CIU/COS/SWAD 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 adversity or crisis through the provision of financial assistance, psychosocial intervention, and referral services that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational, material, funeral, and cash assistance or other support services, among others.

The provision of psychosocial support, including psychological first aid, and counseling, as well as financial assistance to disadvantaged and marginalized sectors, are part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the present difficult situation they are 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.

Prior to Offsite implementation, the identified group of individuals shall undergo cross matching prior to the date of implementation to avoid duplication while the assessment and provision of assistance shall be based on the provisions of the MC 06 s. 2023 and its corresponding Amendments.

The planning and implementation shall be in coordination with the appropriate local government offices/agencies/authorities, as applicable, before, during and after the activities. The implementation shall be conducted by schedule.

<b>Office or Division:</b>	Program Management Bureau-Crisis Intervention Division, Protective Service Division-Crisis Intervention Section Field Office I-XII, CARAGA, CAR, and NCR	
<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>
Any valid identification card of the client/ person to be interviewed (1 original copy) from the following:		
● PhilSys ID		Philippine Statistics Authority
● UMID ID, SSS or GSIS ID		Social Security System or Government Service Insurance System
● Philhealth ID		Philhealth
● Driver's License		Land Transportation Office
● PRC ID		Professional Regulation Commission
● OWWA ID		Overseas Workers Welfare Administration
● DOLE ID		Department of Labor and Employment
● PAG-IBIG ID		Pag-IBIG Fund
● Voter's ID or Voter's Certification		Commission on Election
● Postal ID		Post Office

<ul style="list-style-type: none"> <li>Philippine Passport</li> </ul>	Department of Foreign Affairs
<ul style="list-style-type: none"> <li>NBI Clearance</li> </ul>	National Bureau of Investigation
<ul style="list-style-type: none"> <li>4Ps ID</li> </ul>	Department of Social Welfare and Development
<ul style="list-style-type: none"> <li>PWD ID</li> </ul>	Local Government Unit
<ul style="list-style-type: none"> <li>Solo Parent ID</li> </ul>	Local Government Unit
<ul style="list-style-type: none"> <li>City or Municipal ID</li> </ul>	Local Government Unit
<ul style="list-style-type: none"> <li>Barangay ID</li> </ul>	Local Government Unit
<ul style="list-style-type: none"> <li>Office of Senior Citizen Affairs (OSCA ID)</li> </ul>	Local Government Unit
<ul style="list-style-type: none"> <li>Police Clearance</li> </ul>	Police Station
<ul style="list-style-type: none"> <li>or any ID preferably with validity date, and picture and signature of the client.</li> </ul>	Barangay Hall
In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an Identification Card.	Barangay Hall
Signed Authorization Letter (1 original copy if applicable)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
<b>TRANSPORTATION ASSISTANCE</b>	<b>WHERE TO SECURE</b>
Other supporting document/s such as but are not limited to: (1 original copy)	
Police Blotter	Police Station
Medical Abstract	Hospitals or clinic
Court Order or Subpoena	Supreme Court
Death Certificate	Civil Registry Office
<b>MEDICAL ASSISTANCE FOR HOSPITAL BILL</b>	<b>WHERE TO SECURE</b>
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy	Medical records of the Hospital or Clinic or the Attending Physician

Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (1 Original or Certified true copy)	
2. Hospital bill or Statement of Account (outstanding balance) with name and signature of billing clerk or Certificate of balance and promissory note signed by credit and collection officer or billing clerk (1 original /certified true copy)	Billing Office of the Hospital Credit and Collection Office of the Hospital
3. Social Case Study Report or Case Summary. (1 original copy)	Registered Social Worker in public or private practice. DSWD LSWDO NGO Medical Social Service
<b>MEDICAL ASSISTANCE FOR MEDICINE ASSISTIVE DEVICE</b>	<b>WHERE TO SECURE</b>
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months ( 1 Original / Certified true copy)	Medical records of the Hospital or Clinic or the Attending Physician
2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months (1 original copy)	Attending Physician from a hospital or clinic.
If the amount of assistance being requested exceeds Php10,000.00, the following shall be required as additional requirements	
1. Quotation of Laboratory (1 original copy)	Service Provider
2. Social Case Study Report or Case Summary. (1 original copy)	Registered Social Worker in public or private practice. DSWD

	LSWDO NGO Medical Social Service
<b>MEDICAL ASSISTANCE FOR LABORATORY</b>	<b>WHERE TO SECURE</b>
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (1 Original or Certified true copy)	Attending Physician or from Medical Records of the hospital or clinic.
2. Laboratory Requests or Laboratory Protocol or Doctor's Order with name, license number, and signature of the Physician (1 original/certified true copy)	Attending Physician from a hospital or clinic
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. Quotation of Laboratory (1 original copy)	Service Provider
2. Social Case Study Report or Case Summary. (1 original copy)	Registered Social Worker in public or private practice. DSWD LSWDO NGO Medical Social Service
<b>FUNERAL ASSISTANCE FOR FUNERAL BILL</b>	<b>WHERE TO SECURE</b>
1. Death Certificate or Certification from the Tribal Chieftain (Original or certified true copy (1 original/certified true copy)	City or Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam
2. Promissory Note or Certificate of Balance or Statement of account (1 original/certified true copy)	Authorized staff of the Funeral Parlor or Memorial Chapel
3. Funeral Contract (1 original/certified true copy)	Authorized staff of the Funeral Parlor or Memorial Chapel

<b>FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER</b>	<b>WHERE TO SECURE</b>
1. Death Certificate or Certification from the Tribal Chieftain (1 Original or certified true copy)	City or Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain or Imam.
2. Transfer Permit	City or Municipal Hall
<b>EDUCATIONAL ASSISTANCE</b>	<b>WHERE TO SECURE</b>
1. Validated School ID and Valid I. D (1 original copy)	School where the beneficiary is enrolled
2. (1 original/certified true copy of the following) a. Enrolment Assessment Form or b. Certificate of Enrolment or Registration; or Statement of Account	School Registrar or Concerned Office where the beneficiary is enrolled
<b>FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS</b>	
1. Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required or medical document as proof that the beneficiary is admitted (1 original/certified true copy)	Barangay Hall where the client is presently residing  Hospital where the beneficiary is currently admitted
<b>CASH RELIEF ASSISTANCE</b>	<b>WHERE TO SECURE</b>
Depending on the circumstances:  a. <b>For Fire Victims:</b> Police Report or Bureau of Fire Protection Report from the Bureau of Fire  b. <b>For Distressed OFs:</b> Passport, Travel Document/s, certification from OWWA or the Barangay	Bureau of Fire or Philippine National Police  Overseas Workers Welfare Administration or Department of Migrant Workers or Barangay,  Local Social Welfare and Development Office or other social welfare agencies

<p>c. <b>For Rescued Client:</b> Certification from a social worker or Case manager from rescued clients.</p> <p>d. <b>For victims of Online Sexual Exploitation:</b> Police Blotter and social worker's certification for the victims of online</p> <p>a. sexual exploitation of children</p> <p>b. <b>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 or her identity.</p>		<p>Local Social Welfare and Development Office or other social welfare agencies</p> <p>Police Station</p> <p>Hospital or Clinic</p>		
<p><b>For all other incidents:</b></p> <p>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</p>		<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; <i>or</i></li> <li>• Local Government Unit</li> <li>• Hospital or Clinic signed by Licensed Physician</li> </ul>		
<b>MATERIAL ASSISTANCE</b>		<b>WHERE TO SECURE</b>		
1. General Intake Sheet		DSWD CIU or CIS or SWAD		
2. Material Assistance Distribution Sheet		DSWD CIU or CIS or SWAD		
<b>OFF-SITE TRANSACTION</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Present pertinent document</p>	<p>1.1 Conduct validation of clients/beneficiaries with the official list of target beneficiaries</p> <p>1.1.1 Check the validity and completeness of the required documents presented by the client.</p> <p><b>If the documents submitted by the client are incomplete, advise the client to comply with the relevant documents.</b></p> <p>If complied, check validity and completeness of documents before proceeding to the next step.</p>	<p>NONE</p>	<p>5 Minutes</p> <p>5 minutes</p>	<p><i>Social Welfare Officer III (CIS)</i></p>
<p>2. Submit pertinent documents for</p>	<p>2.1 Fill out the assessment area in the GIS;</p>	<p>NONE</p>	<p>30 Minutes</p>	<p><i>Social Welfare Officer III (CIS)</i></p>



<p>Interview and Assessment</p>	<p>2.1.1 The social worker shall conduct an interview and assess the client to determine the eligibility of the client and complete the filling out of the GIS.</p> <p><b>If the client is eligible to receive assistance,</b> the social workers shall recommend the appropriate assistance and fill out the CE.</p> <p><b>If the client is ineligible to avail assistance,</b> the DSWD Personnel shall issue a letter of ineligibility signed by the authorized staff</p>			
<p>3. Receive Assistance and fill out Client Satisfaction Measurement Survey</p>	<p>3.1 The authorized DSWD Personnel shall review and release the assistance upon the establishment of the correctness and completeness of documents.</p> <p>3.1 1 .The client/beneficiary shall accomplish the Client</p>	<p>NONE</p>	<p>5 Minutes</p>	<p><i>Social Welfare Officer III (CIS)</i></p>

	Satisfaction Measurement Survey Form (CSMF) and drop it to the allocated suggestion box.			
	<b>TOTAL</b>	<b>NONE</b>	<b>40 Minutes</b>	

### FEEDBACK AND COMPLAINTS MECHANISM

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:ciu.fo11@dswd.gov.ph">ciu.fo11@dswd.gov.ph</a></p>
How feedbacks are processed	<p>Every end of the day, the CIS Staff in-charge opens the drop box and consolidates all feedback submitted.</p> <p>For feedback requiring answers, the CIS Staff in-charge will then immediately contact the concerned party upon reading of the said feedback.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: <u>227-1964 loc. 426; 1133; 1132</u></p>
How to file a complaint	<p>Clients can file complaint either thru e-mail or snail mail addressed to the Regional Director or through SMS. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact the following telephone number: <u>227-1964 loc. 426; 1133; 1132</u></p>

<p>How complaints are processed</p>	<p>Upon receipt of the complaints, social worker/concerned staff conduct interviews with the clients regarding the complaints and assess/evaluate the client's complaints.</p> <p>After evaluation of the complaints, staff in-charge will create a report and submit it to the Section Head for appropriate action.</p> <p>The staff in-charge will then provide feedback to the client.</p> <p>For inquiries and follow-up, clients may contact the following telephone number: <u>227-1964</u> loc. <u>426; 1133; 1132</u></p>
<p>Contact Information of CCB, PACe, ARTA</p>	<p><b>Anti Red Tape Authority (ARTA)</b> complaints@arta.gov.ph or call at 8478-5091 or 8478-5093.</p> <p><b>Presidential Action Center (PACe)</b> pace@op.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182 Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p><b>Contact Center ng Bayan (CCB)</b> email@contactcenterngbayan.gov.ph 0908-881-6565</p>

## **NON-FRONTLINE SERVICES**

**ADMINISTRATIVE DIVISION  
(AD)**

**NON-FRONTLINE SERVICES**

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

To provide assistance to accountable officers who are requesting relief from property accountability with the Commission on Audit (COA) for lost, damaged or destroyed property under his/her accountability.

<b>Office/Division:</b>	DSWD Field Office XI – AS – Property and Supply Section (PSS)
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail: <i>Sino ang maaaring makinabang?</i></b>	Department of Social Welfare and Development (DSWD) Employees who are: a. DSWD employees and officials
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP).</li> <li>2. One (1) original copy of duly notarized Affidavit of Loss</li> <li>3. One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person.</li> <li>4. One (1) original copy of Police Report</li> <li>5. One (1) original copy Comments of the Head Cluster/Regional Director</li> <li>6. One (1) original copy of Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency.</li> <li>7. One (1) original copy of Inspection Report of Damaged Property.</li> <li>8. One (1) photocopy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)</li> </ol>	<ol style="list-style-type: none"> <li>1. From PSS Office through PREMIS</li> <li>2. To be prepared by the client without any prescribed format</li> <li>3. To be prepared by the client without any prescribed format</li> <li>4. To be prepared by the client without any prescribed format</li> <li>5. To be prepared by the client without any prescribed format</li> <li>6. To be prepared by the client without any prescribed format</li> <li>7. To be prepared by the client without any prescribed format</li> <li>8. From Property Office</li> </ol>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Processing of Request for Relief</b>				
1. Submit copy of notarized Report of Lost, Stolen, Damaged or Destroyed Property (RLSDDP) with proof of receipt by the Commission on Audit (COA) and/or request for relief duly endorsed by the Head of Office, Bureaus, and Services (HOBS) / Head of Offices, Divisions, and Sections (HODS) concerned.	1.1 The property personnel receive the request for relief with attachments. Review if the submitted request has complete documentary requirements as provided for under Sec. 6.9 of AO 6, s. 2017.	None	5 Minutes	Social Welfare Assistant <i>Property and Supply Section</i>
	1.2 Property personnel shall verify if the property is already tagged in PREMIS as lost/damaged/destroyed; If not, tag property as lost under the module RLSDDP/RLSDD SP.  <b>If not complete:</b> prepare a reply Memorandum to the accountable officer thru the HOBS to require submission of the identified lacking documentary requirement/s.  <ul style="list-style-type: none"> <li>▪ The Memorandum shall be signed</li> </ul>	None	2 Hours (May be extended depending on the number of transactions being handled and the availability of documents and information to support the issuance of recommendation.)	Social Welfare Assistant <i>Property and Supply Section</i>

	<p>by the Administrative Service Director/ Administrative Division Chief</p> <p><b>If complete,</b> proceed to the next step</p>			
	<p>1.3 Prepare recommendation/ comments addressed to COA, copy furnished the Accountable Officer and HOBS concerned, to be signed by the Undersecretary for GASSG/Regional Director</p> <p>1.3.1 The Administrative Service Director and Head/ Administrative Division Chief and Head of Property Office shall affix his/her initial on the draft Recommendation/ Comment;</p> <p>1.3.2 The draft Recommendation/ Comment shall be properly endorsed by the aforementioned officials, with sufficient</p>	<p>None</p>	<p>5 Days</p> <p>5 days</p> <p>(May be extended depending on the number of transactions being handled and the availability of documents and information to support the issuance of recommendation.)</p>	<p>Planning Officer III <i>Property and Supply Section</i></p> <p>Director <i>Administrative Service Director</i></p> <p>or</p> <p>Division Chief <i>Administrative Division</i></p> <p>Planning Officer III <i>Property Office</i></p>



	<p>information as to the compliance of the Request to all the documentary requirements</p> <p>1.3.3 Property personnel shall submit the original copy to COA and photocopy to the Accountable Officer and HOBS/HODS concerned.</p>			
<b>TOTAL:</b>		<b>None</b>	<b>5 Days, 2 Hours, 5 Minutes</b>	

**Provision of Technical Assistance upon Receipt of COA Decision**

1. Forward copy of COA decision on the request for relief from property accountability	1.1 Property personnel will receive copy of COA decision on the accountable officer's Request for Relief from Property Accountability	None	5 Minutes	Social Welfare Assistant <i>Property and Supply Section</i>
	<p>1.2 The property personnel shall review the Decision of COA to determine the appropriate assistance to be provided to the accountable officer, as follows:</p> <p><b>If Relief is Granted</b>          Prepare Memorandum to Finance Office endorsing the COA decision and request the dropping of the lost property from the Books of Accounts for signature of Administrative Service Director/ Concerned</p>	None	3 Days  (May be extended depending on the number of transactions being handled)	Social Welfare Assistant <i>Property and Supply Section</i>

	<p>Division Chief in Field Office, copy furnished the Accountable Officer through the HOBS/HODS</p> <p>1.2.1 Update records/PREMIS</p> <p><b>If Relief is Denied –</b> Property personnel will prepare memorandum informing the Accountable Officer of the “Money Value” to be settled and processes for replacement or payment, as the case maybe, in accordance with the existing guidelines.</p> <p><b>Replacement</b> <i>Pagpapalit–</i> Accountable Officer to submit to Property Office through a memorandum the details of the proposed item/s with same or higher specifications as replacement to the lost property.</p> <p><b>Payment –</b>Accountable Officer to settle/pay the “money value” of the lost property based on the existing COA accounting rules and guidelines.</p>			
<p><b>2. For Replacement:</b></p> <p>Present replacement unit for the lost property</p>	<p>2.1 Inspect/Validate the offered replacement item/s</p>	<p>None</p>	<p>4 Hours</p>	<p>Planning Officer III</p>

	<p><b>If Non-Compliant,</b> Inform the Accountable Officer of the reason/s for non-compliance and require to meet the needed requirements</p> <p><b>If Compliant,</b> Proceed to next step.</p>		(May be extended depending on the number of transactions being handled.)	<i>Property and Supply Section</i>
	<p>2.2 Once the replacement unit is compliant with the approved recommendation, the Property Personnel shall:</p> <p>a. Accept replacement unit upon concurrence of COA Representative and Prepare necessary documentation/ update record in PREMIS.</p> <p>b. Prepare Memorandum to Finance and Management Service (FMS)/Finance and Management Division (FMD) and COA on the acceptance of offered replacement items for reference and recording in the Books of Accounts</p>	None	<p>4 Hours</p> <p>(May be extended depending on the number of transactions being handled.)</p>	Social Welfare Assistant <i>Property and Supply Section</i>
<p><b>2. For Reimbursement</b></p> <p>Request for Assistance for securing the Order of Payment from</p>	<p>2.1 The accountable officer, through the assistance of property</p>	None	2 Hours	Social Welfare Assistant <i>Property and Supply Section</i>

<p>Accounting Division/Accounting Section and pay the money value of the lost property in accordance with the approved recommendation.</p> <p>Upon receipt of the Official Receipt (OR), forward original copy to property office for facilitation of cancellation of property accountability in the property records</p>	<p>personnel, shall secure from the Accounting Division/Section an Order of Payment and pay to the Cash Division/Section the Money Value of the lost property in accordance with the approved recommendation.</p>			
<p>3. Fill-out CSMF</p>	<p>3. Upon completion of the process, the Property Personnel shall administer CSMF (either online or paper-based) from the client/accountable officer through the prescribed customer feedback form</p>	<p>None</p>	<p>5 Minutes</p>	<p>Social Welfare Assistant <i>Property and Supply Section</i></p>
<p><b>TOTAL:</b></p>		<p><b>None</b></p>	<p>For Replacement – <b>3 Days, 8 Hours, 10 Minutes</b></p> <p>For Reimbursement – <b>3 Days, 2 Hours, 10 Minutes</b></p>	

## 2. Facilitation of Request for Replacement/Reimbursement of Lost, Damaged or Destroyed Properties

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



	<b>If Complete</b> – Proceed to the next step.			
	1.2 The Property Personnel shall prepare a recommendation addressed to the Undersecretary for GASSG/Regional Director for the replacement or payment of the lost property to be coursed through the Accounting Office for concurrence as to the computation of the Money Value	None	5 Days (May be extended depending on the number of transactions being handled and the availability of signatories of approving officials)	<i>Planning Officer III</i> Property and Supply Section
	<p>1.3 The property personnel shall receive of the decision (approval/disapproval) from the Undersecretary for GASSG/Regional Director on the request, the Property personnel shall assess the same and advise the accountable officer through the HOBS/HODS for the next steps to be undertaken:</p> <p><b>If the request is disapproved</b>, prepare a Memorandum informing the Accountable Officer of the disapproval of the request and/or require compliance with the lacking requirements, within 7 working days upon receipt of the Memorandum.</p> <p>Upon receipt of the lacking requirements or compliance with the instructions of the Undersecretary for GASSG/Regional Director, repeat the 3rd step of this Citizen's Charter</p> <p><b>If the request is approved</b>, prepare Memorandum to Accountable Officer through</p>	None	2 Days (May be extended depending on the number of transactions being handled)	<i>Social Welfare Assistant</i> Property and Supply Section

	<p>his head informing the approval of the request for reimbursement/replacement of the lost property and the steps to be undertaken for the execution of the decision (e.g. submission of the replacement unit and TA Report, if applicable) or payment of the money value to the Cash Division/Section within 15 calendar days from receipt of the decision</p> <p>Proceed to the next step.</p>			
<p>2. Present replacement unit/Settle the money value of the lost property</p>	<p>2.1 Inspect/Validate the offered replacement item/s.</p> <p><b>If Non-Compliant</b>, Inform the Accountable Officer of the reason/s for non-compliance and to meet the needed requirements.</p> <p><b>If Compliant</b>, proceed to the next step.</p> <p>Once the replacement unit is compliant with the approved recommendation, the Property Personnel shall:</p> <ol style="list-style-type: none"> <li>a. Accept replacement unit.</li> <li>b. Prepare necessary documentation/update record in PREMIS.</li> <li>c. Prepare Memorandum to Finance and Management Service (FMS)/Finance and Management Division (FMD) and copy furnish Accountable Officer on the acceptance of the offered replacement items for reference and recording in the Books of Account</li> </ol>	<p>None</p>	<p>8 Hours (May be extended depending on the number of transactions being handled)</p>	<p><i>Planning Officer III</i> Property and Supply Section</p>

	2.2 Reimbursement - The accountable officer, through the assistance of property personnel shall secure from the Accounting Division/Section the order of payment and pay to the Cash Division/Section the money value of the lost property in accordance with the approved recommendation.	None	2 Hours	<i>Social Welfare Assistant</i> Property and Supply Section
3. Fill-out CSMF	3. Upon completion of the process, the Property personnel shall administer the CSMF (either online or paper-based) from the client/accountable officer through the prescribed customer feedback form	None	5 Minutes	<i>Administrative Assistant II</i> Property and Supply Section
<b>TOTAL:</b>		<b>None</b>	For Replacement – <b>7 Days, 12 Hours, 25 Minutes</b>  For Reimbursement – <b>7 Days, 7 Hours, 25 Minutes</b>	

### 3. Issuance of Sticker Pass

- a. Issued in lieu of Gate Pass when **portable equipment belonging to the Department** (i.e. laptop) is frequently brought outside or inside DSWD premises.
- b. Issued as proof of ownership of **personal/ private properties** (e.g. demo units, consigned items) brought inside DSWD premises for more than one day.

<b>Office/Division:</b>	DSWD Field Office XI - AS – Property and Supply Section (PSS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
One (1) original copy of duly accomplished request for issuance of Sticker Pass  <u><b>In the absence of the authorized signatory secure any of the following:</b></u>	To be prepared by the client Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS).



<ol style="list-style-type: none"> <li>1. Signed by the personnel authorized to sign on behalf of the authorized signatory – with attached one (1) photocopy of Special Order (SO) for order of succession.</li> <li>2. Digitally signed using the PNPKI registered digital signature.</li> <li>3. Printed copy of email using the official DSWD email account requesting for the issuance of sticker pass</li> <li>4. Present the property to claim sticker pass.</li> </ol>	<ol style="list-style-type: none"> <li>1. Records and Archives Management Section (RAMS)</li> <li>2. Digital signature of:           <ul style="list-style-type: none"> <li>● Authorized signatory or;</li> <li>● Authorized representative with attached 1 photocopy of SO for order of succession.</li> </ul> </li> <li>3. From the:           <ul style="list-style-type: none"> <li>● Authorized signatory or;</li> <li>● Authorized representative with attached 1 photocopy of SO for order of succession.</li> </ul> </li> <li>4. To be presented by the requester</li> </ol>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for Sticker Pass from 8 AM to 5 PM, Mondays to Fridays except holidays.	1.1. The property personnel shall receive the duly accomplished request for issuance Sticker Pass from 8am to 3pm	None	5 Minutes	<i>Administrative Assistant II</i> Property and Supply Section
	1.2 Validate request:  <b>If not duly signed</b> , request for the lacking signature.  <b>If duly signed</b> , update expiration date of the sticker passes in PREMIS; for DSWD property with an accountable person under regular / contractual / coterminous / casual	None	1 Hour, 30 Minutes	<i>Administrative Aide IV</i> Property and Supply Section

	<p>employee expiration date shall be at the end of every semester and for COS workers, expiration date shall be the end of every quarter. For personal property expiration date shall be similar to the DSWD property with regular accountable person</p> <p>Ensure that the client has provided their satisfaction feedback in PREMIS which will automatically generate the name of service provider once request was approved.</p>			
	<p>1.3. Generate and print sticker pass and forward to Head of Property Office together with the Sticker Pass request for approval of the request and for signature of the generated Sticker Pass</p>	None	30 Minutes	<i>Administrative Aide IV</i> Property and Supply Section
	<p>1.4. Approve Sticker Pass Request and sign printed Sticker Pass</p>	None	15 Minutes	<i>Planning Officer III</i> Property and Supply Section
	<p>1.5. Attach signed sticker pass to the submitted sticker pass request and file in the data file folder according to numerical sequence.</p>	None	15 Minutes	<i>Administrative Assistant I</i> Property and Supply Section
2. Claim Sticker Pass	<p>2.1. Validate presented property vis-à-vis the details of property indicated in the request for issuance of sticker pass and in the printed sticker pass.</p>	None	30 Minutes	<i>Administrative Aide IV</i> Property and Supply Section

	<p><b>If incorrect details</b>, inform the requester and request for the right item.</p> <p><b>If correct details</b>, attach sticker pass in the most visible and secure area of the property and present, the submitted sticker pass request for signature or requester as received sticker</p>	None	30 Minutes	Administrative Aide IV Property and Supply Section
	<b>2.3.</b> Update PREMIS and marked sticker pass as claimed.	None	30 Minutes	Administrative Aide IV Property and Supply Section
	<b>TOTAL:</b>	<b>None</b>	<b>4 Hours, 5 Minutes</b>	

#### 4. Procurement under Agency to Agency

Procurement of Goods and Services, Infrastructure Projects, and Consulting Services based on the requirement needed by the Agency to be procured using **Negotiated Procurement – Agency to Agency under Section 53.5** of the 9th Edition 2016 Revised IRR of R.A. 9184 as the applicable Alternative Method of Procurement.

<b>Office or Division:</b>	Administrative Division - Procurement Section (AD-PS) Bids and Awards Committee Secretariat Unit (BAC SEC Unit) Contract Monitoring Unit (CMU)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G - Government-to-Government) / G2B Government to Business	
<b>Who may avail:</b>	DSWD Field Office Divisions/ Centers/ Sections/ Units (DCSU)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the DCSUs indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows: <ul style="list-style-type: none"> <li>● Approved Project Proposal</li> <li>● Approved Terms of Reference</li> </ul>		End-user (DCSUs) submit to BAC Secretariat Unit located at the 4 <sup>th</sup> Floor, Diamond Building DSWD Field Office XI.

<ul style="list-style-type: none"> <li>Justification</li> <li>Price Quotation/ Proposal</li> <li>Market Scanning/ Research, if applicable</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DCSUs endorses approved PR to the BAC through its Secretariat	1.1 The PPMU Procurement Officer endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement – Agency-to-Agency as the mode of procurement and award of contract to the identified Servicing Agency, together with the accomplished Checklist for AMPs (DSWD-AS-GF-096)	None	One (1) calendar day	AO V Section Head Procurement Section
	<p>1.2 Upon receipt of the documents, BAC Secretariat Procurement Officer shall review and verify the veracity and completeness of the documents – e.g. justification, market study/ research, price quotations/ proposals – to ensure that the Servicing Agency is technically, legally, and financially capable to deliver the goods and/or services in accordance with the provision of R.A. No. 9184 and its 2016 Revised IRR.</p> <p>1.2.1 The BAC Secretariat Procurement Officer, upon the BAC’s due deliberation, shall then prepare the BAC Resolution recommending adoption of Negotiated Procurement – Agency-to-</p>	None	Within Fifteen (15) calendar days	AO V Section Head Procurement Section

	<p>Agency modality and award of contract to the Servicing Agency.</p> <p>1.2.2 The BAC Resolution shall be endorsed to the Head of the BAC Secretariat Unit for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the Head of the Procuring Entity (HoPE).</p> <p>1.2.3 The BAC Resolution is routed by the BAC Secretariat Unit among the BAC Members for their signature.</p> <p>1.2.4 The BAC Resolution is routed to the HoPE for signature and/or approval.</p> <p>1.2.5 The BAC Secretariat Procurement Officer shall endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Secretariat Receiving Officer for the updating of PMT and afterwards endorse to PS-CMU for preparation of Memorandum of Agreement (MOA)/ Memorandum of Understanding (MOU)/ Purchase Order (PO).</p> <p>1.2.6 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be</p>			
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	<p>expressed in writing, addressed to the BAC.</p> <p>The BAC deliberates and informs the End-user on the decision/disapproval by the HoPE.</p>			
<p>2. Prepare the ORS and have the PO signed by the HoPE</p>	<p>2.1 Upon receipt of the complete documents from BAC Secretariat Unit, the CMU Receiving Officer updates the PMT and hands over the documents to the CMU Procurement Officer, upon coordination with the CMU Unit Head, to review and prepare MOA/ MOU/ PO.</p> <p><b>In case of MOA/ MOU:</b>          Prepare draft MOA/ MOU between the Department and Servicing Agency and endorse the same with outgoing clerk for onward endorsement to the Legal Unit (LU) for review.</p> <p>2.1.1 Within three (3) days from receipt of comments, the concerned Procurement Officer shall then finalize the MOA/ MOU in accordance with the comments of LU, prepare the FMD-AS COA Checklist and label all the documents and endorse to the End-user concerned the entire document and the accomplished Checklist for AMPs.</p> <p><b>NOTE:</b> <i>In case the Servicing Agency has their prescribed or template MOA/MOU and requires their prior vetting/review, an additional</i></p>	None	<p>Six (6)          Calendar days  <i>(exclusive of End-user and FMD process)</i></p>	<p><i>Section Head          Procurement          Section</i></p>

	<p><i>number of days is allotted to the SA and End-user Unit.</i></p> <p><b>In case of PO:</b> Prepare PO. Then endorse to the End-user concerned the entire documents and the accomplished Checklist for AMPs.</p> <p>2.1.2 The End-user prepares the Obligation Request and Status (ORS) form and facilitates the signature on Box A of ORS by the Head of Requesting Unit.</p> <p>2.1.3 The End-user facilitates the signature and approval of the MOA/ MOU/ PO by the HoPE.</p> <p>2.1.4 Once MOA/ MOU/ PO is signed and approved by the HoPE, the End-user facilitates the processing of fund obligation by FMD-Budget Section (FMD-BS) and certification of funds availability by FMD-Accounting Section (FMD-AS)</p>			
	<p>2.2 Upon receipt of the duly funded MOA/ MOU/ PO, the CMU Procurement Officer shall notify and serve immediately the Servicing Agency (SA) the MOA/ MOU/ PO and facilitate the signing by the duly authorized representative of the SA.</p> <p>2.2.1 The CMU Procurement Officer shall immediately</p>	None	Three (3) calendar days	Section Head Procurement Section

	furnish the BAC Secretariat Unit with a hard copy/scanned copy of the duly conformed MOA/ MOU/ PO for posting.			
	<p>2.3 The BAC, through its Secretariat, shall post the MOA/ MOU/ PO, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below.</p> <p>2.3.1 The BAC Secretariat Unit shall furnish the proof of posting to the PS-CMU.</p>	None	Within Ten (10) days	<i>Section Head</i> Procurement Section
	<b>TOTAL:</b>	<b>NONE</b>	<b>35 Calendar Days</b>	

## 5. Procurement under Direct Contracting

Procurement of Goods based on the requirement needed by the Agency to be procured using **Direct Contracting under Section 50** of the 9th Edition 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184 as the applicable Alternative Method of Procurement.

<b>Office or Division:</b>	Administrative Division - Procurement Section (AD-PS) Bids and Awards Committee Secretariat Unit (BAC SEC Unit) Contract Monitoring Unit (CMU)
<b>Classification:</b>	Highly Technical



<b>Type of Transaction:</b>	G2G - Government-to-Government) / G2B Government to Business			
<b>Who may avail:</b>	DSWD Field Office Divisions/ Centers/ Sections/ Units (DCSU)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the DCSUs indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>● Pre-repair Inspection Report</li> <li>● Service Provider Diagnostic Report</li> <li>● Certificate of Exclusive/ Sole Distributorship</li> <li>● Market Survey/ Market Research, if applicable</li> <li>● Property Accountability Report (PAR), if applicable</li> <li>● Price Quotation</li> </ul>		End-user (DCSUs) submit to BAC Secretariat Unit located at the 4 <sup>th</sup> Floor, Diamond Building DSWD Field Office XI.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. DCSU endorses approved PR to the BAC through its Secretariat	1.1 The PPMU Receiving Officer shall record, update the Procurement Monitoring Tool (PMT), and endorse to the PPMU Procurement Officer who then prepares the RFQ and ensures that the specific requirements indicated in the approved PR are consistent with the approved technical specifications and/or supporting documents. He/She then endorses the RFQ and other relevant supporting documents, together with the accomplished Checklist for Alternative Mode of Procurement (AMPs) (DSWD-AS-GF-096), to the	None	Three (3) calendar days	<i>Section Head</i> Procurement Section

	<p>PPMU Receiving Officer for signature of the PS-Head.</p> <p>1.1.1 The PS-Head signs the RFQ Form.</p> <p>1.1.2 Once the RFQ is signed, the PPMU Receiving Officer updates the PMT, and endorses the RFQ to the PPMU Procurement Officer to facilitate the procurement process.</p> <p>1.1.3 The PPMU Procurement Officer shall send the RFQ to the identified direct supplier and require the same to submit price quotation including the terms and conditions of sale, and a certification of exclusive dealership and/or sole distributorship, patents, or copyrights.</p> <p>1.1.4 Upon receipt of the price quotation and required documents, the PPMU Procurement Officer endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Direct Contracting as the mode of procurement and award of contract to the identified direct supplier, together with the accomplished Checklist for AMPs (DSWD-AS-GF-096)</p>			
	<p>1.2 Upon receipt of the documents, the BAC Secretariat Procurement Officer shall review and verify the veracity and</p>	None	Within Fifteen (15) calendar days	<i>Section Head</i> Procurement Section

	<p>completeness of the documents submitted – e.g. justification, market study, price quotations and others. Otherwise, BAC Secretariat Unit shall coordinate with PPMU to comply with the lacking document.</p> <p>1.2.1 The BAC may conduct simplified negotiations on the terms and conditions of the contract to ensure that the direct supplier is technically, legally, and financially capable to deliver the goods at the most advantageous price and contract for the Government.</p> <p>1.2.3 Upon successful negotiation, the BAC shall recommend the award of contract to the HoPE in accordance with Section (IV)(L) of the Guideline [Annex “H”].</p> <p>1.2.4 The BAC Secretariat Procurement Officer, upon the BAC’s due deliberation, shall then prepare the BAC Resolution recommending adoption of Direct Contracting modality and award of contract in favor of the direct supplier. The NOA is also prepared.</p> <p>1.2.5 The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat Unit for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and</p>			
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	<p>approval of the Head of the Procuring Entity (HoPE).</p> <p>1.2.6 The BAC Resolution is routed by the BAC Secretariat Unit among the BAC Members for their signature.</p> <p>1.2.7 Then, the BAC Resolution together with the NOA is routed to the HoPE for signature and/or approval.</p> <p>1.2.8 In the event HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>1.2.9 The BAC deliberates and informs the End-user on the decision/ disapproval of the HoPE.</p> <p>1.2.10 Upon receipt of the duly signed NOA, the BAC Secretariat Procurement Officer serves it at once to the awarded supplier. The BAC Secretariat Procurement Officer shall then endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Secretariat Receiving Officer for the updating of PMT and afterwards endorse to PS-CMU for preparation of Purchase Order (PO).</p>			
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<p>2. Prepare the ORS and have the PO signed by the HoPE</p>	<p>2.1 The PMD-CMS shall prepare and facilitate the issuance of PO.</p> <p>2.1.1 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, NOA, PR, and other relevant documents from BAC Secretariat Unit, the CMU receiving officer updates the PMT and hand over the documents to the CMU Procurement Officer, upon coordination with the CMU Unit Head, to review and prepare Purchase Order. Then endorses to the End-user concerned the entire documents and the accomplished Checklist for AMPs.</p> <p>2.1.2 The End-user prepares the Obligation Request and Status (ORS) form and facilitates the signature on Box A of ORS by the Head of Requesting Unit</p> <p>2.1.3 Then, the End-user facilitates for signature and approval of the PO by the HoPE.</p> <p>2.1.4 Once PO is signed and approved by the HoPE, the End-user facilitates the processing of fund obligation by FMD-Budget Section and certification of funds availability by FMD-Accounting Section.</p>	<p>None</p>	<p>Three (3) calendar days <i>(exclusive of FMD process)</i></p>	<p><i>Section Head</i> Procurement Section</p>
	<p>2.2 Upon receipt of the duly funded PO, the CMU Procurement Officer shall</p>	<p>None</p>	<p>Three (3) calendar days</p>	<p><i>Section Head</i> Procurement Section</p>

	<p>immediately notify and serve the supplier the PO.</p> <p>2.2.1 The HoPE or his duly authorized representative shall issue the Notice to Proceed (NTP), if necessary, and a copy of the approved PO to the Supplier within three (3) calendar days from the date of approval of the contract.</p> <p>2.2.2 The CMU Procurement Officer shall immediately furnish the BAC Secretariat Unit with a scanned copy of the duly conformed NOA and PO, including the NTP if necessary, for posting.</p>			
	<p>3.1 The BAC, through its Secretariat, shall post the NOA, PO, including the NTP if necessary, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below.</p> <p>3.1.1 The BAC Secretariat Unit shall furnish the proof of posting to the PS-CMU.</p>	None	Within ten (10) days	Section Head Procurement Section
	<b>TOTAL:</b>	None	<b>34 Calendar Days</b>	

## 6. Procurement under Emergency Cases

Procurement of Goods and Services, Infrastructure Project, and Consulting Services based on the requirement needed by the Agency to be procured using **Negotiated Procurement - Emergency Cases under Section 53.2** of the 9th Edition 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184 as the applicable Alternative Methods of Procurement.

<b>Office or Division:</b>	Administrative Division - Procurement Section (AD-PS) Bids and Awards Committee Secretariat Unit (BAC SEC Unit) Contract Monitoring Unit (CMU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)			
<b>Who may avail:</b>	DSWD Field Office Divisions/ Centers/ Sections/ Units (DCSU)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the DCSUs indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>• Approved Project Proposal</li> <li>• Approved Terms of Reference (TOR)</li> <li>• Justification Letter</li> <li>• Market Survey/ Market Research</li> </ul>		End-user (DCSUs) submit to BAC Secretariat Unit located at the 4 <sup>th</sup> Floor, Diamond Building, DSWD Field Office XI.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 DCSU endorses approved PR to the BAC through its Secretariat.	<p>1.1 The PS-BAC Secretariat Unit checks the submitted PR and its supporting documents versus a checklist, as hand carried by the End-user staff.</p> <p><b>If found complete</b>, the BAC Secretariat Unit stamps receive the PR. The BAC Secretariat receives, records the approved PR with proper signatories – in consonance with the existing guidelines – and with complete supporting</p>	None	One (1) calendar day	<i>Section Head</i> Procurement Section

	<p>documents, and encodes in the Procurement Monitoring Tool (PMT).</p> <p><b>If found incomplete</b>, the PR is immediately declined for appropriate action by the End-user.</p> <p>1.1.1 BAC Secretariat Unit shall check the inclusion of the procurement project in the approved Supplemental PPMP and completeness of required supporting documents. If found in order, the BAC Secretariat affixes his/her initial, then endorses to the BAC Secretariat Unit Head.</p> <p>Otherwise, if no approved Supplemental PPMP the BAC Secretariat prepares a PR Action Form (DSWD-AS-GF-083) and returns the PR to the End-User Unit for appropriate action.</p>			
	<p>1.2 The BAC Secretariat Procurement Officer, upon the BAC's due deliberation, prepares the BAC Resolution recommending to the HOPE:</p> <ul style="list-style-type: none"> <li>(i) any revision of the Annual Procurement Plan (APP) to cover the Procurement Project;</li> <li>(ii) adoption of the Negotiated Procurement - Emergency Cases modality and</li> <li>(iii) delegate to either the BAC or the End-user unit or any other appropriate bureau, committee, support or procuring unit the authority to directly negotiate with a legally, technically, and financially capable supplier, contractor, or consultant for procurement</li> </ul>	None	Within One (1) calendar day	<i>Section Head</i> Procurement Section



	<p>undertaken through any of the allowable instances of Negotiated Procurement (Emergency Cases) under Section 53.2 of the 2016 revised IRR.</p> <p>1.2.1 The BAC Resolution shall be endorsed to the Head of the BAC Secretariat Unit for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the Head of the Procuring Entity (HoPE).</p> <p>1.2.2 The BAC Resolution is routed by the BAC Secretariat Unit among the BAC Members for their signature.</p> <p>1.2.3 Then, the BAC Resolution is routed to the HoPE for signature and/or approval.</p> <p>1.2.4 The BAC Secretariat Unit furnishes the PPMU and/or the authorized DCSU/ End-user Unit the approved BAC Resolution Certified True Copy (CTC) to proceed with securing quotations.</p> <p>1.2.5 If NP-EC is directly negotiated, proceed to Step # 14.</p> <p>1.2.6 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p>			
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	1.2.7 The BAC deliberates and informs the End-user on the decision/disapproval by the HoPE.			
	<p>1.3 The PPMU Receiving Officer records, updates the PMT and endorses to the PPMU Procurement Officer who then prepares the RFQ/ Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved technical specifications/ project proposal/ TOR and/or supporting documents.</p> <p>1.3.1 The PPMU Receiving Officer shall endorse the RFQ/ RFP and other relevant supporting documents to the PPMU Receiving Officer for signature of the PS-Head. Once the RFQ/RFP is signed, the PPMU Receiving Officer updates the PMT, and endorses it to the PPMU Procurement Officer to facilitate the procurement process.</p> <p>1.3.2 The PPMU Procurement Officer sends out/ emails the RFQ/ RFP and requests the prospective suppliers, service providers, contractors and/or consultants, to submit a price quotation/ proposal that is responsive to the minimum technical specifications/ requirements set by the End-user Unit.</p>	None	Three (3) calendar days	<i>Section Head</i> Procurement Section
2. Submit a bid quotation/ bid	2.1 The Supplier/ Contractor/ Consultant shall submit a bid quotation/ bid proposal through	None	In accordance with the	<i>Section Head</i> Procurement Section

<p>proposal through the official email</p>	<p>the official email address and/or fax number of the BAC Secretariat Unit dedicated for the receipt of quotations/proposals or submits personally to the BAC Secretariat Unit Office.</p> <p>2.1.1 The PPMU Procurement Officer shall endorse to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC evaluation and/or deliberation of quotations received.</p>		<p>deadline set in the RFQ/RFP</p>	
	<p>2.2 Upon receipt of the price quotations/ proposals, the BAC, through the BAC Secretariat Procurement Officer or through the designated Technical Working Group (TWG) if any, shall then proceed to examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user Unit, and recommend to the BAC their findings.</p>	<p>None</p>	<p>Three (3) calendar days</p>	<p><i>Section Head</i> Procurement Section</p>
	<p>2.3 Upon receipt of the documents, BAC Secretariat Procurement Officer reviews and verifies the veracity and completeness of the appropriate supporting documents to ensure that the supplier, contractor, or consultant is technically, legally, and financially capable to deliver the goods and/or services.</p> <p>2.3.1 The BAC Secretariat Procurement Officer, upon the</p>	<p>None</p>	<p>Within Fifteen (15) calendar days</p>	<p><i>Section Head</i> Procurement Section</p>

	<p>BAC's due deliberation, shall then prepare the BAC Resolution recommending to the HOPE the award of contract to the legally, technically, and financially capable supplier, service provider, contractor or consultant.</p> <p>2.3.2 The BAC Resolution shall be endorsed to the Head of the BAC Secretariat Unit for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the HoPE.</p> <p>2.3.3 The BAC Resolution is routed by the BAC Secretariat Unit among the BAC Members for their signature.</p> <p>2.3.4 The BAC Resolution together with the NOA is routed to the HoPE for signature and/or approval.</p> <p>2.3.5 Upon receipt of the duly approved BAC Resolution, the BAC Secretariat-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Secretariat Receiving Officer for the updating of PMT and afterwards endorse to PS-CMU for preparation of Purchase Order (PO).</p> <p>2.3.6 In the event the HOPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and</p>			
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	<p>justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>2.3.7 The BAC deliberates and informs the End-user on the decision/disapproval by the HoPE.</p>			
<p>3. Prepare the ORS and have the PO signed by the HoPE</p>	<p>3.1 The PS-CMU prepares and facilitates the issuance of PO.</p> <p>3.1.1 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat Unit, the CMU Receiving Officer updates the PMT and hand over the documents to the CMU Procurement Officer, upon coordination with the CMU Unit Head, to review and prepare Purchase Order. Then endorses to the End-user concerned the entire documents and the accomplished Checklist for AMPs.</p> <p>3.1.2 The End-user prepares the ORS form and facilitates the signature on Box A of ORS by the Head of the Requesting Unit.</p> <p>3.1.3 The End-user facilitates for signature and approval of the PO by the HoPE.</p> <p>3.1.4 Once PO is signed and approved by the HoPE, the End-user facilitates the processing of fund obligation by FMD-Budget Section (FMD-BS) and certification of funds</p>	<p>None</p>	<p>Three (3) calendar days (exclusive of FMD process)</p>	<p>Section Head Procurement Section</p>

	availability by FMD-Accounting Section (FMD-AS).			
	<p>3.2 Upon receipt of the duly funded PO, the CMU Procurement Officer shall immediately notify and serve the supplier, contractor, or consultant the PO. Then, he/she facilitates and/or ensures the signing of PO by the supplier, contractor, or consultant to signify the acceptance of the award made to them.</p> <p>3.2.1 The CMU Procurement Officer shall immediately furnish the BAC Secretariat Unit with a hard copy/scanned copy of the duly conformed Contract/PO for posting.</p>	None	One (1) calendar day	<i>Section Head Procurement Section</i>
	<p>3.3 The BAC, through its Secretariat, shall post the PO, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the premises of the DSWD within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below.</p> <p>3.3.1 The BAC Secretariat Unit shall furnish the proof of posting to the PS-CMU.</p>	None	Within Ten (10) days	<i>Section Head Procurement Section</i>
	<b>TOTAL</b>	<b>NONE</b>	<b>38 Calendar Days</b>	

## 7. Procurement under Lease of Real Property and Venue

Procurement of Goods or Services based on the requirement needed by the agency to be procured using Lease of Real Property and Venue under Section 53.10 of the 2016 Revised IRR of RA 9184 as mode of procurement.

<b>Office or Division:</b>	Administrative Division - Procurement Section (AD-PS) Bids and Awards Committee Secretariat Unit (BAC SEC Unit) Contract Monitoring Unit (CMU)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)	
<b>Who may avail:</b>	DSWD Field Office Divisions/ Centers/ Sections/ Units (DCSU)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>All Purchase Request (PR) with DRN Number must be submitted in three (3) copies signed by the Head of the DCSUs indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>• Approved Project Proposal</li> <li>• Evaluation Criteria/ Rating Factor</li> <li>• Justification on the proposed venue/ location</li> <li>• Certification that DSWD facilities are not available.</li> </ul>		<p>End-user (DCSUs) submit to BAC Secretariat Unit located at the 4<sup>th</sup> Floor, Diamond Building, DSWD Field Office XI.</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DCSU endorses approved PR to the BAC through its Secretariat	1.1 The PPMU Receiving Officer shall record, update the PMT and endorse it to the PPMU Procurement Officer who then prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated in the approved PR are consistent with the approved Project Proposal and/or supporting documents. He/She then endorses the RFQ and other	None	Three (3) calendar days	<i>Section Head Procurement Section</i>

	<p>relevant supporting documents, together with the accomplished Checklist for AMPs (DSWD-AS-GF-096), to the PPMU receiving officer for signature of the PS Head.</p> <p>1.1.1 The PS Head signs the RFQ Form.</p> <p>1.1.2 Once the RFQ is signed, the PPMU Receiving Officer updates the PMT, and endorses the RFQ to the PPMU Procurement Officer to facilitate the procurement process.</p> <p>1.1.3 The PPMU Procurement Officer sends out/ emails the RFQ and requests the prospective service providers/Lessors to submit a price quotation/proposal that is responsive to the minimum technical specifications/ requirements set by the End-user (DCSU).</p> <p><b>Real Property</b></p> <p>The PPMU Procurement Officer shall invite at least three (3) prospective Lessors to submit sealed price quotations.</p> <p><b>Venue</b></p> <p>The PPMU Procurement Officer shall send the RFQ to at least three (3) venues within the vicinity of the selected location. Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.</p>			
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<p>2. Submit price quotations/ bid proposal through official email address and/or fax number of the BAC Secretariat Unit</p>	<p>2.1 The Service Providers/Lessors submit price quotation through the official email address and/or fax number of the BAC Secretariat Unit dedicated for the receipt of quotation or submits personally to the BAC Secretariat Unit office, on or before the deadline for submission of quotation indicated in the RFQ.</p>	<p>None</p>	<p>In accordance with the deadline set in the RFQ</p>	<p><i>Section Head</i> Procurement Section</p>
	<p>2.2 The PPMU Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC evaluation and/or deliberation of quotations received and award of contract to the legally, technically, and financially capable service provider/ Lessor.</p>	<p>None</p>	<p>Within One (1) calendar day from the deadline for submission of quotations</p>	<p><i>Section Head</i> Procurement Section</p>
	<p>2.3 Upon the deadline for receipt of the price quotations, BAC Secretariat Procurement Officer shall then proceed to recommend to the BAC, if warranted, the creation of Technical Working Group (TWG) from the pool of technical experts in the Department who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user (DCSUs), and recommend to the BAC their findings.</p> <p><b>Real Property</b></p>	<p>None</p>	<p>Three (3) calendar days</p>	<p><i>Section Head</i> Procurement Section</p>

	<p>On a specified date, submitted price quotations shall be opened to determine the Lowest Calculated Quotation. Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.</p> <p>The real property being offered by the Lessor with the Single or Lowest Calculated Quotation shall be rated in accordance with the technical specifications and the reasonableness of its price quotation shall be determined in accordance with the methodology prescribed in Appendix B of Annex "H".</p> <p>Upon determination of the responsiveness and reasonableness of the quotation, the BAC shall recommend to the HOPE the award of contract in favor of the Lessor with the Single or Lowest Calculated a. and Responsive Quotation. Award of contract shall be made in accordance with Section IV(L) of the Guidelines (Annex "H").</p> <p><b>Venue</b></p> <p>Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.</p> <p>The venue being offered by the Lessor with the Lowest Calculated Quotation shall then be rated in accordance with the technical specifications prepared</p>			
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	<p>pursuant to Appendix B of Annex “H”. Compliance rating with technical specifications may be conducted through ocular inspection, interviews, or other forms of due diligence.</p> <p>Upon determination of the responsiveness of the quotation, the BAC shall recommend to the HOPE the award of contract in favor of the Lessor with the Single or Lowest Calculated and Responsive Quotation. Award of contract shall be made in accordance with Section IV(L) of the Guidelines (Annex “H”).</p> <p><b>In case of failure of procurement</b>, the BAC Secretariat Unit Head issues a Memorandum to PS-PPMU copy furnished the End-user informing the result and advising End-user to conduct mandatory review of specifications and/or requirements prior to conduct of another round of procurement</p>			
	<p>2.4 The BAC Secretariat Procurement Officer, upon the BAC’s due deliberation, prepares the Abstract of Quotations (AOQ) recommending to the HoPE the adoption of the Negotiated Procurement – Lease of Real Property or Venue modality and award of contract to the service provider/Lessor with the Single or Lowest Calculated and Responsive Quotation.</p>	None	Within Fifteen (15) calendar days	<i>Section Head Procurement Section</i>

	<p>2.4.1 The AOQ and the NOA shall be endorsed to the Head of the BAC Secretariat Unit for final review and comments, prior to its routing for the signature of the members of the BAC, and eventually for the signature and approval of the HoPE.</p> <p>2.4.2 The AOQ is routed by the BAC Secretariat Unit among the BAC Members for their signature.</p> <p>2.4.3 Then, the AOQ and NOA are routed to the HOPE for signature and/or approval.</p> <p>2.4.4 Upon receipt of the duly signed NOA, the BAC Secretariat Procurement Officer serves it at once to the awarded service provider/ Lessor. The BAC Secretariat-in-Charge shall then endorse the approved Abstract of Quotations with complete supporting documents and the accomplished Checklist for AMPs to BAC Secretariat Receiving Officer for the updating of PMT and afterwards endorse to PS-CMU for preparation of Purchase Order (PO).</p> <p>2.4.5 In the event the HOPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>The BAC deliberates and informs the End-user on the</p>			
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	decision/disapproval of the HOPE.			
3. Prepare the ORS and have the PO signed by the HoPE	<p>3.1 The PS-CMU shall prepare and facilitate the issuance of Contract (for Lease of Real Property) / Purchase Order (for Lease of Venue).</p> <p>Upon receipt of the complete documents, e.g. Abstract of Quotations, NOA, PR, and other relevant documents from BAC Secretariat Unit, the CMU Receiving Officer updates the PMT and hand over the documents to the CMU Procurement Officer, upon coordination with the CMU Unit Head, to review and prepare Purchase Order/ Contract. Then endorses to the End-user concerned the entire documents and the accomplished Checklist for AMPs.</p> <p>3.1.2 The End-user prepares the Obligation Request and Status (ORS) form and facilitates the signature on Box A of ORS by the Head of the Requesting Unit.</p> <p>3.1.3 Then, the End-user facilitates for signature and approval of the PO/Contract by the HoPE.</p> <p>3.1.4 Once PO/Contract is signed and approved by the HoPE, the End-user facilitates the processing of fund obligation by FMD-Budget Section and certification of funds availability by FMD-Accounting Section.</p>	None	Three (3) calendar days	<i>Section Head</i> <i>Procurement</i> <i>Section</i>

	<p>3.2 Upon receipt of the duly funded PO/Contract, the CMU Procurement Officer shall immediately notify and serve to the service provider/Lessor the PO/Contract, as follows:</p> <p>3.2.1 The HoPE or his duly authorized representative (ex. CMU) shall issue the approved PO/Contract to the Service Provider/Lessor within three (3) calendar days from the date of approval of the contract.</p> <p>3.2.2 The CMU Procurement Officer shall immediately furnish the BAC Secretariat Unit with a hard or scanned copy of the duly conformed NOA and PO/Contract for posting</p>	None	Three (3) calendar days	<i>Section Head</i> Procurement Section
	<p>3.3 The BAC, through its Secretariat, shall post the NOA and PO/Contract for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below.</p> <p>3.3.1 The BAC Secretariat shall furnish the proof of posting to the PS-CMU.</p>	None	Within Ten (10) days	<i>Section Head</i> Procurement Section
<b>TOTAL:</b>		None	<b>38 Calendar Days</b>	

(exclusive of FMD process)

## 8. Procurement Under Repeat Order

Procurement of Goods based on the requirement needed by the Agency to be procured using **Repeat Order** under Section 51 of the 9th Edition 2016 Revised Implementing rules and Regulations (IRR) of Republic Act (RA) 9184 as the applicable Alternative Method of Procurement.

<b>Office or Division:</b>	Administrative Division - Procurement Section (AD-PS) Bids and Awards Committee Secretariat Unit (BAC SEC Unit) Contract Monitoring Unit (CMU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)			
<b>Who may avail:</b>	DSWD Field Office Divisions/ Centers/ Sections/ Units (DCSU)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the DCSUs indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>• Justification</li> <li>• Market Survey/ Market Research</li> <li>• Previously Awarded Contract, BAC Resolution, Notice of Award, Notice to Proceed</li> <li>• Inspection and Acceptance Certificate</li> <li>• Price Quotation</li> </ul>			End-user (DCSUs) submit to BAC Secretariat Unit located at the 4 <sup>th</sup> Floor, Diamond Building, DSWD Field Office XI.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. DCSU endorses approved PR to the BAC through its Secretariat	1.1 The PPMU Procurement Officer endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the award of contract through Repeat Order, together with the accomplished Checklist for AMPs (DSWD-AS-GF-096).	None	Three (3) calendar days	Section Head Procurement Section

	<p>1.2 Upon receipt of the documents, the BAC Secretariat Procurement Officer shall review and verify the veracity and completeness of the documents submitted – e.g. justification, market study, price quotations and others.</p> <p>Otherwise, BAC Secretariat Unit shall coordinate with PPMU to comply with the lacking document.</p> <p>1.2.1 The BAC Secretariat Procurement Officer, upon the BAC's due deliberation, shall then prepare the BAC Resolution recommending award of contract through Repeat Order. The NOA is also prepared.</p> <p>1.2.2 The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat Unit for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the HoPE.</p> <p>1.2.3 The BAC Resolution is routed by the BAC Secretariat Unit among the BAC Members for their signature.</p> <p>1.2.4 Then, the BAC Resolution together with the NOA is routed to the HoPE for signature and/or approval.</p> <p>1.2.5 In the event the HoPE shall disapprove the</p>	None	Within Fifteen (15) calendar days	<i>Section Head Procurement Section</i>



	<p>recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>1.2.6 The BAC deliberates and informs the End-user on the decision/disapproval of the HoPE.</p> <p>1.2.7 Upon receipt of the duly signed NOA, the BAC Secretariat Procurement Officer serves it at once to the awarded supplier. The BAC Secretariat Procurement Officer shall then endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Secretariat Receiving Officer for the updating of Procurement Monitoring Tool (PMT) and afterwards endorse to PS-Contract Monitoring Unit (CMU) for preparation of Purchase Order (PO).</p>			
<p>2. Prepare the ORS and have the PO signed by the HoPE</p>	<p>2.1 The PS-CMU prepares and facilitates the issuance of PO.</p> <p>2.1.1 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, NOA, PR, and other relevant documents from BAC Secretariat Unit, the CMU Receiving Officer updates the PMT and hand over the documents to the CMU Procurement Officer, upon coordination with the CMU Unit Head, to review and prepare Purchase Order. Then endorses</p>	<p>None</p>	<p>Three (3) calendar days (exclusive of FMD process)</p>	<p><i>Section Head</i> Procurement Section</p>

	<p>to the End-user concerned the entire documents and the accomplished Checklist for AMPs.</p> <p>2.1.2 The End-user prepares the ORS form and facilitates the signature on Box A of ORS by the Head of the Requesting Unit.</p> <p>2.1.3 Then, the End-user facilitates for signature and approval of the PO by the HoPE.</p> <p>2.1.4 Once PO is signed and approved by the HoPE, the End-user facilitates the processing of fund obligation by FMD-Budget Section (FMD-BS) and certification of funds availability by FMD-Accounting Section (FMD-AS).</p>			
	<p>2.2 Upon receipt of the duly funded PO, the CMU Procurement Officer shall immediately notify and serve the supplier the PO.</p> <p>2.2.1 The HoPE or his duly authorized representative shall issue the NTP, if necessary, and a copy of the approved PO to the Supplier within three (3) calendar days from the date of approval of the contract.</p> <p>2.2.2 The CMU Procurement Officer shall immediately furnish the BAC Secretariat Unit with a scanned copy of the duly conformed NOA and PO</p>	None	Three (3) calendar days	<i>Section Head</i> Procurement Section
	<p>2.3 The BAC, through its Secretariat, shall post the NOA,</p>	None	Within Ten (10) days	<i>Section Head</i> Procurement Section

	<p>PO, including the NTP if necessary, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below.</p> <p>2.3.1. The BAC Secretariat Unit shall furnish the proof of posting to the PS-CMU.</p>			
	<b>TOTAL</b>	<b>None</b>	<b>34 Calendar Days</b> <i>(exclusive of FMD process)</i>	

## 9. Procurement under Shopping under Section 52.1 (B)

Procurement of Goods based on the requirement needed by the agency to be procured using Shopping under Section 52 of the 2016 Revised IRR of RA 9184 as a mode of procurement.

<b>Office or Division:</b>	Administrative Division - Procurement Section (AD-PS) Bids and Awards Committee Secretariat Unit (BAC SEC Unit) Contract Monitoring Unit (CMU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)			
<b>Who may avail:</b>	DSWD Field Office Divisions/ Centers/ Sections/ Units (DCSU)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the DCSUs indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>• Approved Terms of Reference</li> <li>• TA Report (BGMD/ICTMS/SMS)</li> </ul>		<p>End-user (DCSUs) submit to BAC Secretariat Unit located at the 4<sup>th</sup> Floor, Diamond Building, DSWD Field Office XI.</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. DCSU endorses approved PR to the BAC through its Secretariat	1.1 The PPMU Receiving Officer records, updates the Procurement Monitoring Tool (PMT) and endorses to the PPMU Procurement Officer who then prepares the RFQ and ensures that the specific requirements indicated in the approved PR are consistent with the approved technical specifications and/or supporting documents. He/She then endorses the RFQ and other relevant supporting documents, together with the accomplished Checklist for AMPs (DSWD-AS-GF-096), to the PPMU receiving	None	Three (3) calendar days	<i>Section Head</i> Procurement Section

	<p>officer for signature of the PS-Head.</p> <p>1.1.1 The PS Head signs the RFQ Form.</p> <p>1.1.2 Once the RFQ is signed, the PPMU Receiving Officer updates the PMT, and endorses the RFQ to the PPMU Procurement Officer to facilitate the procurement process. Proceed to step # 9.</p> <p>1.1.3 For those projects/ activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (₱50,000.00) but not more than One Million Pesos (PhP1M), the PPMU Receiving Officer shall endorse the RFQ to the BAC, through its Secretariat, to proceed with the required postings.</p>			
	<p>1.2 The BAC Secretariat Unit Head assigns the RFQ to BAC Secretariat Procurement Officer for posting.</p> <p>1.2.1 The BAC Secretariat Procurement Officer shall post the RFQ at the PhilGEPS website, DSWD website and at the conspicuous place reserved for this purpose in the premises of the DSWD-FO for a period of three (3) calendar days.</p> <p>1.2.2 The BAC Secretariat Procurement Officer shall forward the posted RFQ together with the proofs of postings to the BAC Secretariat Records Officer for updating in the PMT. He/She shall then</p>	None	Two (2) calendar days	Section Head Procurement Section

	endorse the documents to the PPMU Receiving Officer.			
	<p>1.3 The PPMU Receiving Officer updates the PMT and forwards the posted RFQ to the PPMU Procurement Officer.</p> <p>1.3.1 The PPMU Procurement Officer shall send out/email the RFQ to at least three (3) suppliers of known qualifications and requests to submit price quotation that is responsive to the minimum requirements on technical specifications, quantity, ABC and other terms and conditions of the contract set by the End-user (DCSU). This, notwithstanding, those who respond through any of the required postings shall be allowed to participate.</p>	None	One day	<i>Section Head Procurement Section</i>
2. Submit price quotations through official email address and/or fax number of the BAC Secretariat Unit	<p>2.1 The suppliers must submit their price quotation through the official email address and/or fax number of the BAC Secretariat Unit dedicated for the receipt of quotation or submits personally to the BAC Secretariat Unit office, on or before the deadline for submission of quotation indicated in the RFQ.</p> <p>2.1.1 At least three (3) price quotations must be obtained to proceed with the evaluation thereof.</p>	None	In accordance with the deadline set in the RFQ	<i>Section Head Procurement Section</i>
	2.2 The deadline for submission may be extended thrice, if none or less than the required number of quotations are received.	None	Before the original deadline for submission	<i>Section Head Procurement Section</i>

	<p>2.2.1 For ABCs more than Fifty Thousand Pesos (₱50,000.00), extensions of deadline shall likewise be posted for a period of three (3) calendar days in the PhilGEPS, the website of the Procuring Entity, if any, and at any conspicuous place in the Procuring Entity's premises.</p> <p>2.2.2 In case no supplier responded after the third extension, the BAC shall conduct a mandatory review in accordance with Section IV(K) of the Guidelines.</p>			
	<p>2.3 The PPMU Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC evaluation and/or deliberation of quotations received and award of contract to the legally, technically, and financially capable supplier to supply and deliver the goods.</p>	None	Within one (1) calendar day from the deadline for submission of quotations	<i>Section Head</i> Procurement Section
	<p>2.4 Upon the deadline for receipt of the price quotations, the BAC Secretariat Procurement Officer shall conduct evaluation, reviews, and verifies the veracity and completeness of the submitted quotations to ensure that the supplier is technically, legally and financially capable to deliver the goods or services in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p><b>If the BAC Secretariat Procurement Officer could not proceed with the evaluation due to the complexity of the technical specifications, the BAC Secretariat Unit may</b></p>	None	Three (3) calendar days	<i>Section Head</i> Procurement Section

	<p>recommend to the BAC, if warranted, the creation of Technical Working Group (TWG) from the pool of technical experts in the Department who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications/ requirements set by the end-user (DCSUs), and recommend to the BAC their findings.</p> <p><b>In case of failure of procurement</b>, the BAC Secretariat Unit Head issues a Memorandum to PS-PPMU copy furnished the End-user informing the result and advising End-user to conduct mandatory review of specifications and/or requirements prior to conduct of another round of procurement.</p>			
	<p>2.5 The BAC Secretariat Procurement Officer, upon the BAC's due deliberation, prepares the AOQ recommending to the HoPE the adoption of the Shopping under Section 52.1(b) modality and the award of contract in favor of the supplier with the Single or Lowest Calculated and Responsive Quotation, as the case may be.</p> <p>The AOQ shall be endorsed to the Head of the BAC Secretariat Unit for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for the signature and approval of the Head of the Procuring Entity (HoPE).</p>	None	Within Fifteen (15) calendar days	<i>Section Head</i> Procurement Section



	<p>2.5.1 The AOQ is routed by the BAC Secretariat Unit among the BAC Members for their signature.</p> <p>2.5.2 Then, the AOQ is routed to the HoPE for signature and/or approval.</p> <p>2.5.3 The BAC Secretariat Procurement Officer shall then endorse the approved AOQ with complete supporting documents and the accomplished Checklist for AMPs to BAC Secretariat Receiving Officer for the updating of the PMT and afterwards endorse to PS-CMU for preparation of Purchase Order (PO).</p> <p>2.5.4 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>2.5.5 The BAC deliberates and informs the End-user on the decision/disapproval of the HoPE.</p>			
<p>3. Prepare the ORS and have the PO signed by the HoPE</p>	<p>3.1 Upon receipt of the complete documents e.g. AOQ, PR, and other relevant documents from the BAC Secretariat Unit, the CMU Receiving Officer updates the PMT and hand over the documents to the CMU Procurement Officer, upon coordination with the CMU Unit Head, to review and prepare the PO.</p>	<p>None</p>	<p>Three (3) calendar days</p>	<p><i>Section Head</i> Procurement Section</p>

	<p>3.1.1 CMU Procurement Officer prepares the PO. Then endorses to the End-user concerned the entire documents and the accomplished Checklist for AMPs.</p> <p>3.1.2 The End-user prepares the ORS form and facilitates the signature on Box A of ORS by the Head of the Requesting Unit.</p> <p>3.1.3 Then, the End-user facilitates for signature and approval of the PO by the HoPE.</p> <p>3.1.4 Once the PO is signed and approved by the HoPE, the End-user facilitates the processing of fund obligation by FMD-Budget Section and certification of funds availability by FMD-Accounting Section.</p>			
	<p>3.2 Upon receipt of the duly funded PO, the CMU Procurement Officer shall notify and serve immediately to the Supplier the PO and facilitate the signing by the duly authorized representative.</p> <p>3.2.1 The CMU Procurement Officer shall immediately furnish the BAC Secretariat Unit with a hard copy/scanned copy of the duly conformed PO for posting.</p>	None	Three (3) calendar days	<i>Section Head</i> Procurement Section
	<p>3.3 The BAC, through its Secretariat, shall post the PO, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within</p>	None	Within Ten (10) calendar days	<i>Section Head</i> Procurement Section

	ten (10) days from their issuance, except for contracts with an Approved Budget for the Contract of Fifty Thousand Pesos (₱50,000.00) and below.  3.3.1 The BAC Secretariat Unit shall furnish the proof of posting to the PS-CMU.			
	<b>TOTAL:</b>	<b>None</b>	<b>41 Calendar Days</b> <i>(exclusive of End-User and FMD process)</i>	

## 10. Procurement under Small Value Procurement

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

<b>Office or Division:</b>	Administrative Division - Procurement Section (AD-PS) Bids and Awards Committee Secretariat Unit (BAC SEC Unit) Contract Monitoring Unit (CMU)		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)		
<b>Who may avail:</b>	DSWD Field Office Divisions/ Centers/ Sections/ Units (DCSU)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<p>Three (3) copies of Procurement Request (PR) with DRN Number signed by the Head of the DCSUs indicating complete technical specifications of the goods and services requested.</p> <p>One (1) <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>● Approved Terms of Reference</li> <li>● Technical Assistance (TA) Report (BGMD/ICTMS/SMS)</li> </ul>		<p>End-user (DCSUs) submit to BAC Secretariat Unit located at the 4<sup>th</sup> Floor, Diamond Building, DSWD Field Office XI.</p>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. DCSU endorses approved PR to the BAC through its Secretariat</p>	<p>1.1 The PPMU Receiving Officer shall record and update the Procurement Monitoring Tool (PMT) and endorse to the PPMU Procurement Officer who then prepares the RFQ/ RFP and ensures that the specific requirements indicated in the approved PR are consistent with the approved technical specifications, scope of work, terms of reference (TOR) and/or supporting documents.</p> <p>1.1.1 The PPMU Receiving Officer shall endorse the RFQ/RFP and other relevant supporting documents, together with the accomplished Checklist for Alternative Mode of Procurement (AMPs) (DSWD-AS-GF-096), to the PPMU Receiving Officer for signature of the PS-Head.</p> <p>1.1.2 The PS Head shall sign the RFQ/RFP Form.</p> <p>1.1.3 Once the RFQ/RFP is signed, the PPMU Receiving Officer shall update the PMT, and endorse the RFQ/RFP to the PPMU Procurement Officer to facilitate the procurement process.</p> <p>1.1.3 For those projects/ activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (₱50,000.00) but not more than One Million Pesos (₱1M), the PPMU Receiving Officer shall endorse the RFQ/RFP to the</p>	<p>None</p>	<p>Three (3) calendar days</p>	<p><i>Section Head</i> Procurement Section</p>

	BAC, through its Secretariat, to proceed with the required postings.			
	<p>1.2 The BAC Secretariat Unit Head assigns the RFQ/RFP to BAC Secretariat Procurement Officer for posting.</p> <p>1.2.1 The BAC Secretariat Procurement Officer shall post the RFQ/RFP at the PhilGEPS website, DSWD website and at the conspicuous place reserved for the purpose in the premises of the DSWD FO for a period of three (3) calendar days.</p> <p>1.2.2 The BAC Secretariat Procurement Officer shall forward the posted RFQ/RFP together with the proofs of postings to the BAC Secretariat Records Officer for updating in the PMT.</p> <p>1.2.3 The BAC Secretariat Procurement Officer shall endorse the documents to the PPMU Receiving Officer.</p>	None	Two (2) calendar days	<i>Section Head Procurement Section</i>
	<p>1.3 The PPMU Receiving Officer shall update the PMT and forward the posted RFQ/RFP to the PPMU Procurement Officer.</p> <p>1.3.1 The PPMU Procurement Officer shall send out/email the RFQ/RFP to at least three (3) suppliers, service providers, contractors or consultants of known qualifications and requests to submit price quotation/proposal that is responsive to the minimum requirements on technical specifications/ scope of work/</p>	None	One day	<i>Section Head Procurement Section</i>

	TOR, ABC and other terms and conditions set by the End-user (DCSU). This, notwithstanding, those who respond through any of the required postings shall be allowed to participate.			
2. Submit price quotations/ bid proposal through official email address and/or fax number of the BAC Secretariat Unit	<p>2.1 The suppliers, service providers, contractors or consultants must submit their price quotation/bid proposal through the official email address and/or fax number of the BAC Secretariat Unit dedicated for the receipt of quotation or submits personally to the BAC Secretariat Unit office, on or before the deadline for submission of quotation indicated in the RFQ/RFP.</p> <p>Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.</p>	None	In accordance with the deadline set in the RFQ/RFP	
	2.2 The PPMU Procurement Officer shall endorse to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC evaluation and/or deliberation of quotations/proposals received and award of contract to the legally, technically, and financially capable service provider/ Lessor.	None	Within one (1) calendar day from the deadline for submission of quotations	<i>Section Head</i> Procurement Section
	<p><b>Evaluation of quotations/ proposals</b></p> <p>2.3 Upon the deadline for receipt of the price quotations/ proposals, the BAC Secretariat Procurement Officer shall conduct evaluation, review, and verify the veracity and completeness of the submitted quotations/proposal to ensure</p>	None	Three (3) calendar days	<i>Section Head</i> Procurement Section

	<p>that the supplier is capable to deliver the goods or services in accordance with the provision of RA No. 9184 and its 2016 Revised IRR.</p> <p><b>If the BAC Secretariat Procurement Officer could not proceed with the evaluation due to the complexity of the specifications,</b> scope of works, or TOR, the BAC Secretariat Unit may recommend to the BAC, if warranted, the creation of Technical Working Group (TWG) from the pool of technical experts in the Department who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications/ qualifications set by the end-user (DCSUs), and recommend to the BAC their findings.</p> <p><b>In case of failure of procurement,</b> the BAC Secretariat Unit Head shall issue a Memorandum to PS-PPMU copy furnished the End-user informing the result and advising End-user to conduct mandatory review of specifications and/or requirements prior to conduct of another round of procurement.</p>			
	<p>2.4 The BAC Secretariat Procurement Officer, upon the BAC's due deliberation, shall prepare the BAC Resolution or AOQ recommending to the HoPE the adoption of the Negotiated Procurement - Small Value Procurement modality and the award of contract in favor of the supplier, service provider,</p>	<p>None</p>	<p>Within Fifteen (15) calendar days</p>	<p><i>Section Head</i> Procurement Section</p>

	<p>contractor with the Single or Lowest Calculated and Responsive Quotation (for goods or infrastructure projects), or in favor of the consultant with the Single or Highest Rated and Responsive Proposal (for consulting services) as the case may be. Likewise, the NOA is also prepared in cases of infrastructure projects and consulting services.</p> <p>2.4.1 The BAC Resolution/AOQ and the NOA (if applicable) shall be endorsed to the Head of the BAC Secretariat Unit for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for the signature and approval of the HoPE.</p> <p>2.4.2 The BAC Secretariat Unit shall route the BAC Resolution/AOQ among the BAC Members for their signature.</p> <p>2.4.3 The AOQ/BAC Resolution and NOA are routed to the HoPE for signature and/or approval.</p> <p>2.4.4 Upon receipt of the duly signed NOA, the BAC Secretariat Procurement Officer shall serve it to the awarded supplier, contractor or consultant.</p> <p>2.4.5 The BAC Secretariat Procurement Officer shall endorse the approved AOQ/ BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Secretariat</p>			
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	<p>Receiving Officer for the updating of the PMT and afterwards endorse to PS-CMU for preparation of Purchase Order (PO) or Contract.</p> <p><b>In the event the HoPE shall disapprove the recommendation</b>, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>2.4.6 The BAC shall deliberate and inform the End-user on the decision/ disapproval of the HoPE.</p>			
<p>3. Prepare the OBRS and have the PO signed by the HoPE</p>	<p>3.1 Upon receipt of the complete documents from the BAC Secretariat Unit, the Contract Monitoring Unit (CMU) Receiving Officer shall update the PMT and endorse the documents to the CMU Procurement Officer, upon coordination with the CMU Unit Head, to review and prepare the PO or Contract.</p> <p><b>In case of Contract for Consulting Services:</b> Prepare the draft Contract between the Department and the Consultant and endorse the same to the outgoing clerk for onward endorsement to the Legal Unit (LU) for review.</p> <p>Within three (3) days from receipt of comments, the concerned Procurement Officer shall then finalize the Contract in accordance with the comments of LU, prepare the FMD-AS COA Checklist and executive summary (if necessary) and</p>	<p>None</p>	<p>Six (6) calendar days</p>	<p><i>Section Head</i> Procurement Section</p>

	<p>label all the documents. Then endorsed to the End-user (DCSU) concerned the entire document and the accomplished Checklist for AMPs.</p> <p><b>In case of PO for Goods and Infrastructure Projects:</b> Prepare the PO. Then endorses to the End-user concerned the entire documents and the accomplished Checklist for AMPs.</p> <p>3.1.1 The End-user shall prepare the ORS form and facilitate the signature on Box A of ORS by the Head of the Requesting Unit.</p> <p>3.1.2 The End-user facilitates for signature and approval of the PO or Contract by the HoPE.</p> <p>3.1.3 Once the PO or Contract is signed and approved by the HoPE, the End-user shall facilitate the processing of fund obligation by FMD-Budget Section and certification of funds availability by FMD-Accounting Section.</p>			
	<p>3.2 Upon receipt of the duly funded PO/Contract, the CMU Procurement Officer shall notify and serve immediately the Supplier, Service Provider, Contractor or Consultant the PO/Contract and facilitate the signing by the duly authorized representative.</p> <p>3.2.1 The CMU Procurement Officer shall furnish the BAC Secretariat Unit with a hard copy/scanned copy of the duly</p>	None	Three (3) calendar days	Section Head Procurement Section

	conformed PO/ Contract for posting.			
	<p>3.3 The BAC, through its Secretariat, shall post the PO/ Contract and NOA (if any), for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with an Approved Budget for the Contract (ABC) of Fifty Thousand Pesos (₱50,000.00) and below.</p> <p>3.3.1 The BAC Secretariat shall furnish the proof of posting to the PS-CMU.</p>	None	Within Ten (10) calendar days	Section Head Procurement Section
	<b>TOTAL:</b>	None	<b>44 Calendar Days</b> <i>(exclusive of End-User and FMD process)</i>	

### 11. Procurement Under Two Failed Biddings under Section 53.1

Procurement of Goods, Infrastructure Projects or Consulting Services based on the requirement needed by the Agency to be procured using **Negotiated Procurement – Two Failed Biddings under Section 53.1** of the 9th Edition 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184 as the applicable Alternative Method of Procurement.

<b>Office or Division:</b>	Administrative Division - Procurement Section (AD-PS) Bids and Awards Committee Secretariat Unit (BAC SEC Unit) Contract Monitoring Unit (CMU)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)
<b>Who may avail:</b>	DSWD Field Office Divisions/ Centers/ Sections/ Units (DCSU)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Three (3) copies of Purchase Request (PR) with DRN number must be submitted signed by the Head of the DCSUs indicating complete technical specifications of the goods and services requested.</p> <p><b>One (1) certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>• Approved Terms of Reference</li> <li>• Approved Project Proposal</li> <li>• BAC Resolution declaring 2nd Failure of Bidding</li> </ul>		<p>End-user (DCSUs) submit to BAC Secretariat Unit located at the 4<sup>th</sup> Floor, Diamond Building, DSWD Field Office XI.</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. DCSU endorses approved PR to the BAC through its Secretariat</p>	<p>1.1 The PPMU Receiving Officer shall record, update the PMT and endorse to the PPMU Procurement Officer who shall prepare the Draft RFQ/RFP and ensures that the specific requirements indicated in the approved PR are consistent with the approved technical specifications, scope of work, Terms of Reference (TOR) and/or other supporting documents.</p> <p>1.1.1 Prepare a transmittal memorandum to the BAC, through the BAC Secretariat Unit, endorsing the Draft RFQ/RFP and other relevant supporting documents, together with the accomplished Checklist for Alternative Mode of Procurement (AMPs) (DSWD-AS-GF-096)</p>	<p>None</p>	<p>One (1) calendar day</p>	<p><i>Section Head</i> Procurement Section</p>

	<p>1.1.2 The PS-PPMU Head shall sign the memorandum–endorsement.</p> <p>1.1.3 The PPMU Receiving Officer shall then transmit the memo-endorsement to the BAC, through its Secretariat, to proceed with the required postings.</p>			
	<p>1.2 The BAC Secretariat Unit Head shall assign the RFQ/RFP to BAC Secretariat Procurement Officer for posting.</p> <p>1.2.1 The BAC Secretariat Procurement Officer shall post the procurement opportunity (e.g. RFQ/RFP) at the PhilGEPS website, DSWD website and at the conspicuous place reserved for this purpose in the premises of the DSWD-FO for a period of at least three (3) calendar days.</p> <p>1.2.2 The BAC Secretariat Procurement Officer shall forward the posted RFQ/RFP together with the proofs of postings to the BAC Secretariat Records Officer for updating in the PMT. He/She shall then endorse the documents to the PPMU Receiving Officer.</p>	None	Two (2) calendar days	<i>Section Head</i> Procurement Division
	<p>1.3 The PPMU Receiving Officer shall update the PMT and forward the posted RFQ/RFP to the PPMU Procurement Officer.</p>	None	One (1) Calendar day	<i>Section Head</i> Procurement Section

	<p>1.3.1 The PPMU Procurement Officer shall send out/email the RFQ/RFP to at least three (3) suppliers, contractors or consultants, including those disqualified in previous biddings for the project, for negotiations to ensure effective competition. This, notwithstanding, those who responded through any of the required postings shall be allowed to participate. Even if only one (1) bidder should respond to such invitation or posting, the BAC shall proceed with the negotiation subject to the rules prescribed hereunder.</p>			
	<p>1.4. Any requirements, guidelines, documents, clarifications, or other information relative to the negotiations that are communicated by the BAC to a supplier, contractor, or consultant shall be communicated on an equal basis to all other suppliers, contractors, or consultants engaging in negotiations with the BAC relative to the procurement. The prospective bidders shall be given equal time and opportunity to negotiate and discuss the technical and financial requirements of the project to be able to submit a responsive quotation or proposal.</p> <p>1.4.1 Following completion of the negotiations, the BAC shall request all suppliers, contractors, or consultants in the proceedings to submit, on a specified date (e.g. within</p>	None	Within Fifteen (15) calendar days	<i>Section Head</i> Procurement Section

	<p>five calendar days), a best offer based on the final technical and financial requirements together with their post-qualification documents.</p> <p>1.4.2 Upon receipt of the best and final offer, together with their post-qualification documents, the BAC Secretariat Procurement Officer shall conduct evaluation, review and verify the veracity and completeness of the documents to ensure that the supplier, contractor, or consultant is capable to deliver the goods/render the services and in accordance with the provision of RA No. 9184 and its 2016 Revised IRR.</p> <p>1.4.3 The BAC Secretariat Unit may recommend to the BAC, if warranted, the creation of Technical Working Group (TWG) from the pool of technical experts in the Department who shall examine and evaluate the submitted documents (best and final offer and post-qualification documents), and determine their compliance to the minimum technical specifications, scope of work or terms of reference set by the end-user (DCSUs), and recommend to the BAC their findings.</p>			
	<p>1.5 The BAC Secretariat Procurement Officer, upon the BAC's due deliberation, shall prepare the BAC Resolution recommending to the Head of the Procuring Entity (HoPE)</p>	<p>None</p>	<p>Within Fifteen (15) calendar days</p>	<p><i>Section Head</i> Procurement Section</p>

	<p>the adoption of the Negotiated Procurement –Two Failed Bidding and the award of contract in favor of the supplier, contractor with Single or Lowest Calculated and Responsive Quotation (for goods or infrastructure projects), or in favor of the consultant with the Single or Highest Rated and Responsive Proposal (for consulting services) as the case may be. Likewise, the NOA is also prepared in cases of infrastructure projects and consulting services.</p> <p>1.5.1 The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat Unit for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the HoPE.</p> <p>1.5.2 The BAC Secretariat Unit shall route the BAC Resolution among the BAC Members for their signature.</p> <p>1.5.3 The BAC Resolution and NOA are routed to the HoPE for signature and/or approval.</p> <p><b>In the event the HoPE shall disapprove the recommendation,</b> such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>1.5.4 The BAC shall deliberate and inform the End-user on the</p>			
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	<p>decision/disapproval of the HoPE.</p> <p>1.5.5 Upon receipt of the duly signed NOA, the BAC Secretariat Procurement Officer shall serve it to the awarded supplier, contractor or consultant.</p> <p>1.5.6 The BAC Secretariat Procurement Officer shall endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC receiving officer for the updating of PMT and afterwards endorse to PS-CMU for preparation of the Contract.</p>			
<p>2. Prepare the ORS and have the PO signed by the HoPE</p>	<p>2.1 Upon receipt of the complete documents from the BAC Secretariat Unit, the CMU Receiving Officer shall update the PMT and hand over the documents to the CMU Procurement Officer, upon coordination with the CMU Unit Head, to review and prepare the draft Contract.</p> <p>2.1.1 The CMU Procurement Officer shall prepare the draft Contract between the Department and the Supplier, Contractor or Consultant and endorse the same with outgoing clerk for onward endorsement to the LU for review.</p> <p>2.1.2 Within three (3) days from receipt of comments, the concerned Procurement Officer shall finalize the</p>	<p>None</p>	<p>Six (6) Calendar Days <i>(exclusive of End-user and FMD process)</i></p>	<p><i>Section Head Procurement Section</i></p>

	<p>Contract in accordance with the comments of LU, prepare the FMD-AS COA Checklist and label all the documents and endorse to the End-user concerned the entire document and the accomplished Checklist for AMPs.</p> <p>2.1.3 The End-user shall prepare the ORS form and facilitate the signature on Box A of ORS by the Head of the Requesting Unit. Then, the End-user shall facilitate for signature and approval of the Contract by the HoPE.</p> <p>2.1.4 Once the Contract is signed and approved by the HoPE, the End-user shall facilitate the processing of fund obligation by FMD-Budget Section and certification of funds availability by FMD-Accounting Section.</p>			
	<p>2.2 Upon receipt of the duly funded Contract, the CMU Procurement Officer shall notify and serve to the Supplier, Contractor or Consultant the Contract, as follows:</p> <p>2.2.1 The HoPE or his duly authorized representative shall issue the Notice to Proceed (NTP), if necessary, and a copy of the approved Contract to the Supplier, Contractor or Consultant within three (3) calendar days from the date of approval of the contract.</p> <p>2.2.2 The CMU Procurement Officer shall furnish the BAC Secretariat Unit with a scanned</p>	None	Three (3) calendar days	<i>Section Head</i> Procurement Section

	copy of the duly conformed NOA and Contract, including the NTP if necessary, for posting.			
	<p>2.3 The BAC, through its Secretariat, shall post the NOA, Contract, including the NTP if necessary, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below.</p> <p>2.3.1 The BAC Secretariat shall furnish the proof of posting to the PS-CMU.</p>	None	Within Ten (10) days	Section Head Procurement Section
	<b>TOTAL:</b>	None	<b>56 Calendar Days</b> <i>(exclusive of End-user and FMD process)</i>	

## 12. Provision of Technical Assistance on Property and Supply Management

Technical Assistance is provided to Office, Bureaus, Service Unit and Field Offices in the area of Property, Asset and Warehouse Management to capacitate their Property Officers and/or Designated Property and Supply Custodian on the knowledge of DSWD Guidelines, Oversight Agencies Rules and Regulations on Property and Supply Management and Land Titling facilitation.

<b>Office/Division:</b>	DSWD Field Office XI - AS – Property and Supply Section (PSS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. DSWD Offices</li> <li>2. DSWD Designated Property and Supply Custodian</li> <li>3. Field Offices</li> </ol>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Technical Assistance - One (1) original copy.		To be prepared by DSWD Office OBSU and Field Offices through Memorandum addressed to Chief, Administrative Service Division, Attention the AS-PSS Head signed by their Head of Office or authorized official.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the request for Technical Assistance (TA) indicating the specific topics and concerns to be discussed from 8 AM to 5 PM, Mondays to Fridays except holidays.	1.1. Received request for TA from 8 AM to 5 PM, Mondays to Fridays except holidays, and forward to the Head of Property Office	None	5 Minutes	<i>Administrative Assistant II</i> Property and Supply Section
	1.2. The property personnel shall identify if immediate request for Technical Assistance (TA)  <b>If yes:</b> Conduct TA to the requesting client.  <b>If no:</b> Forward to Head of Property Office for assigning of task.	None	5 Minutes	<i>Administrative Assistant II</i> Property and Supply Section
	1.3. The Head of the Property Office shall review the request.	None	5 Minutes	<i>Planning Officer III</i> Property and Supply Section
	1.4. Check the availability of Technical Staff on the requested date of TA.	None	10 Minutes	<i>Planning Officer III</i> Property and Supply Section

	1.5. If not available - Assign request to concerned Technical Staff and advise staff to request for reschedule of TA through Memorandum.	None	One Day	<i>Planning Officer III</i> Property and Supply Section
	1.6. If available for scheduled TA Request, advise the Technical Staff to prepare a Memorandum confirming the date of TA.	None	One Day	<i>Planning Officer III</i> Property and Supply Section
	1.7. Prepare Special Order, (if TA is in the Field Office) for the period of TA.	None	Four Days	<i>Administrative Assistant II</i> Property and Supply Section
	1.8. Conduct TA for immediate request and/or scheduled TA request.	None	Immediately – One Day	<i>Social Welfare Assistant</i> Property and Supply Section
2. Accomplished the TA Evaluation Form and/or Client Satisfaction Measurement Form (CSMF)	2.1. Receive the duly accomplished TA Evaluation Form and/or CSMF.	None	10 Minutes	<i>Administrative Assistant II</i> Property and Supply Section
	2.2. Prepare TA Feedback Report for review and signature of the Head of Property Office  For CSMF – will be reported on the succeeding month after the conduct of TA, this will be included in the Client Satisfaction Measurement Survey Report (CSMR) submitted to DSWD Central Office (CO)/Field Office (FO) Committee on Anti Red Tape (CART) focal every 10 <sup>th</sup> of the succeeding month.	None	10 Days from returned to Official Station  CSMF report will be submitted to CART every 10 <sup>th</sup> of the succeeding month.	<i>Social Welfare Assistant</i> Property and Supply Section

	<b>TOTAL</b>	<b>None</b>	For immediate TA – <b>13 Days and 35 Minutes</b>  For Schedules TA – <b>20 Days and 35 Minutes</b>

### 13. Re-issuance of Equipment and Semi-Expendable Supplies

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

<b>Office/Division:</b>	DSWD Field Office XI – AS - Property and Supply Section (PSS)			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) Original copy of memorandum requesting for issuance of property.  2. Two (2) Original copies of Furniture and Equipment Transfer Slip (FETS)  3. Two (2) Original copies of Property Accountability Receipt or Inventory Custodian Slip		1. From concerned OBSUs and personnel, interoffice memorandum format  2. From PREMIS online through the Designated Property Officer of concerned Office  3. From PREMIS online through the Designated Property Officer of concerned Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare a request letter containing item specifications, quantity, purpose and to whom the equipment or semi-expendable equipment/supp	1. Receive, review, and verify the availability of request.	None	60 Minutes (Verification of request may take longer hours depending on technicality of details, availability, and volume of items)	<i>Administrative Assistant II</i> Property and Supply Section

ly shall be assigned.				
2. Process the signing of FETS of the recipient office or accountable person for the re-issuance of item or equipment	<p>2.1 Inform requesting Office on the availability/non-availability of items.</p> <p>2.1.1 Request approval of FETS for confirmation of transfer</p> <p>2.1.2 AS Property Officer shall inform the OBS non-availability of equipment</p>	None	120 Minutes (Processing of request may take longer hours depending on technicality of details, availability, and volume of items)	<i>Administrative Aide IV</i> Property and Supply Section
3. Recording of re-issuance through PREMIS	3.1 Update PREMIS and generate PAR/ICS and barcode.	None	90 Minutes (Updating of PREMIS and generation of PAR/ICS and barcode may take longer hours depending on technicality of details, availability, and volume of items)	<i>Administrative Aide IV</i> Property and Supply Section
	3.2 Transfer accountability through updating of database and issuance of PAR or ICS	None	45 Minutes (Processing and approval of request may take longer hours depending on technicality of details and volume of items)	<i>Administrative Aide IV</i> Property and Supply Section
	3.3 Attach generated barcode sticker on the requested item.	None	15 Minutes (Barcode placement may take longer hours)	<i>Administrative Aide IV</i> Property and Supply Section

			depending on the volume of items)	
	3.4 Physical issuance of item or equipment and filing of PAR or ICS	None	60 Minutes (Issuance of item/s may take longer hours depending on volume of items and response of the end-user or requesting office)	<i>Administrative Aide IV</i> Property and Supply Section
	3.5 Provide customer feedback form to the requesting party for the service provided.	None	5 Minutes	<i>Administrative Assistant II</i> Property and Supply Section
	<b>TOTAL:</b>	<b>None</b>	<b>6 Hours, 35 Minutes</b>  <i>(Total time for continuous and non-continuous transactions and may take longer time depending on volume, technicality, documents, and available resources</i>	



## 14. Recording, Documentation and Issuance of Expendable or Consumable Supplies

Request for issuance of commonly used office supplies is being done through filling-out of Requisition and Issue Slip (RIS) prepared by designated OBSU staff. The RIS and actual issuance of supplies shall be processed by the Property and Supply Section subject to approval of the Head, Property and Supply Section.

<b>Office/Division:</b>	DSWD Field Office – AS – Property and Supply Section (PSS)			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Three (3) copies of duly accomplished RIS of concerned Offices</li> <li>One (1) Photocopy of approved PPMP of requesting Office.</li> <li>One (1) Photocopy of approved Technical Assistance Request, if required</li> <li>One (1) Photocopy of project proposal, if required</li> </ol>		<ol style="list-style-type: none"> <li>RIS template issued to respective Offices with prescribed format.</li> <li>Designated Supply/Property Officer of respective Office, Bureaus, Services, Units.</li> <li>Focal person of concerned technical support office such as AS-BGMD/GSS, ICTMS/RICTMU, SMS, among others, depending on the nature of technical assistance request without any prescribed format.</li> <li>Focal person of proponent Office</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>Submit duly approved Requisition Issue Slip (RIS) to Procurement Management Division (PMD)/ Procurement Management Section (PMS) including required attachment such as Project</li> </ol>	<ol style="list-style-type: none"> <li>The Property Officer shall receive and validate the accuracy and completeness of all attached documents.               <ol style="list-style-type: none"> <li>Upon receipt of RIS from PMD/PMS the Property Officer shall review and verify the completeness of information and attachments as follows:                   <ol style="list-style-type: none"> <li>Photocopy of approved PPMP</li> </ol> </li> </ol> </li> </ol>	None	20 Minutes (per submitted RIS)	<i>Administrative Assistant II</i> Property and Supply Section

<p>Procurement Management Plan (PPMP) and Technical Assistance Request (TAR)</p>	<p>b. Inventory of Supplies on-hand duly noted by the requesting Office's Head</p> <p>c. Technical Report from concerned Offices, if necessary</p> <p>d. Pre-repair inspection, if necessary</p> <p>1.1.2 Property/Supply Staff shall return the RIS should the following be encountered:</p> <p>a. Incomplete documents</p> <p>b. Issuance will result in surplus of inventory of the requesting office.</p> <p>c. The item requested is not the intended item for replacement.</p> <p>d. The specification of the item requested is not the same as provided in the Technical Report.</p>			
	<p>1.2 Property Officer shall check completeness of document.</p> <p><b>If no</b>, request for the lacking document(s).</p> <p><b>If yes</b>, assign the RIS number, encode the RIS details in the monitoring tool, check the items if included in the Approved PPMP and proceed to the next step.</p>	None	30 Minutes (per submitted RIS)	<i>Administrative Aide IV</i> Property and Supply Section
	<p>1.3 Supply Officer shall check availability of Supplies.</p> <p>1.3.1 Assess the availability of the requested supplies. Fill-out the RIS Form. Put "√" for</p>	None	80 Minutes (per submitted RIS and actual availability verification)	<i>Administrative Aide IV</i> Property and Supply Section

	<p>available items and/or “X” for items that are not available.</p> <p><b>If not available</b>, prepare a Memorandum for the end-user returning the RIS with instruction to prepare Purchase Request (PR) to procure those marked as unavailable items.</p> <p><b>If available</b>, request the approval of the Division/Section Chief in the RIS for the issuance of the item/s.</p> <p>1.3.2 Indicate the quantity issued in the “issued-quantity” column and any remarks in the “issued-remarks” column.</p>			
	<p>1.4 Prepare the items to be issued by observing the First In First Out (FIFO)/ First Expired First Out (FEFO) method. Issue and sign the “Issued by” portion.</p> <p>1.4.1 Goods to be issued must be recorded in the Stock and Bin Card and existing database.</p> <p>1.4.2 The property staff shall issue the available requested items to the end user.</p> <p>1.4.3 The End-User shall validate the quantity and specification of received items. If accurate/in order, sign the “received by” portion of RIS.</p> <p>1.4.4 The property/supply staff shall retain the original copy of the duly signed RIS for preparation of Report of Supplies and Materials Issued (RSMI), while the 2nd copy shall be given to the end-user.</p>	None	<p>4 Hours        (Average working hours per RIS, however, transactions time may differ due to volume or quantity of items, distance of origination and destination, response time of the end user or requesting office)</p>	<p><i>Houseparent II</i>        Property and Supply Section</p>

	1.5 The property staff shall provide CSMF to the client for the service provided.	None	5 Minutes	<i>Administrative Assistant II</i> Property and Supply Section
	1.6 After completion of the issuance of expendable/consumable supplies, the concerned property personnel shall prepare monthly RSMI to be submitted to the Accounting Division/Section	None	60 Minutes (Average time per RIS, depending on volume of transactions and simplicity or complexity of information)	<i>Administrative Aide IV</i> Property and Supply Section
	<b>TOTAL:</b>	<b>None</b>	<b>7 Hours, 25 Minutes</b>  (Average working hours and not a continuing process per step and applicable to 1-10 types of items for less than 50 total quantity of items)	

### 15. Recording, Documentation and Issuance of PPE and Semi-Expendable Properties

Prior to issuance to end user, all newly acquired properties, classified either as PPE or Semi-expendable properties shall first be coordinated with the Property Supply and Asset Management Division (PSAMD) in the Central Office or Property and Supply Section in the Field Offices for recording and property tagging.

<b>Office/Division:</b>	DSWD Field Office XI - AS – Property and Supply Section (PSS)
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Copy of Purchase Order (PO) 2. 1 Copy of Contract (if applicable) 3. 1 Copy of Sales Invoice / Delivery Receipt (SI/DR) 4. 1 Copy of Notice to Proceed 5. 1 Copy of Inspection and Acceptance Report (IAR) 6. 1 Copy of Property Transfer Report (PTR) (If applicable)		1. Procurement Management Service - Contract Monitoring Division  2. Concerned Offices, Bureaus, Services, Units (OBSUs)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward complete documents to Property Office:	1.1. The Inspection Committee shall submit from 8am to 5pm, Mondays to Fridays, except holidays:  <b>For Purchased Property</b>  a. Purchase Order (PO) Or Contract b. Sales Invoice (SI)/Delivery Receipt (DR) c. Notice to Proceed, Certificate of Completion/Inspection and Acceptance Report (IAR)/ Property Transfer Report (PTR) for transferred property from Central Office (CO) to Field Office (FO) / FO to CO / FO to FO	None	5 Minutes	<i>Social Welfare Assistant</i> Property and Supply Section

	<p>d. Copy of Purchase Contract</p> <p>e. Approved Distribution List</p> <p><b>For Donated Properties</b></p> <p>a. Deed of Donation</p> <p>b. Approved Distribution List</p> <p><b>For properties attached to subscription</b></p> <p>a. Copy of Contract</p> <p>b. Approved Distribution List</p> <p><b>For fabricated and constructed buildings</b></p> <p>a. Liquidation Report for fabricated properties; and</p> <p>b. Approved Distribution List</p> <p><b>Note:</b> Prior to recording, ensure the following:</p> <p>a. that the items are properly inspected prior to transmittal of documents</p> <p>b. Documents are endorsed with routing slip</p>			
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	1.2. The Property Personnel shall validate the accuracy and completeness of all attached documents	None	15 Minutes	<i>Social Welfare Assistant</i> Property and Supply Section
	1.3. If no, request for the lacking document/s  If yes, proceed to the next step	None	5 Minutes	<i>Social Welfare Assistant</i> Property and Supply Section
	1.4. The Property Personnel shall determine property acquisition cost and record the property details, identified end user and other information in PREMIS	None	10 Minutes	<i>Administrative Aide IV</i> Property and Supply Section
	1.5. The property officer shall determine property acquisition cost and record the property details, identified end user and other information in PREMIS  Upon successful encoding electronically, a property number shall be automatically generated by the system for property identification.	None	10 Minutes	<i>Social Welfare Assistant</i> Property and Supply Section

	1.6. The Property Personnel shall print the property label/barcode to be placed in the most visible and secured part of the property and print the PAR/ICS and Undertaking (if with secondary end-user) for Approval of the Head of Property Office	None	10 Minutes	<i>Social Welfare Assistant</i> Property and Supply Section
	1.7. The property officer shall prepare Memorandum to endorse the approved PAR/ICS and Undertaking (if with secondary end user) forms with attached routing slip and CSMF to the identified end user	None	15 Minutes	<i>Social Welfare Assistant</i> Property and Supply Section
	1.8. issuance of Semi expendable property, the property personnel shall prepare the Report of Semi-Expendable Property Issued (RSPI) to report the issued property and forward to Accounting Division/Section/ Unit	None	1 Day	<i>Administrative Aide IV</i> Property and Supply Section
	1.9. Scan barcode PAR/ICS to update the following information of the	None	10 Minutes	<i>Administrative Assistant II</i> Property and Supply Section



	property in PREMIS:  1. Date the PAR/ICS was returned with signature of the End-User  2. Date of approval of PAR/ICS			
	1.10. The copy of PAR/ICS and undertaking (if with secondary accountable person) shall be filed for reference	None	5 Minutes	<i>Administrative Assistant I</i> Property and Supply Section
	<b>TOTAL:</b>	<b>None</b>	<b>1 Day, 1 HOUR, 5 Minutes</b>	

## 16. Request for Air Transport Service

To provide a systematic procedure for the requests of reservation/booking of air transport service through a 24/7 online portal system provided by the airline service provider.

<b>Office or Division:</b>	Administrative Division (AD) – General Services Section (GSS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All DSWD Officials and Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. One (1) copy of the duly approved Air Transport Order (ATO)	Administrative Division-General Services Section Office,

2. One (1) copy of the Approved Air Transport Reservation Request Form		DSWD Resource Site: <a href="https://sites.google.com/dswd.gov.ph/isoresourcesite/dswd-wide-iso-project/documented-information?authuser=0">https://sites.google.com/dswd.gov.ph/isoresourcesite/dswd-wide-iso-project/documented-information?authuser=0</a> or DSWD XI Administrative Services All-in-one Portal (ASAP )Site: <a href="https://fo11apps.dswd.gov.ph/portal/">https://fo11apps.dswd.gov.ph/portal/</a>		
3. One (1) photocopy of Authority to Travel		Requesting Office		
4. Justification (if applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>BOOKING PROCESS</b> 1. Submit one (1) copy of the approved Air Transport Order (ATO) to GSS together with the approved ATRR and Travel Authority.	1.1 Receive the ATO with the attached documents and endorse it to the GSS System Administrator.	None	2 minutes	General Services Section Chief / OIC
	1.2 Review as to completeness of details and required documents.	None	10 minutes	General Services Section Chief / OIC
	1.3 If found in order, the System Administrator affixes his/her signature to verify the ATO.	None	5 minutes	General Services Section Chief / OIC
	1.3.1 If not, return the ATO to the concerned OBS to comply with the required details/documents.			General Services Section Chief / OIC
	1.4 Provide the ATRO with access to the corporate account through the service provider's 24/7 online portal system.	None	5 minutes	General Services Section Chief / OIC
	1.4.1 Return the verified ATO to the			

	concerned OBS to proceed with the booking process through the online portal system.			<i>General Services Section Head</i>
2.1 Book the requested flight based on the details provided in the ATO.	<p>2.1 Monitor the flight booking/reservation through the online portal system.</p> <p>2.1.1 Provide the passenger/s with the Electronic Ticket Transaction Receipt (e-ticket).</p> <p>2.1.2 Inform the passenger/s of the airline policies relating to their service availment.</p>	None	30 minutes	<i>Air Transport Reservation Officer (ATRO)</i>
<p><b>IF WITH FLIGHT CHANGES</b></p> <p>3. The passenger or their representative shall inform the Air Transport Reservation Officer (ATRO) at least four (4) hours before the flight regarding the flight rebooking or cancellation and request for system access to facilitate the rebooking of the flight.</p>	<p>3.1 Provide system access to the corporate account through the service provider's 24/7 online portal system.</p> <p>3.1.1 The ATRO shall inform the General Services Division/General Services Section (GSD/GSS) System Administrator about the rebooking/cancellation and request for system access to facilitate the rebooking through the online portal system.</p>	None	30 minutes	<p><i>General Services Section Chief / OIC</i></p> <p><i>Air Transport Reservation Officer (ATRO)</i></p> <p><i>Air Transport</i></p>

	3.1.2 To cancel the booked flight, the ATRO shall contact the service provider's hotline number to request the cancellation.			<i>Reservation Officer (ATRO)</i>
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4.1 Monitor the flight rebooking through the online portal system and coordinate with the ATRO through email/hangouts for flight cancellation.	<p>4.1 The ATRO shall facilitate the rebooking through the portal system or contact the hotline number for cancellation of the flight.</p> <p>4.1.1 The ATRO shall issue the rebooked flight ticket to the requesting passenger. For the refund of airfare of the canceled flight, the ATRO shall contact the service provider through email to request the issuance of the refund record required for the payment process.</p>	None	1 hour	<p><i>Air Transport Reservation Officer (ATRO)</i></p> <p><i>Air Transport Reservation Officer (ATRO)</i></p>
5. Secure a copy of the justification for the rebooked/canceled flights and other required documents.	5. The ATRO shall update the GSD/GSS System Administrator regarding the flight changes/cancellations made including the charges incurred.	None	10 minutes	<i>Air Transport Reservation Officer (ATRO)</i>
6. Accomplish the Client Satisfaction Measurement Form (CSMF)	6.1 Secure the accomplished CSMF.	None	5 minutes	<i>Air Transport Reservation Officer (ATRO)</i>
	<b>TOTAL:</b>	<b>None</b>	<b>2 hours and 37 Minutes</b>	

## 17. Request for Technical Assistance Relative to Building and Grounds Management

This process covers the provision of technical assistance for preventive/corrective maintenance, renovation, fabrication, office layout, and engineering/architectural solution. The required work/action, preparation, technical document varies depending on the subject/type of requests submitted by the Department offices using the electronic system or manual request form.

The technical assistance can be categorized into:

- A. Corrective and/or Preventive Maintenance
  - This shall be limited to corrective and/or preventive maintenance, and it does not need any materials to purchase. These requests can be done with immediate solution by the expertise of the skilled/technical personnel.
- B. Repair, Replacement, In-house Fabrication, Construction and/or Renovation
  - This is highly technical that may be completed in a couple of days, weeks and/or months depending on the complexity of the requests (excluding procurement process). It will be evaluated, performed and supervised by the skilled personnel and Engineer/Architect.
- C. Engineering and Architectural Documents and Practices
  - This is particular to the Engineer and Architect expertise related to providing technical specification (materials, furniture, equipment etc.), office arrangement, plans/layouts, detailed estimates, and other engineering and architectural matters.

<b>Office or Division:</b>	Administrative Division (AD) – General Services Section (GSS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G - Government to Government G2B - Government to Business
<b>Who may avail:</b>	All Division, Sections, Units or Programs of the Field Office
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Generated request using DSWD XI Administrative Services All-in-one Portal (ASAP ) Site or;	DSWD XI Administrative Services All-in-one Portal (ASAP )Site: <a href="https://fo11apps.dswd.gov.ph/portal/">https://fo11apps.dswd.gov.ph/portal/</a>
2. Accomplished manual request form (Request for Technical Assistance); or	Administrative Division-General Services Section Office
3. Email	Submit request to gsu.fo11@dswd.gov.ph or

		<a href="mailto:infra.fo11@dswd.gov.ph">infra.fo11@dswd.gov.ph</a> for approval and recommendation.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The concerned office shall submit their request through: <ul style="list-style-type: none"> <li>a. ASAP Portal</li> <li>b. Manual request form</li> <li>❖ Ensure that all needed information is provided.</li> <li>❖ Ensure that any request related to repair/replacement is properly coordinated with the DSWD Inspection Committee and secure Pre-repair Inspection.</li> </ul>	1.1. Upon receiving, the request/s shall be properly reviewed, checked and corrected if applicable.  1.1.1 Determine and identify the scope of the request/s.	None	1 hour	<i>General Services Section Chief / OIC</i>
	1.2. Upon reviewing, secure duplicate copy and forward the request to the assigned staff.  1.2.1. The assigned technical staff/skilled personnel may conduct ocular inspection, if necessary.  1.2.2. If upon inspection and/or further analysis, the work required has other areas of concern, assigned to another skilled personnel who are authorized to do the job.	None	1 day	<i>General Services Section Chief / OIC</i>

	<p>1.2.3. If it can be resolved within the assigned skilled personnel level, perform/ implement the actual work needed.</p> <p>1.2.4. If the request requires assistance beyond the capability of the available skilled personnel, the assigned technical staff shall immediately inform the requesting office for the out-sourcing of services.</p>			
	<p>1.3. All requests that require fabrication, installation, plans/layout, technical specification and material procurement the assigned technical staff shall prepare all necessary documents like:</p> <p>A. Plans/ Layout          B. Program of Works          C. Technical Specification          D. Bill of Quantities          E. Terms of Reference (TOR)          F. Project Proposal</p>	None	7 days	<i>General Services Section Chief / OIC</i>
	<p>1.4. All applicable documents shall be endorsed to the requesting office for confirmation and approval.</p> <p>1.4.1 Revisions or adjustments may be requested by the requesting office.</p>	None	3 days	<i>General Services Section Chief / OIC</i>
2. Review and approve the submitted technical	2.1. Assigned technical staff shall review and	None	3 days	<i>Administrative Division Chief / OIC</i>

document/s, if applicable.	revise the documents until approved by the requesting office.  2.1.1 Upon approval of the requesting office, all documents shall now be submitted to the Head of the Office for final approval.			
3. The requesting office's Procurement Officer shall prepare the Requisition and Issue Slip (RIS) and Purchase Request (PR) and facilitate the rest of the procurement process, if applicable.	3.1. Assigned technical staff shall wait until the delivery schedule of materials and/or mobilization of service provider.  3.1.1 Conduct Pre-construction Conference, if necessary.	None	Varies (Depending on the procurement process)	<i>Administrative Division Chief / OIC</i>
4. Notify the Administrative Division office once all resources needed are available to begin with the implementation, if applicable.	4.1. All assigned technical staff and/or service provider/contractor shall strictly follow the health and safety measures of the Department.  <b>If the nature of the work required does not affect the usual work operations,</b> the execution shall be performed within office hours.  <b>If the nature of the work may affect the usual work operations,</b> execution shall be performed after office hours or during weekends  4.1.1 The Service Provider shall submit and secure necessary permit, including but not limited to:	None	30 days	<i>General Services Section Chief / OIC</i>



	<p>A. Request for Entry to DSWD Premises          B. Request to Stay          C. Request for Overtime</p> <p>4.1.2 Monitor the implementation and document the progress of work.</p> <p>4.1.3 Coordinate with the requesting office for proper turnover and acceptance of work.</p>			
5. Participate in the Post-repair Inspection and/or Joint Inspection for the acceptance and turnover of work, if applicable.	5.1. Facilitate the possible correction/adjustment until approved, if necessary.	None	7 days	<i>General Services Section Chief / OIC</i>
	5.2. The assigned Technical Staff shall prepare the Certificate of Completion or Certificate of Acceptance, for approval if necessary.	None	1 day	<i>General Services Section Chief / OIC</i>
6. Once completed and accepted, accomplish the Customer Satisfaction Measurement Form (CSMF).	6.1. Forward the accomplished CSMF with the attached TA request copy to the administrative staff for proper recording and filing.	None	1 hour	<i>General Services Section Chief / OIC</i>
	<b>TOTAL:</b>	<b>None</b>	<b>60 Days</b> (Excluding Procurement of Resources)	

## 18. Request for the Use of DSWD Conference Rooms

The use of conference rooms is provided for all DSWD Officials and Employees as a venue for meetings, events and other official activities at the Central Office.

<b>Office or Division:</b>	Administrative Division (AD) – General Services Section (GSS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All DSWD Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Submit one (1) copy of the duly accomplished Request for Use of Conference Room Form		Administrative Division-General Services Section Office,  DSWD Resource Site: <a href="https://sites.google.com/dswd.gov.ph/isore-sourcesite/dswd-wide-iso-project/documented-information?authuser=0">https://sites.google.com/dswd.gov.ph/isore-sourcesite/dswd-wide-iso-project/documented-information?authuser=0</a>  Or  DSWD XI Administrative Services All-in-one Portal (ASAP )Site: <a href="https://fo11apps.dswd.gov.ph/portal/">https://fo11apps.dswd.gov.ph/portal/</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. Request For Use Of Dswd Conference Rooms Through Manual Form</b>				
1. Submit one (1) copy of the accomplished Request Conference Room Form through email at <a href="mailto:gsu.fo11@dswd.gov.ph">gsu.fo11@dswd.gov.ph</a>	1.1 Receive and assign a control number to the submitted request form and/or send an acknowledgement email to the Requesting Party.	None	3 minutes	<i>General Services Section Chief / OIC</i>
	1.2 Confirm the availability/non-availability of the Conference Room to the Requesting Party and provide recommended approval/disapproval to the Chief of General Services Division.	None	10 minutes	<i>General Services Section Chief / OIC</i>

	1.3 Affix his/her signature and endorse the request to the Director IV of Administrative Service for approval/ disapproval.	None	5 minutes	<i>General Services Section Chief / OIC</i>
	1.4 Sign the request form and return the approved/ disapproved request to the GSD	None	5 minutes	Administrative Division Chief / OIC
	1.5 Transmit the approved or disapproved request to the Client through email	None	5 minutes	<i>General Services Section Chief / OIC</i>
2. Wait for the email if the request is approved or disapproved.  <b>If approved,</b> acknowledge and/or confirm receipt of email  <b>If disapproved,</b> request a certification of non-availability of conference room	2. Inform the client of the request through email.  <b>If disapproved,</b> issue a certificate of non-availability of conference room.	None	5 minutes	<i>General Services Section Chief / OIC</i>
3. Before the actual event, check the arrangement set up	3. Before the actual event, check that all event requirements are arranged as requested 3.1 Provision of Service	None	10 minutes	<i>Dormitory Staff General Services Section</i>
4. Accomplish the Client Satisfaction Measurement Form (CSMF) through online or pen and paper.	4. Secure the accomplished CSMF	None	2 minutes	<i>General Services Section Chief / OIC</i>

**B. Request for Use of DSWD Conference Rooms Through DSWD XI Administrative Services All-in-one Portal (ASAP )**

<p>1. Submit a request for the Use of DSWD Conference Room through DSWD XI Administrative Services All-in-one Portal (ASAP )Site: <a href="https://fo11apps.dswd.gov.ph/portal/">https://fo11apps.dswd.gov.ph/portal/</a> three (3) days prior the activity</p>	<p>1.1 Receive the request submitted through the ASAP</p>	<p>None</p>	<p>3 minutes</p>	<p><i>General Services Section Chief / OIC</i></p>
	<p>1.2 Confirm the availability/non-availability of the Conference Room to the Requester through ASAP</p>	<p>None</p>	<p>5 minutes</p>	<p><i>General Services Section Chief / OIC</i></p>
	<p>1.3 Transmit the approved or disapproved request to the Client through email</p>	<p>None</p>	<p>5 minutes</p>	<p><i>General Services Section Chief / OIC</i></p>
<p>2. Wait for the email if the request is approved or disapproved.</p> <p><b>If approved</b>, acknowledge and/or confirm receipt of email</p> <p><b>If disapproved</b>, request a certification of non-availability of conference room</p>	<p>2. Inform the client of the request through email.</p> <p><b>If disapproved</b>, issue a certificate of non-availability of conference room.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>General Services Section Chief / OIC</i></p>
<p>3. Before the actual event, check the arrangement set up</p>	<p>3. Before the actual event, check that all event requirements are arranged as requested</p> <p>3.1 Provision of Service</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Dormitory Staff General Services Section</i></p>

4. Accomplish the Client Satisfaction Measurement Form (CSMF) through online or pen and paper.	4. Secure the accomplished CSMF	None	2 minutes	General Services Section Chief / OIC
	<b>TOTAL</b>	<b>None</b>	For request through manual forms - <b>45 minutes</b>	
	<b>TOTAL</b>	<b>None</b>	For request through ASAP - <b>30 minutes</b>	

## 19. Request for Use and Monitoring of Vehicle

Administrative Division-General Services Section (AD – GSS) commits itself to deliver a very satisfactory delivery and conveyance of the officials, personnel, staff and services of the department at all times.

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

<b>Office</b>	Administrative Division (AD) – General Services Section (GSS)
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G Government-to-Government
<b>Who may avail</b>	All DSWD personnel regardless of nature of employment or rank
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Accomplished one (1) copy of Request for Use of Service Vehicle Form (AS-TMS-01) to be received by tPANTAWIDhe AD-GSS.  Note: A. Original Copy for GSD B. 1 receiving copy for the OBS concerned (photocopy)	Administrative Division-General Services Section Office,  DSWD Resource Site: <a href="https://sites.google.com/dswd.gov.ph/isoresourcesite/dswd-wide-iso-project/documented-information?authuser=0">https://sites.google.com/dswd.gov.ph/isoresourcesite/dswd-wide-iso-project/documented-information?authuser=0</a>  Or  DSWD XI Administrative Services All-in-one Portal (ASAP) Site: <a href="https://fo11apps.dswd.gov.ph/portal/">https://fo11apps.dswd.gov.ph/portal/</a>



	or email. The technical staff or personnel in charge prepares certification of non-availability of vehicle			
3. Receives the Certification of non-availability of vehicle. (end of transaction if vehicle is not available)	<p>3.1 The GSS Chief reviews and signs the certification</p> <p>3.1.1 Issue the certification to support the reimbursement claims for use of public transport of the end-user</p>	None	<p>2 minutes</p> <p>2 minutes</p>	<i>General Services Section Chief / OIC</i>
4. Receives the confirmation of travel details from the GSD/GSS personnel.	<p>4.1 If vehicle is available, the technical staff or personnel in charge identifies the appropriate vehicle to accommodate the request through number of passengers and destination;</p> <p>4.1.1 The technical staff or personnel in charge prepares Trip ticket for trips within Metro Manila;</p>	None	<p>2 minutes</p> <p>15 minutes</p>	<i>General Services Section Chief / OIC</i>
	4.2 The technical staff or personnel in charge prepares Travel Order and Trip ticket in case of out of town trip;	None	15 minutes	<i>General Services Section Chief / OIC</i>
	4.3 The GSD Chief / GSS Head reviews and signs the Trip Ticket and the Travel Order shall be signed by the Central Office Administrative Service Director / FO		2 minutes	<i>Administrative Division Chief / OIC</i>

	Administrative Division Chief			
	4.4 Upon approval of the Trip Ticket and/or Travel Order, the technical staff or personnel in charge shall immediately coordinate with requesting party/end-user for the confirmation of the travel details thru phone call and issue to the driver the Trip Ticket and/or Travel Order.		10 minutes	<i>General Services Section Chief / OIC</i>
5. Use of DSWD vehicle	5. At the scheduled date of the trip, the driver shall wait at the designated area identified by the requesting party/end-user.	None	As needed	<i>Vehicle Dispatcher and Driver General Services Section</i>
6. End of travel and/or back to work station  <i>Note: Passenger to fill-out "Client Satisfaction Measurement Form" (CSMF) thru online or drop the CSMF thru the drop boxes available in the GSD/GSS.</i>	6.1 Driver must travel back to the workstation or park the vehicle at the designated DSWD garage.  6.1.1 The driver and Security Guard shall briefly assess the condition of the vehicle and check if there are major damage/s.  6.1.2 The Security Guard shall record the vehicle's condition on the Guard's Report / Security Guard Logbook.  <i>Note: The driver shall surrender the vehicle</i>		20 minutes	<i>Vehicle Dispatcher and Driver General Services Section</i>



	<p><i>keys to the Security Guard. All vehicles must be stationed at the Field Office, or at any DSWD Satellite Office/facility at the end of each official trip.</i></p> <p>6.3 All relevant documents such as Trip Ticket, Fuel Consumption and Monitoring Form, Receipts of Toll Fees, and Travel Order shall be filed accordingly.</p>			<p><i>General Services Section Chief / OIC</i></p>
	<b>TOTAL:</b>	<b>None</b>	<b>1 Hour and 55 Minutes</b>	

## 20. Surrender / Turnover of Property and Cancellation of Property Accountability

To provide procedure for the surrendered / turned over property due to its obsolescence, unserviceability or when the same is no longer needed by the accountable person to effect cancellation of property accountability.

<b>Office/Division:</b>	DSWD Central Office Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)  DSWD Field Office – Property and Supply Section (PSS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Two (2) Original Copy and 1 photo copy of duly Accomplished Furniture and Equipment Transfer Slip (FETS)  2. For unserviceable property: <ul style="list-style-type: none"> <li>● 1 photocopy of Technical Assistance Report</li>            <li>● Inspection Report</li> </ul> 3. Actual Property for turnover	1. To be prepared by the Offices' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format;  2. For unserviceable property:  From concerned DSWD OBSUs (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSD/GSS; Maintenance Equipment – BGMD/GSS)  General Accounting Manual Volume II Appendix 62 with prescribed format    3. To be made available by the accountable person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End- User will apply for clearance for property accountability	1.1 The Property Personnel will verify and evaluate the following: <ul style="list-style-type: none"> <li>● Duly Accomplished and signed FETS;</li> <li>● RRPS (if applicable)</li> <li>● Pre-Inspection report or TA(if required)</li> <li>● Surrendered Property Item/s</li> </ul>	None	90 Minutes (Depending on the distance of origin and destination office and volume of items to be surrendered)	<i>Division Chief</i> Property Supply and Asset Management Division

	<p>1.1.1 Any discrepancy will be discussed with the DPSC or end-user for rectification of documents or replacement of surrendered items.</p> <p>1.1.2 Identify when rectification of documents applies</p> <p>1.1.3 Identify when replacement of surrendered items</p> <p>1.1.4 The Property Personnel shall prepare recommendation either rectification or replacement</p>			
<p>2. Property Accountability Cancellation</p>	<p>2.1 The Property Personnel/ Warehouse Officer shall receive the surrendered property item/s including the submitted FETS, RRSP (if applicable) and other pertinent documents then shall sign the "Received By" portion in the FETS.</p> <p>The property staff shall provide the customer feedback for manually requested FETS to the requesting party for the service provided.</p>	<p>None</p>	<p>55 Minutes (Processing may take longer hours depending on technicality and volume of items)</p>	<p><i>Division Chief</i> Property Supply and Asset Management Division</p>

	<p>2.1.1 Property Personnel Shall Generate and print two (2) copies PAR or ICS through PREMIS; and,</p> <p>2.1.2 Generate and print the barcode sticker, then attach to each surrendered property item/s</p>			
<p>3. Updating of Records</p>	<p>3.1 The property staff shall sign the generated PAR/ICS under the “Received by” portion</p> <p>3.1.1 Forward to the Property Division/Section Chief for signature on the “Approved by” portion.</p> <p>3.1.2 The property personnel shall scan and provide copy of approved PAR/ICS to the DPSC/End User as reference and confirmation of cancellation of property accountability of the end user</p> <p>3.1.3 Property Personnel shall forward the signed PAR/ICS to the concerned personnel for filing and uploading.</p>	<p>None</p>	<p>55 Minutes (Signing may take longer hours depending on volume of items)</p>	<p><i>Division Chief</i> Property Supply and Asset Management Division</p>

<b>TOTAL</b>	<b>None</b>	<b>4 Hours, 45 Minutes</b>  <i>(Total time for continuous and non-continuous transactions and may take longer time depending on volume, technicality, documents, and available resources)</i>
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## 21. Transfer of Property Accountability

Transfer of property accountability to another accountable person shall be processed for documentation of the actual transfer of property and issuance of new Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS) for signature of the new accountable person to warrant cancellation of property accountability of the previous accountable person.

<b>Office/Division:</b>	DSWD Field Office XI – AS – Property and Supply Section (PSS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) original copy of the duly accomplished Furniture and Equipment Transfer Slip (FETS)		To be prepared by the client Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS);		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished request for Furniture and Equipment Transfer Slip (FETS)	1.1. To facilitate the transfer of property from one end user to another, the requester shall accomplish and submit the FETS for transfer to Property Office from 8:00 AM to 5:00 PM, Mondays to Fridays except holidays	None	10 Minutes	<i>Administrative Assistant II</i> Property Supply and Asset Management Division
	1.2. The property personnel shall review the accomplished	None	15 Minutes	<i>Administrative Assistant II</i>

	FETS form if the needed signatures are complete			Property and Supply Section
	<p>1.3. Check completeness of documents.</p> <p>If incomplete, FETS shall be returned to the requester for completion.</p> <p>If complete, proceed to the next step</p>	None	30 Minutes	<i>Administrative Assistant II</i> Property and Supply Section
	1.4. Check the received FETS Request and process the approval of the request through the Property Records and Equipment Monitoring Inventory System (PREMIS) FETS request module	None	30 Minutes	<i>Administrative Aide IV</i> Property and Supply Section
	1.5. The property personnel shall generate and print the Property Transfer Report (PTR)/Inventory Transfer Report (ITR), Undertaking (if there is a secondary accountable person) into two (2) copies and barcode sticker through PREMIS Report Module, the applicable forms shall depend on the acquisition cost of the property (see procedure under the Recording, Documentation and	None	30 Minutes	<i>Administrative Aide IV</i> Property and Supply Section

	<p>Issuance of PPE and Semi-expendable properties.</p> <p>Generate and print barcode sticker with number of copies as follows:</p> <table border="1" data-bbox="483 584 802 1361"> <tr> <td>Computer Desktop</td> <td>4</td> </tr> <tr> <td>Split Type Air condition unit</td> <td>2</td> </tr> <tr> <td>Partition</td> <td>Depends on the number of partition per property number</td> </tr> <tr> <td>Blinds</td> <td>Depends on the number of blinds per property number</td> </tr> <tr> <td>Other property</td> <td>1</td> </tr> </table> <p>Generated PTR/ITR with/without undertaking and barcode stickers shall be forwarded to the requesting office for signature.</p>	Computer Desktop	4	Split Type Air condition unit	2	Partition	Depends on the number of partition per property number	Blinds	Depends on the number of blinds per property number	Other property	1			
Computer Desktop	4													
Split Type Air condition unit	2													
Partition	Depends on the number of partition per property number													
Blinds	Depends on the number of blinds per property number													
Other property	1													
<p>2. The old barcode stickers shall be replaced with the new barcode sticker before the transfer of item/s including accessories to the new end user. The Property</p>	<p>2.1 Provide one copy of PTR/ITR and undertaking (if with secondary accountable person) to the end user for their reference</p>	<p>None</p>	<p>4 Hours, 15 Minutes</p>	<p><i>Administrative Aide IV</i> Property and Supply Section</p>										

<p>personnel/Designated Property and Supply Custodian (DPSC)/Designated Property Officer (DPO)/Designated Property Custodian (DPC) shall ensure that the barcode sticker is attached to the most visible and secured area of the property.</p> <p>The end user shall return the signed PTR/ITR, undertaking (if with secondary accountable person) to the property office</p>				
	<p>2.2. Scan barcoded PTR/ITR and update the following information of the property in PREMIS and file for reference:</p> <p>a. Date the PTR/ITR and undertaking (if with secondary accountable person) was returned with signature of the end user</p> <p>b. Date of approval of PTR/ITR</p>	None	15 Minutes	<i>Administrative Aide IV</i> Property and Supply Section
<b>TOTAL</b>		<b>None</b>	<b>6 Hours, 20 Minutes</b>	



## FEEDBACK AND COMPLAINTS MECHANISM

### FOR GENERAL SERVICES SECTION

How to send feedback	For feedback, the applicant may call (082) 227-1964 local 1116 or email to <a href="mailto:gsu.fo11@dswd.gov.ph">gsu.fo11@dswd.gov.ph</a>
How feedback is processed	<p>The applicant's feedback shall be tracked and acknowledged by the General Services Section.</p> <p>The feedback will be responded to by the General Services Section in writing through mail or email and must be acknowledged by the sender.</p>
How to file a complaint	For complaints, the applicant may call (082) 227-1964 local 1116 or email to <a href="mailto:gsu.fo11@dswd.gov.ph">gsu.fo11@dswd.gov.ph</a>
How complaints are processed	<p>The applicant's complaints shall be tracked and acknowledged by the General Services Section.</p> <p>The complaints will be responded to by the General Services Section in writing through mail or email and must be acknowledged by the sender.</p>
Contact Information of CCB, PACe, ARTA	<p><b>Anti Red Tape Authority (ARTA)</b>          complaints@arta.gov.ph          or call at 8478-5091 or 8478-5093.</p> <p><b>Presidential Action Center (PACe)</b>          pace@op.gov.ph          Hotline 8888 or 82498310 loc. 8175 or 8182          Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p><b>Contact Center ng Bayan (CCB)</b>          email@contactcenterngbayan.gov.ph          0908-881-6565</p>

## FEEDBACK AND COMPLAINTS MECHANISM

### FOR PROCUREMENT SECTION

How to send feedback	<p>For feedback, the applicant may call (082) 227-1964 local 1117 or email to <a href="mailto:supply.fo11@dswd.gov.ph">supply.fo11@dswd.gov.ph</a></p> <p>For Public Bidding related concerns, the applicant may directly call the Bids and Awards Committee Secretariat (BAC Sec) (082) 227-1964 local 1114 or email to <a href="mailto:bacsec.fo11@dswd.gov.ph">bacsec.fo11@dswd.gov.ph</a></p>
How feedback is processed	<p>The applicant's feedback shall be tracked and acknowledged by the Procurement Section.</p> <p>The feedback will be responded to by the Procurement Section in writing through mail or email and must be acknowledged by the sender.</p>
How to file a complaint	<p>For complaints, the applicant may call (082) 227-1964 local 1117 or email to <a href="mailto:supply.fo11@dswd.gov.ph">supply.fo11@dswd.gov.ph</a></p> <p>For Public Bidding related complaints, the applicant may directly call the Bids and Awards Committee Secretariat (BAC Sec) (082) 227-1964 local 1114 or email to <a href="mailto:bacsec.fo11@dswd.gov.ph">bacsec.fo11@dswd.gov.ph</a></p>
How complaints are processed	<p>The applicant's complaints shall be tracked and acknowledged by the Records and Archives Management Section.</p> <p>The complaints will be responded to by the Records and Archives Management Section in writing through mail or email and must be acknowledged by the sender.</p>
Contact Information of CCB, PACe, ARTA	<p><b>Anti Red Tape Authority (ARTA)</b>          complaints@arta.gov.ph          or call at 8478-5091 or 8478-5093.</p> <p><b>Presidential Action Center (PACe)</b>          pace@op.gov.ph          Hotline 8888 or 82498310 loc. 8175 or 8182          Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p><b>Contact Center ng Bayan (CCB)</b>          email@contactcenterngbayan.gov.ph          0908-881-6565</p>

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>FOR PROPERTY &amp; SUPPLY SECTION</b>	
How to send feedback	For feedback, the applicant may call (082) 227-1964 local 1115 or email to <a href="mailto:property.fo11@dswd.gov.ph">property.fo11@dswd.gov.ph</a>
How feedback is processed	<p>The applicant's feedback shall be tracked and acknowledged by the Property and Supply Section.</p> <p>The feedback will be responded to by the Property and Supply Section in writing through mail or email and must be acknowledged by the sender.</p>
How to file a complaint	For complaints, the applicant may call (082) 227-1964 local 1115 or email to <a href="mailto:property.fo11@dswd.gov.ph">property.fo11@dswd.gov.ph</a>
How complaints are processed	<p>The applicant's complaints shall be tracked and acknowledged by the Property and Supply Section.</p> <p>The complaints will be responded to by the Property and Supply Section in writing through mail or email and must be acknowledged by the sender.</p>
Contact Information of CCB, PACe, ARTA	<p><b>Anti Red Tape Authority (ARTA)</b>  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            or call at 8478-5091 or 8478-5093.</p> <p><b>Presidential Action Center (PACe)</b>  <a href="mailto:pace@op.gov.ph">pace@op.gov.ph</a>            Hotline 8888 or 82498310 loc. 8175 or 8182            Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p><b>Contact Center ng Bayan (CCB)</b>  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            0908-881-6565</p>