



# DSWD

Department of Social Welfare and Development

**Field Office 11 - Davao Region**

**POLICY & PLANS 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.

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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.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<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> <li>7. One (1) original/copy of Documentation of physical security measures in place</li> </ol>	<p>Provided by the Requesting Party</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 the approval of their request and the expected</p>	None	15 minutes	SWO IV/OIC PPD

	<p>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> <li>● If disapproved- Inform the requesting party of</li> </ul>	None	2 hours	SWO IV/OIC PPD

	the disapproval highlighting the grounds for such denial through writing. ( <i>End of process</i> )			
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 submission of letter request.	<p>3.1 Review all documentary requirements including DSA submitted by the requesting party.</p> <p>3.1.1 Schedule with the requesting party</p>	None	2 hours	SWO IV/OIC PPD

	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> <p>4.7.2 Counter sign in the DRF.</p>	None	1 day	SWO IV/OIC PPD
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	4.7.3 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.			
	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 of Office as PIC, (2) designated DPO or COP</li> </ol>		Provided by the Requesting Party

<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	None	15 minutes	SWO IV/OIC PPD
	1.1.1 Endorse request to the Regional Director			
	1.2 Provide instruction to facilitate/review the request.	None	2 hours	<i>Regional Director</i>
	1.1.2 Endorse to the Policy and Plans Division (PPD) Chief			
	1.3 Provide recommendations on the request	None	1 hour	SWO IV/OIC PPD



	<p>1.3.1 Endorse to the assigned Project Development Officer (PDO) to inform the client on the status of their request</p>			
	<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	2.1 Review all documentary requirements including the DSA	None	2 hours	SWO IV/OIC PPD

<p>signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Compliance Officer for Privacy (COP)</p>	<p>submitted by the client.</p> <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>			
	<p>2.2 Review the compliance of the electronic copy of names with the required template/format:</p> <ul style="list-style-type: none"> <li>● Non-Compliant – Inform the client about the findings via email.</li> <li>● Compliant – Process the request within the set</li> </ul>	None	<p>1 day (5,000 and below)</p> <p>3 days (5,001 – 50,000)</p> <p>7 days (50,001 – 400,000)</p>	SWO IV/OIC PPD

	deadline depending on the volume or number of names to be matched		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 Assistant for releasing.	None	1 hour	<i>Regional Director</i>
4. Receive the documents	4.1 Track and scan the documents for	None	10 minutes	SWO IV/OIC PPD

	record keeping.			
	4.1.1 Release the document to the client			
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>		None	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	

### 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 copy of the request	None	30 minutes	SWO IV/OIC PPD

	<p>1.2 Review the request based on MC 15 s.2021</p> <p>1.2.1 Input comment/s then endorse to the NHTS Associate Statistician</p>	None	2 hours	SWO IV/OIC PPD
	<p>1.3 Provide instruction based on the data requested. If the request is:</p> <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 available in the Listahanan.</li> </ol> </li> </ul>	None	3 hours	SWO IV/OIC PPD

	<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 recommending approval.</li> </ul>	None	3 hours	SWO IV/OIC PPD

	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>	



#### 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>		
<ol style="list-style-type: none"> <li>One (1) Valid Identification Card / Proof of Identity</li> <li>One (1) original copy of Walk-in Name Matching Form</li> </ol>		<ol style="list-style-type: none"> <li>Provided by the Requesting Party</li> <li>NHTS Grievance Officer</li> </ol>		
<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	<ol style="list-style-type: none"> <li>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. <i>End of process</i></li> <li><i>Valid</i> – Provide the name matching form upon confirming</li> </ul> </li> </ol>	None	30 minutes	SWO IV/OIC PPD

	the validity of the request and proceed for processing the name matching			
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 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> <i>Chief</i> Policy and Plans Division (PPD)</p> <p><b>Social Welfare Officer IV</b></p>

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

## 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	<i>Field Office:</i> <i>Section Head</i> Policy Development and Planning Section  <b>Planning Officer IV</b>
	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	7 hours (For Single Data)  1 day and 4 hours (For Multiple Data)	
	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> .  If data/information is not available in DSWD, inform the requesting party of other sources of data.	None	30 minutes	<i>Field Office:</i> <i>Section Head</i> Policy Development and Planning Section  <b>Planning Officer IV</b>



	<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	<i>Field Office:</i> <i>Section Head</i> 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	<i>Field Office:</i> <i>Section Head</i> 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	<i>Field Office:</i> <i>Section Head</i> 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>



### C. Documents Establishing Track Record and Good Standing

<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>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>  <i>Total of 4 days and 7 hours for incomplete/ non-compliant applications sent via email/courier</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>				
<p>5. Participate in the conduct of Validation Visit</p>	<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	<p>2 days (per agreed schedule)</p>	<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>	
<ul 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> </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-080_REV-">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-</a></li> </ul>

	<a href="#">01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf</a>
<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 (1 original copy).</p> <p>For children's beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child</p>	<ul style="list-style-type: none"> <li>• Applicant signed by the intended beneficiary/recipients or its head/authorized representative</li> </ul>
<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)	
<p>6. 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>7. Sample of additional specific requirements for each methodology to be used, such as:</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,</li> </ol>	<ul style="list-style-type: none"> <li>● Applicant</li> </ul>

<p>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>	
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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><i>Standards Section</i></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><i>Standards Section</i></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	Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section
	7.2 Administer the Client Satisfaction Measurement Form (either online or paper-based)	None	5 minutes	Project Development Officer III / Social Welfare Officer II / Social Welfare Assistant Standards Section
<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>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<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)	Project Development Officer III / Social Welfare Officer II /

				<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 style="text-align: center;">-- 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>	None	1 day	Secretary
	<p>If disapproved:</p> <p>4.6 SB to call the attention of the concerned DSWD Field Office and communicate citing reason/s for non-processing and denial.</p>	None	1 day	Section Chief (NFRC-CSO-DEI Section)
	<p>4.7 Provide the necessary technical assistance to rectify the gap and submit the lacking requirements.</p>	None	1 day	Section Chief (NFRC-CSO-DEI Section) – Standards Compliance and Monitoring Division (SCMD)
	<p>4.8 In case of disapproval, SB shall communicate with the applicant stating the reasons for disapproval</p>	None	1 day	Section Chief (NFRC-CSO-DEI Section), Division Chief – Standards Compliance and Monitoring Division (SCMD),

				<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 (NFRCSO-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: <ol style="list-style-type: none"> <li>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</li> <li>2. For Center Based (Residential Based), to observe the caseload requirement of client ration of the social workers and house parent</li> <li>3. For Center Based (Non-Residential Based) to observe at least one full-time social</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/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>

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.

4. For Community-based, implementing community development community organizing, any of the following shall be hired in full/part time basis per region:

4.1. Graduate of bachelor Degree in Social Work or Community Development or

4.2 Other professionals who have at least three (3) year work experiences in the field of social welfare and development

For Auxiliary SWDA, at least one (1) full time staff who will manage its operation

4. For *Applicant SWA's implementing Child Placement Services*: Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service (1 photocopy)

5. Certification of no derogatory information issued by SEC within three (3) years during application with DSWD (1 Photocopy)  
*\*Applicable to those operating more than six (6) months prior application to DSWD*

6. Copy of the valid Safety Certificates:

- From DSWD or training agency

- Securities and Exchange Commission Davao Extension Office, 2F, SDC Bldg., Purok 13, Maa Road, Maa, Davao City

<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><u><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></u></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><u><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></u></p> <p><i>For Reception and Action Center (RAC), Drop-In and other Centers Providing Similar Programs and Services</i></p> <p><u><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></u></p> <p><i>For NVRC, AVRC and other Centers Providing Similar Programs and Services</i></p> <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</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 <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</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>	None	6 days	<i>Project Development Officer III /</i> <i>Social Welfare Officer II /</i> <i>Social Welfare Assistant</i> Standards Section
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)	<i>Project Development Officer III /</i> <i>Social Welfare Officer II /</i> <i>Social Welfare Assistant</i> Standards Section

<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</i>          Standards Section</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	1.1 If complete, 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.***



## FEEDBACK AND COMPLAINTS MECHANISM

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	<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</p>

	<p>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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# **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>1</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>1</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>2</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>2</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;</p> <p>For inquiries received through the DSWD Hotline, the AOS Technical/ Grievance Officer shall respond through phone call/hotline;</p> <p>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.</p> <p>For DSWD concerns with no contact information of the client or non-DSWD concern, request for reversion.</p> <p>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 and follow-ups, customers may also contact the STB and Regional Office listed below.</i></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>
<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>

# POLICY AND PLANS DIVISION

## **Non-Frontline Services**

## 1. Data Sharing with DSWD OBSUs - List of Data Subjects

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) for social protection purposes.

<b>Office or Division:</b>	National Household Targeting Sections (NHTS)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen	
<b>Who may avail:</b>	All DSWD Offices, Bureaus, Services, Units (OBSUs) at the Central and Field Offices, Centers, Residential Care Facility, Sections, and  Units (CRCFU) at the regional level, and attached agencies.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• <b><i>With existing and valid Non-Disclosure Agreement (NDA):</i></b> <ol style="list-style-type: none"> <li>1. One (1) original/copy of letter of request (indicating purpose for the request, the list of data sets required and how these will be used, and a reasonable timeline as to when the requested data is needed)</li> </ol> </li> <li>• <b><i>No existing and valid Non-Disclosure Agreement (NDA):</i></b> <ol style="list-style-type: none"> <li>2. One (1) original/certified true copy of document indicating the appointed and NPC- registered Data Protection Officer</li> <li>3. One (1) original copy of accomplished Non-Disclosure Agreement (NDA)</li> <li>4. One (1) copy of List of personnel who will have access to the Listahanan data together with the purpose and data processing they will employ in the treatment of data</li> </ol> </li> </ul>		<p>Provided by the Requesting Party</p>

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the letter of request with attached e-copy of 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 the approval of their request and the expected schedule of release of the results.</p> <p>1.1.2 Forward the request to the NHTS Policy and Plans Division (PPD) Chief for approval.</p>	None	15 minutes	<i>Social Welfare Officer IV/Chief, Policy and Plans Division (PPD Chief)</i>
	1.2 Review, input comment, and decide if the request is for processing or not, then endorse it to the RFC.	None	6 hours	<i>Social Welfare Officer IV/Chief, Policy and Plans Division (PPD Chief)</i>
	1.3 Input recommendations and endorse it to the designated Data Privacy Officer (DPO)	None	6 hours	<i>Social Welfare Officer IV/Chief, Policy and Plans Division (PPD Chief)</i>
	1.4 Review the request and make recommendations if the request is for	None	3 hours	<i>ARD for Administration/</i>

	approval or not, then endorse to the NHTS Policy and Plans Division Chief.			<i>Data Privacy Officer</i>
2. Submission of signed Non-Disclosure Agreement (NDA) Agreement and other documentary requirements not included in the submission of letter of request to the NHTS for review on completeness	<p>2.1 The NHTS PPD Chief endorses the recommendation to the assigned Project Development Officer to inform the client on the approval or disapproval of the data request based on the DSWD AO 19, s. 2021.</p> <ul style="list-style-type: none"> <li>• If Approved – Communicate with the requesting party, facilitate the signing of the NDA, and review all the documentary requirements</li> <li>• If Disapproved- Return to requesting party and prepare a Denial of Request for Data Form highlighting the grounds for such denial. <i>End of process.</i></li> </ul> <p>2.1.1 After accomplishing the NDA and reviewing the completeness of</p>	None	2 hours	<i>Social Welfare Officer IV/Chief, Policy and Plans Division (PPD Chief)</i>



	the documentary requirements, endorse to the NHTS Information Technology Officer			
	2.2 Generate the requested data.	None	1 day	<i>Social Welfare Officer IV/Chief, Policy and Plans Division (PPD Chief)</i>
	2.3 Review result of the data generation.	None	1 day	<i>Social Welfare Officer IV/Chief, Policy and Plans Division (PPD Chief)</i>
	2.4 Secure the data by adding password protection to the file.  2.4.1 Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive.  <ul style="list-style-type: none"> <li>Other storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party.</li> </ul>	None	1 day	<i>Social Welfare Officer IV/Chief, Policy and Plans Division (PPD Chief)</i>

	<ul style="list-style-type: none"> <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> <p>2.4.2 Counter sign in the DRF.</p> <p>2.4.3 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.</p>			
	2.5 Track and scan the document before releasing the result to the requesting party.	None	10 minutes	<i>Social Welfare Officer IV/Chief, Policy and Plans Division (PPD Chief)</i>
3. Call NHTS for retrieval of password upon receipt of the result and submit the signed Certificate of Acceptance	3.1 Provide the password of the file to the requesting party thru phone upon inquiry and receive the signed Certificate of Acceptance from the requesting party.	None	10 minutes	

	3.1.1 Administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.			
<b>TOTAL:</b>		<b>None</b>	<b>5 days, 1 hour and 35 minutes</b>	
<i>*with possible extension on the actual data processing depending on type of data being requested and the compliance and submission of the documentary requirements by the requesting party.</i>				

## 2. Data Sharing with DSWD OBSUs – Name Matching Request

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	
<b>Who may avail:</b>	All DSWD Offices, Bureaus, Services, Units (OBSUs) at the Central and Field Offices, Centers, Residential Care Facility, Sections, and Units (CRCFU) at the regional level, and attached agencies.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> <li><b>With existing and valid Non-Disclosure Agreement (NDA):</b></li> </ul> <ol style="list-style-type: none"> <li>One (1) original/copy of letter of request (Indicate reason for name matching)</li> <li>One (1) electronic copy (Preferably in CSV format) of the name to be matched which includes the following:</li> </ol>	<p>Provided by the Requesting Party</p>	

<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> <p>• <b>No existing and valid Non-Disclosure Agreement (NDA):</b></p> <p>3. One (1) original Non-Disclosure Agreement (NDA) signed by the: (1) Head of Office as Personal Information Controller (PIC), (2) designated Data Privacy Officer (DPO) or Compliance Officer (COP)</p> <p>4. One (1) copy of List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing</p>				
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 and record the request. 1.1.1 Endorse request to the Regional Director	None	15 minutes	<i>Social Welfare Officer IV/Chief, Policy and Plans Division (PPD Chief)</i>
	1.2 Provide instruction to facilitate/review the request. 1.2.1 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 about the status of their request.</p>	None	1 hour	<i>Social Welfare Officer IV/Chief, Policy and Plans Division (PPD Chief)</i>
	<p>1.4 Inform the client on the status of data request based on the DSWD AO 19, s. 2021.</p> <ul style="list-style-type: none"> <li>● Disapproved – Sign the letter of disapproval and endorse to the client. <i>End of process</i></li> <li>● <i>Approved</i> – Notify and provide the NDA and documentary requirements to the client</li> </ul>	None	1 hour	<i>Social Welfare Officer IV/Chief, Policy and Plans Division (PPD Chief)</i>
<p>2. Provide the documentary requirements and the NDA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated</p>	<p>2.1 Review all documentary requirements including the NDA submitted by the client.</p> <ul style="list-style-type: none"> <li>● Non-Compliant – Inform the client regarding the incomplete</li> </ul>	None	2 hours	<i>Social Welfare Officer IV/Chief, Policy and Plans Division (PPD Chief)</i>

Compliance Officer for Privacy (COP)	requirement via email. <ul style="list-style-type: none"> <li>● Compliant –             <ol style="list-style-type: none"> <li>a. Sign the NDA and endorse to the DPO for signature</li> <li>b. Endorse the signed NDA to Information Technology Division (ITD) for processing</li> </ol> </li> </ul>			
	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> <li>● Compliant – Process the request within the set deadline depending on the volume or number of names to be matched</li> </ul>	None	1 day (5,000 and below)  3 days (5,001 – 50,000)  7 days (50,001 – 400,000)  18 days (400,001 – 1,000,000)	<i>Social Welfare Officer IV/Chief, Policy and Plans Division (PPD Chief)</i>
3. Provide a storage device that is approved by the IT Chief or request for a	3.1 Secure the data by adding a password to the file.	None	3 hours	<i>Social Welfare Officer IV/Chief, Policy and Plans Division (PPD Chief)</i>

Google Drive link	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, 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 the Administrative Assistant for releasing.	None	1 hour	<i>Regional Director</i>
4 Receive the results of name matching	4.1 Track and scan a copy of the documents for record keeping 4.1.1 Release the document to the client	None	10 minutes	<i>Social Welfare Officer IV/Chief, Policy and Plans Division (PPD Chief)</i>
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	<i>Social Welfare Officer IV/Chief, Policy and Plans Division (PPD Chief)</i>
<b>TOTAL:</b> <i>*With possible extension on the actual data processing and 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>		None	For 5000 names and below: 2 days, 3 hours and 35 minutes	

		For 5,001 - 50,000 names: 4 days, 3 hours and 35 minutes  For 50,000 – 400,000 names: 8 days, 3 hours and 35 minutes  For 400,001- 1,000,000 names: 21 days, 3 hours and 35 minutes	
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### 3. Data Sharing with DSWD OBSUs – Statistics/Raw Data Request

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

<b>Office or Division:</b>	National Household Targeting Sections (NHTS)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government to Government (G2G)	
<b>Who may avail:</b>	DSWD Offices/Bureaus/Services/Units	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. One (1) original or copy of letter of request (specify purpose and data requested)	Provided by the Requesting Party



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 copy of the request	None	30 minutes	<i>Social Welfare Officer IV/Chief, Policy and Plans Division (PPD Chief)</i>
	1.2 Review the request based on AO 19 s.2021.  1.2.1 Input comment/s then endorse to the NHTS Associate Statistician	None	2 hours	<i>Social Welfare Officer IV/Chief, Policy and Plans Division (PPD Chief)</i>
	1.3 Provide instruction based on the data requested. If the request is: <ul style="list-style-type: none"> <li>● <b>Not clear</b></li> <li>a. In case of vague data request, instruct the Associate Statisticians to coordinate with the data users</li> </ul>	None	3 hours	<i>Social Welfare Officer IV/Chief, Policy and Plans Division (PPD Chief)</i>

	<p>(through emails, recorded calls or text) and clarify the data requirement.</p> <p>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 available in the Listahanan.</p> <ul style="list-style-type: none"> <li>• <b>Clear</b> - Forward request to the Associate Statistician for data generation.</li> </ul>			
	<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 and attach routing slip.</p>	None	1 day	<p><i>Social Welfare Officer IV/Chief, Policy and Plans Division (PPD Chief)</i></p>

	1.4.2 Submit to the NHTS RFC for review.			
	<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 recommending approval.</li> </ul>	None	3 hours	<i>Social Welfare Officer IV/Chief, Policy and Plans Division (PPD Chief)</i>
	1.6 Countersign response letter and endorse the same to the Regional Director for approval.	None	2 hours	<i>Social Welfare Officer IV/Chief, Policy and Plans Division (PPD Chief)</i>
	<p>1.7 Approval of the facilitated data request for release to the requesting party.</p> <ul style="list-style-type: none"> <li>• <b><i>If Disapproved</i></b> – Provide note on the reason of disapproval; then return the</li> </ul>	None	5 hours	<i>Regional Director</i>

	<p>facilitated request to the NHTS for revision.</p> <ul style="list-style-type: none"> <li><b>If Approved</b> – Sign the response letter for data release.</li> </ul>			
2 Receive the data requested and fill-out the CSMS form	<p>2.1 Track and facilitate the release of the approved data request to the requesting party.</p> <p>2.1.1 Administer Client Satisfaction Measurement Survey (CSMS) during the release of approved data request.</p>	None	30 minutes	<i>Social Welfare Officer IV/Chief, Policy and Plans Division (PPD Chief)</i>
<b>Total:</b>		<b>None</b>	<b>3 days</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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>

<p>How feedbacks are processed?</p>	<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 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>f.) Full name and Contact Information of the Complainant</li> <li>g.) Sex (Male or Female)</li> <li>h.) Narrative/details of the complaint</li> <li>i.) Evidence</li> <li>j.) 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>
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## **SOCIAL MARKETING UNIT (SMU)**

### **NON-FRONTLINE SERVICES**

## 1. Provision of Technical Assistance on Branding Designs

The service aims to provide technical assistance to all Office/Bureau/Service/Units (OBSUs) and Field Offices (FOs) on the consistent application of the DSWD branding in all visual elements in all agency collaterals, communication and marketing materials.

<b>Office or Division:</b>	Office of the Regional Director - Social Marketing Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Internal)			
<b>Who may avail:</b>	DSWD Offices, Bureaus, Services, and Units (OBSUs) and Field Offices (FOs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Draft IEC material layout and memo		SMS Ticketing System: <a href="https://sms-ta.dswd.gov.ph/">https://sms-ta.dswd.gov.ph/</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send the request for TA using the DMS Ticketing System link	1.1 Administrative Staff (AS) shall receive and review the Technical Assistance (TA) request and its corresponding attachments through email or SMS Ticketing System.  1.1.1 Shall assign the TA to the Social Media Division (SMD)	None	5 minutes	Receiving staff of the Social Marketing Unit
	1.2 SMD Division Chief (DC) or Officer-in-Charge (OIC) shall review the request and supporting requirements, and assign a technical staff to check the IEC materials in	None	10 minutes	Information Officer SMU



	accordance with the Branding and Visual Identity Guidelines.			
	<p>1.3 SMD Technical Staff (TS) shall review and inspect the submitted documents using the Memorandum Circular No. 01, Series of 2024 - Branding and Visual Identity Guidelines</p> <p>1.3.1 Shall coordinate with the requesting party regarding the TA request</p> <p>1.3.2 Shall draft the response memo to the requesting party if there are comments/inputs or if their request was approved.</p> <p>Note: Prior coordination with the requesting party should be done and preliminary instructions/ revisions should be conveyed immediately to the requesting party to fast-track the approval of the IEC branding compliance.</p>	None	12 hours	Regional Information Officer
	1.4 SMD DC/OIC shall review the documents.	None	2 hours and 10 mins	<i>ARD for Administration</i>

	<p>1.4.1 If there are comments, the branding review results shall be returned to the SMD technical staff for revisions (return to Step 1.3)</p> <p>1.4.2 If there are no further comments, the SMD DC/OIC shall affix recommending approval signature and endorse the documents to the DMS Director</p>			
	<p>1.5 Shall review the documents</p> <p>1.5.1 If there are comments, the branding review results shall be returned to the SMD (return to Step 1.4)</p> <p>1.5.2 If there are no further comments, the DMS Director shall affix approval signature.</p>	None	55 mins	Administrative Staff SMU
	<p>1.6 SMD AS shall attach the approved Branding Compliance Memo to the SMS Ticketing System</p>	None	10 mins	Administrative Staff SMU
2. Answer the Client Satisfaction Measurement Form (CSMF)	<p>1.7 SMD AS shall close the SMS Ticket and submit the Approved Branding Compliance Memo to Requesting OBSU with attached Client Satisfaction</p>	None	10 mins	Administrative Staff SMU

	Measurement Survey Form  1.7.1 Shall file the necessary documents.			
	<b>TOTAL</b>	<b>NONE</b>	<b>15 working hours and 40 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 Director of DMS 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>            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>

### List of Offices

Office	Address	Contact Information
Policy & Plans Division	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	Division Chief  227-1964 local 1148 planning.fo11@dswd.gov.ph
		Grievance Officer National Household Targeting Section 09124513359
		Section Head PDPS 227-1964 local 1169
		Section Head Social Technology 227-1964 local 1147