



**Department of Social Welfare and Development**

**DEPARTMENT OF  
SOCIAL WELFARE AND DEVELOPMENT**

**CITIZEN'S CHARTER  
2025 (1<sup>ST</sup> Edition)**



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

### **CITIZEN'S CHARTER 2025 (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 (SWD) 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 our clients 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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## **CENTRAL OFFICE**

## **EXTERNAL SERVICES**

## **ADMINISTRATIVE SERVICE (AS)**

### **EXTERNAL SERVICES**

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

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

<b>Office or Division:</b>	AS - Property Supply and Asset Management Division (PSAMD) DSWD Field Office - Property and Supply Section (PSS)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G - Government to Government G2B - Government to Business Entities	
<b>Who may avail:</b>	Property and Supply Custodian	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Three (3) original copies of duly accomplished Gate Pass		1. To be prepared by the concerned Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS)
2. Property/ies to be brought outside the DSWD premises		2. To be prepared by the DPSC of concerned Office without any prescribed format
<b><u>In the absence of the authorized signatory secure any of the following:</u></b>		
1. Signed by the personnel authorized to sign in behalf of the authorized signatory – with attached one (1) photocopy of Special Order (SO) for order of succession		1. Records and Archives Management Division (RAMD)
2. Digitally signed using the PNP/PSA registered digital signature		2. Digital signature of: <ul style="list-style-type: none"> <li>• Authorized signatory or;</li> <li>• Authorized representative with attached 1 photocopy of SO for order of succession;</li> </ul>
3. Printed copy of email using the official DSWD email account allowing the property to be brought outside DSWD premises		3. From the: <ul style="list-style-type: none"> <li>• Authorized signatory or;</li> <li>• Authorized representative with attached 1 photocopy of SO for Order of succession</li> </ul>
<b><u>Properties for repair/replacement attach:</u></b>		
1. 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter		1. Issued by the supplier/contractor

2. 1 photocopy of Technical Assistance Report 3. 1 photocopy of approved Purchase Order (PO) or Purchase Request (PR) 4. 1 photocopy of PAR/ICS if property is under warranty 5. 1 photocopy of government issued ID and company ID of client or representative <b><u>For loaned properties to be returned to supplier attach:</u></b> 1. 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter 2. Personal Property Item Pass Slip (PPIPS) and/or delivery or acknowledgement receipt 3. 1 photocopy of government issued ID and company ID of client or representative		2. From concerned DSWD Office (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSD/GSS; Maintenance Equipment – BGMD/GSS) 3. Procurement Management Service (PMS) 4. From the accountable personnel 5. From supplier or representative  1. Issued by the supplier/contractor 2. Issued by the Security Personnel upon entry of the property, from supplier or contractor 3. From supplier or representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User request and submit accomplished Gate Pass.	1.1 Receive and review submitted duly accomplished gate passes and attachments vis-à-vis property presented.	None	3 Minutes	Division Chief <i>Property Supply and Asset Management Division</i>
	1.2 Review if the Gate Pass is complete and with attachments (PPIP and other supporting documents)  <b>Complete/Duly Accomplished:</b>	None	5 Minutes	Division Chief <i>Property Supply and Asset Management Division</i>

	<ul style="list-style-type: none"> <li>Update PREMIS through scanning the barcode of the Gate Pass to record the time of receipt of request and endorse the same to the Heads of Property Office for approval</li> </ul> <p><b>Incomplete/ with discrepancy:</b></p> <ul style="list-style-type: none"> <li>Return the Gate Pass to the requestor/ DPSC for proper accomplishment</li> </ul>			
	1.3 Approve the Gate Pass	None	2 Minutes	<i>Head</i> Property Office
	1.4 Scan the Gate Pass barcode to record the time of approval.	None	2 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division
	1.5 Forward copy of the approved Gate Pass to: <ul style="list-style-type: none"> <li>a. Original copy – Security Guard</li> <li>b. Duplicate copy – Person who shall bring the equipment out of DSWD premises to present to Security</li> </ul>	None	5 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division

	Guard On-Duty/ Property Officer  c. Triplicate – Property Office copy			
2. Present property together with the duplicate copy of the approved Gate Pass to the security guard	2.1 Review the presented property vis-à-vis the duplicate copy of the approved Gate Pass  <u>With discrepancy:</u> Return gate pass to the person who shall take the equipment out of DSWD premises and instruct the latter to secure a new gate pass reflecting the correct details of the property to be brought outside DSWD premises.  <u>Without discrepancy:</u> Security Guard On-Duty shall sign the original and duplicate copy of the gate pass, return the signed duplicate copy to the client.  2.2 Scan the barcode of the Gate Pass to record the time when the property was	None	15 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division

	brought outside the DSWD in PREMIS.			
	2.3 Surrender the original copy of the gate pass to the Property, Supply, and Asset Management Division (PSAMD)/Property and Supply Section (PSS).  2.4 The Security Guard shall return the copy of the gate pass upon return of the equipment brought outside the DSWD premises for monitoring purposes.	None	5 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division
	2.5 File gate pass for safekeeping and future reference.	None	6 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division
<b>TOTAL</b>		<b>NONE</b>	<b>43 Minutes</b>	

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

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

<b>Office or Division:</b>	AS - Property Supply and Asset Management Division (PSAMD) DSWD Field Office - Property and Supply Section (PSS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Employees who are: a. Resigned b. Transferred to other Government Offices

		c. Non-renewal of Contract d. Terminated e. Retired		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>A. <u>Without Property Accountability</u></b>  1. Three (3) original copies of Clearance Form 2. And/or duly approved request for transfer / resignation / retirement  <b>B. <u>With Property Accountability</u></b>  1. Three (3) original copies of Clearance Form 2. One (1) Original Copy of Duly Accomplished Furniture and Equipment Transfer Slip (FETS) to transfer/turnover of property accountabilities 3. Duly signed PAR/ICS for transferred property accountability  <b><u>In Case of Lost:</u></b> 1. With request for relief from property accountability due to loss - one (1) copy of COA decision 2. With request for replacement / reimbursement of lost property - One (1) photo copy of request for replacement approved by the Undersecretary for General Administration and Support Services Group (GASSG)		<b>A. <u>Without Property Accountability</u></b>  1. Personnel Administration Division with prescribed format 2. From Client  <b>B. <u>With Property Accountability</u></b>  1. Personnel Administration Division (PAD) with prescribed format 2. To be prepared by the Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS) 3. Submitted by the personnel applying for property clearance with signature of the new end user  <b><u>In Case of Lost:</u></b> 1. DSWD Commission on Audit without prescribed format  2. Property Supply and Asset Management Division (PSAMD) without prescribed format		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit three original copies of the clearance form issued by the Personnel Administration Division (PAD)/ Personnel Administration Section (PAS) and/or duly approved request for transfer / resignation / retirement 2 months before the effectivity of retirement, 30 days of resignation or transfer from 8 AM to 5 PM, Mondays to Fridays except holidays	1.1 Receive Three original copies of clearance issued PAD/PAS and/or duly approved request for transfer / resignation / retirement and review the attached documents from 8 AM to 5 PM, Mondays to Fridays except holidays.	None	15 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division
	1.2 Review and validate recorded property accountability/ies on file using the Property Records and Equipment Monitoring Inventory System (PREMIS) and the individual folder of personnel if canceled.	None	1 Day	<i>Division Chief</i> Property Supply and Asset Management Division
	<b>1.2.1 If No Accountability/ies</b> - the property personnel shall record the date of effectivity of retirement / resignation / transfer/detail of separation/date of issuance of	None	1 Day	<i>Division Chief</i> Property Supply and Asset Management Division

	<p>property clearance in PREMIS and process clearance by affixing initial and forward to the Head of Property for approval.</p> <p><b>1.2.2 With Accountability/ies</b> - Inform the former Office of the applicant through a Memorandum on the remaining accountability/ies to process its cancellation and/or request submission of other requirements/ proof of canceled Property Accountability</p>			
2. Submit documents and other requirements as proof of canceled property accountability and accomplish Client Satisfaction Measurement Form	2.1 The property personnel shall receive and review/validate the submitted documents and other requirements as proof of canceled property accountability.	None	4 Hours	<i>Division Chief Property Supply and Asset Management Division</i>
	2.2 Check the "cleared" box and affix the signature in the clearance form	None	10 Minutes	<i>Head Property Office</i>
	2.3 The property personnel shall scan signed clearance form; record in clearance logbook/ monitoring sheet, forward to	None	15 Minutes	<i>Division Chief Property Supply and Asset Management Division</i>

	the next office concerned.			
	2.4 Upload scanned signed clearance in PREMIS	None	15 Minutes	Division Chief <i>Property Supply and Asset Management Division</i>
	<b>TOTAL:</b>	<b>NONE</b>	<b>2 Days, 4 Hours, 55 Minutes</b>	

### 3. Receiving Request for Information

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

<b>Office or Division:</b>	Administrative Service- Records And Archive Management Division
<b>Classification:</b>	Covered by special law (Executive Order No. 02, s. of 2016)
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Individuals with Filipino Citizenship
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Standard Request (through FOI Request Form)</b> 1. Must Accomplish FOI Request Form a. State your complete name, contact information and purpose of your request b. Attach one (1) photocopy of government issued I.D or valid school I.D (for registered students) (front and back) with photo	Requesting party may visit: <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2017-009.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2017-009.pdf</a> for the FOI Request Form or Secure FOI Request Form in the Office of the FOI Receiving Officer / FO FOI Focal
<b>Online Requests (through eFOI portal)</b> 2. Visit the eFOI website a. Choose <u>Make a Request</u> icon b. Select <u>Department of Social Welfare and Development</u> c. Click on <u>Write My Request</u> d. Ensure all the mandatory fields are filled out e. Attach one (1) photocopy of government issued I.D or valid	Requesting party may visit the FOI website to place their request: <a href="https://www.foi.gov.ph/">https://www.foi.gov.ph/</a>

school I.D (for registered students) (front and back) with photo. f. Create an account				
<b>If unable to make a written request, because of illiteracy or disability</b> 3. Visit the nearest DSWD Office or directly contact at (02) 8-951-7119 for inquiries		Requesting may visit the nearest DSWD Office		
For Requests through EFOI Portal				
CLIENT STEP/S	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for information via the eFOI Portal	1.1 Receive and review the completeness of the request and correctness of supporting documents 1.1.1 Check if the details provided in the eFOI is complete with attached one (1) copy of any government-issued I.D or school I.D (for registered students) with photo 1.1.2 Check if the FOI Request reasonably describes the information requested and the reason, or purpose of the request.  1.2 If incomplete and with clarification, notify the requesting party	None	1 Hour	Division Chief Records And Archive Management Division

	<p>through an e-mail or reply in the eFOI Portal and wait for the requesting party's response.</p> <p><b>1.3 If a response is not received within 60 calendar days</b>, the system will automatically close the request.</p>			
	<p>1.4 Conduct initial assessment and determine whether to deny or accept the FOI Request</p> <p>1.4.1 Outright deny if the request is found to be:</p> <ul style="list-style-type: none"> <li>a. Available online.</li> <li>b. Substantially similar or identical to the previous request; and</li> <li>c. Information not maintained by the Department but is available in other Government Agencies, the same shall be forwarded to the identified Agency using the "referral"</li> </ul>	None	2 Hour (end of process)	<i>Division Chief</i> Records And Archive Management Division

	<p>option in the eFOI portal;</p> <p>1.4.2 Send a reply message via eFOI portal indicating the reason for full denial to the requesting party.</p> <p>1.4.3 Attach a link to the Client Satisfaction Measurement Form</p>			
	<p>1.5 Accept if the request is accurate and complete.</p> <p>1.5.1 Once accepted, an automated email notification will be sent to the FOI registered email account of the CO FOI Decision Maker</p>	None	1 Hour and 45 Minutes	<i>Division Chief</i> Records And Archive Management Division
	1.6 Update status in the ISO registered FOI Monitoring Tool	None	15 Minutes	<i>Division Chief</i> Records And Archive Management Division
	1.7 Receive notification from FRO through email and Open the eFOI Portal	None	5 Minutes	<i>Division Chief</i> Records And Archive Management Division
	<p>1.8 Determine if the request is simple or complex.</p> <ul style="list-style-type: none"> <li>• <b>If simple</b>, draft a reply letter</li> </ul>	None	7 Hours and 55 Minutes	<i>Division Chief</i> Records And Archive Management Division

	<p>addressed to the client. Send the reply to the client by uploading in the eFOI Portal.</p> <ul style="list-style-type: none"> <li>• <b>If complex</b>, conduct research.</li> </ul> <p>1.8.1 Coordinate with concerned OBSU/s.</p> <p>1.8.2 Prepare a letter reply to the client.</p> <p>1.8.3 Upload in the eFOI the letter reply to the client.</p>			
	1.9 Print the screenshots of the request	None	15 Minutes	<i>Division Chief Records And Archive Management Division</i>
	1.10 Prepare memorandum to concerned OBSU/s	None	2 Hours	<i>Division Chief Records And Archive Management Division</i>
	1.11 Endorse the draft memorandum to the Office of the Director (OD) through email and hard copy	None	15 Minutes	<i>Division Chief Records And Archive Management Division</i>
	1.12 Review the printed draft memorandum and recommend its approval to the FDM	None	3 Hours and 20 Minutes	<i>Division Chief Records And Archive Management Division</i>

	<ul style="list-style-type: none"> <li>• <b>If documents are found to be in order,</b> refer to step 11.</li> <li>• <b>If the documents need revisions,</b> the OD staff will send back the drafts with comments to FDM Process focal for enhancement.</li> </ul>			
	1.13 Revise the draft memorandum and incorporate the comments.	None	15 Minutes	<i>Division Chief</i> Records And Archive Management Division
	1.14 Re-submit to the OD staff the printed copy of the revised memorandum	None	10 Minutes	<i>Division Chief</i> Records And Archive Management Division
	1.15 Forward the draft memorandum to the FDM for approval.	None	30 Minutes	<i>Division Chief</i> Records And Archive Management Division
	1.16 FDM shall review the printed draft memorandum. <ul style="list-style-type: none"> <li>• <b>If the draft memorandum is found to be in order,</b> FDM shall approve it.</li> <li>• <b>If the draft memorandum</b></li> </ul>	None	35 Minutes	<i>Division Chief</i> Records And Archive Management Division



	<p><b>m needs revision,</b> FDM will send back to OD staff the documents with comments.</p> <p>1.16.1 OD Staff shall return to the LS FOI Focal, the documents for revision. Then proceed to step 8</p>			
	1.17 Sign the memorandum to the OBSU	None	7 Minutes	<i>Division Chief</i> Records And Archive Management Division
	1.18 Record, scan and send the signed memorandum to the concerned OBSU/s to notify them.	None	20 Minutes	<i>Division Chief</i> Records And Archive Management Division
	1.19 Send the hard copy of the signed memorandum to the concerned OBSU/s	None	30 Minutes	<i>Division Chief</i> Records And Archive Management Division
	1.20 Receive the referral through a memorandum from the FOI Decision Maker	None	15 Minutes	<i>Division Chief</i> Records And Archive Management Division
	<p>1.21 Retrieval of the requested data:</p> <p>If the Office/s concern does not maintain the requested information, they</p>	None	16 Hours.	<i>Division Chief</i> Records And Archive Management Division

	must inform the FRO, in writing within 2 working days upon receipt of the referral from the FDM. <i>Proceed to step 20</i>			
	<p>1.22 For standard request, transmit such information to the FRO within 10 working days upon receipt of endorsement from FDM.</p> <p>For complex requests or those requests that require an extensive search of office records, the concerned office/s may write a request for extension of time to respond to FRO for not more than 10 working days.</p>	None	<p>(18.2) Standard Request: 71 hrs. and 25 mins.</p> <p>(18.3) Complex Requests: 159 hrs. and 5 mins.</p>	Division Chief Records And Archive Management Division
	1.23 Forward to the FOI Receiving Officer the requested data.	None	1 hour and 20 minutes	Division Chief Records And Archive Management Division
	1.24 Receive response from the CO/FO OBSD/s holding the information	None	15 minutes	Division Chief Records And Archive Management Division
	<p>1.25 The FRO Process Focal shall collate and ensure that the information is complete</p> <ul style="list-style-type: none"> <li>• <b>If found to be incomplete,</b></li> </ul>	None	1 hour	Division Chief Records And Archive Management Division

	return the same to the concerned office/s for compliance.			
	1.26 If found to be complete, prepare a letter endorsing the data/information to the Requesting Party through a formal letter with attached ISO registered FOI Customer Feedback Form.	None	5 hours	<i>Division Chief</i> Records And Archive Management Division
	1.27 Sign the letter endorsing the data/information to the Requesting Party through a formal letter with attached ISO registered FOI Customer Feedback Form.	None	40 minutes	<i>Division Chief</i> Records And Archive Management Division
	1.28 Transmit the approved information to the requesting party, through:  a. electronic mail; or b. courier service	None	1 hour and 30 minutes	<i>Division Chief</i> Records And Archive Management Division
	1.29 Update status of request in the FOI Monitoring Tool and file copy of endorsement letter to the requesting party	None	30 minutes	<i>Division Chief</i> Records And Archive Management Division
	<b>TOTAL:</b>	<b>None</b>	<b>Standard Request - 12 Working days and 38 Minutes</b>	

			<b>Complex Request - 23 Working days and 19 Minutes (covered by EO 02 s2016)</b>
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<b>For Standard Request through FOI Request Form</b>				
<b>CLIENT STEP/S</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for information via the Manual Request (FOI Form)	<p>1.1 Review the completeness of the request and supporting document.</p> <p>If the details provided in the FOI Request Form is complete with attached one (1) copy of any government-issued I.D or school I.D (for registered students) with photo.</p> <p>If the FOI Request reasonably describes the information requested and the reason, or purpose of the request.</p> <p><b>If incomplete and with clarification,</b> return the FOI Form to the requesting party for compliance. Or notify the requesting party through an email if the request was received digitally and wait for the requesting party's response. If a</p>	None	1 hour	<i>Division Chief Records And Archive Management Division</i>

	response is not received within 60 calendar days, the request is deemed closed.			
	<p>1.2 Conduct initial assessment and determine whether to deny or accept the FOI Request</p> <p>1.2.1 Outright deny if the request is found to be:</p> <ul style="list-style-type: none"> <li>a. Available online.</li> <li>b. Substantially similar or identical to the previous request; and</li> <li>c. Information not maintained by the Department</li> </ul> <p>1.2.2 Draft a reply letter to the requesting party indicating the reason for full denial signed by FRO/ Regional Director</p> <p>1.2.3 Transmit the reply letter with attached Client Satisfaction Measurement Form to the</p>	None	5 hours (end of process)	<i>Division Chief</i> Records And Archive Management Division

	requesting party, through: a. electronic mail; or b. courier service			
	1.3 Accept if the request is accurate and complete.	None	45 minutes	<i>Division Chief</i> Records And Archive Management Division
	1.4 Draft a letter endorsing the request to the FOI Decision Maker (FDM) / FO FOI Focal for evaluation.	None	2 hours.	<i>Division Chief</i> Records And Archive Management Division
	1.5 Sign the prepared memorandum	None	1 hour	<i>Division Chief</i> Records And Archive Management Division
	1.6 Transmit the memorandum endorsing the FOI request to FDM / FO FOI Focal	None	30 minutes	<i>Division Chief</i> Records And Archive Management Division
	1.7 Update status in the ISO registered FOI Monitoring Tool	None	15 minutes	<i>Division Chief</i> Records And Archive Management Division
	1.8 Receive the endorsement letter from FRO / FO FOI Focal	None	17 hours and 45 minutes	<i>Division Chief</i> Records And Archive Management Division
	1.9 Determine if the request is simple or complex. • <b>If simple</b> , draft a reply letter addressed to the client. Send the reply to the client by email	None	(8.1) 10 minutes (8.2)	<i>Division Chief</i> Records And Archive Management Division

	<ul style="list-style-type: none"> <li><b>If complex,</b> conduct research.</li> </ul> <p>1.9.1 Coordinate with concerned CO / FO OBSU</p>		7 hours and 10 minutes	
	1.10 Prepare a memorandum to concerned OBSU/s	None	2 hours	<i>Division Chief</i> Records And Archive Management Division
	1.11 Send an email to the Office of the Director (OD) / FO FOI Focal attaching the draft memorandum, screenshots and reply to client for review	None	15 minutes	<i>Division Chief</i> Records And Archive Management Division
	1.12 Print the draft memorandum to CO / FO OBSU/s and forward to the OD / FO FOI Focal to respond to FRO not more than 10 working days.	None	10 minutes	<i>Division Chief</i> Records And Archive Management Division
	<p>1.13 Review the printed draft memorandum and recommend its approval to the FDM / FO FOI Focal / FO ORD</p> <p><b>If documents are found to be in order,</b> refer to step 10.</p> <p><b>If the documents need revisions,</b></p>	None	1 hour	<i>Division Chief</i> Records And Archive Management Division

	the OD personnel will send back the drafts with comments to FDM Process focal for enhancement.			
	1.14 Revise the draft memorandum and incorporate the comments.	None	15 minutes	<i>Division Chief</i> Records And Archive Management Division
	1.15 Re-submit to the LS-OD / FO FOI Focal personnel the printed copy of the revised memorandum	None	15 minutes	<i>Division Chief</i> Records And Archive Management Division
	1.16 Forward the draft memorandum to the FDM / FO FOI Focal for approval.	None	30 minutes	<i>Division Chief</i> Records And Archive Management Division
	1.17 FDM / FO FOI Focal will review the printed draft memorandum.  <b>If the draft memorandum is found to be in order, FDM shall approve it.</b>  <b>If the draft memorandum needs revision, FDM / FO FOI Focal will send back to OD personnel the documents with comments.</b>	None	30 minutes  20 minutes  15 minutes	<i>Division Chief</i> Records And Archive Management Division



	1.18 OD personnel shall return to the LS / FO FOI Focal, the documents for revision. Then proceed to step 13			
	1.19 Sign the memorandum to the concerned CO / FO OBSDs	None	2 minutes	<i>Division Chief</i> Records And Archive Management Division
	1.20 Record, scan, and send the signed memorandum to the concerned CO / FO OBSDs through email to notify them.	None	20 minutes	<i>Division Chief</i> Records And Archive Management Division
	1.21 Send the hard copy of the signed memorandum to the concerned CO / FO OBSDs	None	30 minutes	<i>Division Chief</i> Records And Archive Management Division
	1.22 Receive the referral through a memorandum from the FDM / FO FOI Focal	None	15 minutes	<i>Division Chief</i> Records And Archive Management Division
	1.23 Retrieval of the requested data:  <b>If the Office/s concern does not maintain the requested information,</b> they must inform the FRO/FO FOI Focal, in writing within 2 working days upon receipt of the referral from the FDM/FO FOI	None	(21.1)  16 hrs.	<i>Division Chief</i> Records And Archive Management Division

	Focal. <i>Proceed to step 23</i>			
	<p><b>For standard requests</b>, transmit such information to the FRO / FO FOI Focal within 10 working days upon receipt of endorsement from FDM / FO FOI Focal.</p> <p><b>For complex requests or those requests that require an extensive search of office records</b>, the concerned office/s may write a request for an extension of time to respond to FRO / FO FOI Focal for not more than 10 working days.</p>	None	<p>(21.2) Standard Request: 71 hrs. and 25 mins.</p> <p>(21.3) Complex Requests: 159 hrs. and 5 mins.</p>	<i>Division Chief</i> Records And Archive Management Division
	1.24 Forward to the FRO / FO FOI Focal the requested data.	None	1 hr. and 20 minutes	<i>Division Chief</i> Records And Archive Management Division
	1.25 Receive a response from the CO / FO OBSD holding the information	None	15 minutes	<i>Division Chief</i> Records And Archive Management Division
	1.26 The FRO Process Focal / FO FOI Focal shall collate and ensure that the information is complete	None	1 hour and 15 minutes	<i>Division Chief</i> Records And Archive Management Division

	<b>If found to be incomplete</b> , return the same to the concerned office/s for compliance.			
	<b>If found to be complete</b> , prepare a letter endorsing the data/information to the Requesting Party through a formal letter with the attached FOI Customer Feedback Form.	None	5 hours	<i>Division Chief</i> Records And Archive Management Division
	1.27 Sign the letter endorsing the data/information to the Requesting Party through a formal letter with an attached FOI Customer Feedback Form.	None	40 minutes	<i>Division Chief</i> Records And Archive Management Division
	1.28 Transmit the approved information to the requesting party, through:  a. electronic mail; or b. courier service	None	1 hour	<i>Division Chief</i> Records And Archive Management Division
	1.29 Update the status in the FOI Monitoring Tool, and file a copy of the endorsement letter to the requesting party.	None	30 minutes	<i>Division Chief</i> Records And Archive Management Division

	<b>TOTAL:</b>	<b>None</b>	<b>Standard Request - 12 working days and 50 minutes</b> <b>Complex Request - 23 working days and 49 minutes</b> <b>(Covered by EO 02 s2016)</b>
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## **DIGITAL MEDIA SERVICE (DMS)**

### **EXTERNAL 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>	Public Affairs and Advocacy Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business G2G - Government-to-Government			
<b>Who may avail:</b>	Media practitioners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Contact details for requests/inquiry:  Email address: <a href="mailto:dms@dswd.gov.ph">dms@dswd.gov.ph</a> Direct number: 89318101 loc. 10086		DSWD website: <a href="https://www.dswd.gov.ph/">https://www.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 a request for 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 interview;</li> <li>• Name of program/column;</li> <li>• Guide questions; and</li> <li>• Type of response requested</li> </ul>	1.1 Send an acknowledgement upon receipt of interview request from the requesting party details	None	10 minutes	<i>DSWD Spokesperson</i>
	1.2 Coordinate with the Digital Media Service (DMS) Public Affairs and	None	20 minutes	<i>DSWD Spokesperson</i>

	Advocacy Division (PAAD) Chief (DC) and input the details of the interview request in the media interview monitoring sheet			
	1.3 Assign a technical staff/information officer (IO) to prepare a briefer for the interview request	None	10 minutes	Division Chief, <i>Public Affairs and Advocacy Division (PAAD)</i>
	1.4 Prepare the media briefer  1.4.1 Obtain the available media briefer from the vault file; or  1.4.2 Draft a media briefer in coordination with focal persons from concerned DSWD offices, bureaus, services, or units (OBSUs)	None	Briefer available in vault file: 1 hour  Briefer not available in vault file: 5 hours and 30 minutes	Division Chief, <i>Public Affairs and Advocacy Division (PAAD)</i>
	1.5 Review and endorse the draft briefer for approval of the DMS Director  (If with comments, return to Step 1.3)	None	1 hour	Division Chief, <i>Public Affairs and Advocacy Division (PAAD)</i>
	1.6 Review and endorse the draft briefer for approval of the Office of the	None	1 hour	Director, <i>Digital Media Service (DMS)</i>

	DSWD Spokesperson  (If with comments, return to Step 1.3)			
	1.7 Review and approve the briefer  (If with comments, return to Step 1.3)	None	3 hours	<i>DSWD Spokesperson</i>
	1.8 Coordinate with the requesting party for the final schedule of the interview	None	10 minutes	<i>DSWD Spokesperson</i>
2. Answer the Client Satisfaction Measurement Form (CSMF)	2.1 Send official communication to the requesting party to answer the Client Satisfaction Measurement Form	None	10 minutes	<i>DSWD Spokesperson</i>
	<b>TOTAL:</b>	<b>None</b>	Briefer available in Vault file - <b>7 hours</b>  Briefer not available in vault file - <b>11 hours, 30 minutes</b>	



**DISASTER RESPONSE MANAGEMENT  
BUREAU  
(DRMB)**

**EXTERNAL SERVICES**

## 1. Processing of FNI Augmentation Request from DSWD Field Offices

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

This procedure is a sub-process of DSWD-DRMG-SOP-001A, particularly the Agency Action #1.5 which states: “prepare Request Letter for Augmentation of FNI Resources from OUSDRMG, attention DRMB”. However, special requests from Legislators are not covered by this SOP. Assistance through congressional requests are considered direct assistance from the DSWD to the disaster victims subject to usual accounting and auditing rules. Further, requests for FNIs that are not disaster related are not covered in this process.

<b>Office or Division:</b>	DSWD Disaster Response Management Bureau (DRMB)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DSWD Field Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
FO Request Letter addressed to OUSDRMG, attention DRMB, indicating the LGU beneficiaries, types of Disaster occurrence, requested FNIs, delivery site and delivery date ( <i>1 original copy or 1 electronic copy</i> )		Provided by the concerned DSWD FO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. FO to send request letter for FNI augmentation addressed to OUSDRMG, attention DRMB, indicating the LGU beneficiaries, types of Disaster occurrence, requested FNIs, delivery site and delivery date.	1. Receive and log the FO request for FNI augmentation received from Records Division / through email / OUSDRMG / Office of DRMB Director;	None	15 minutes	Director, DRMB

	1.1 Endorse to DROMD for appropriate action			
	1.2 Receive and endorse to FNI Section for review/ assessment and validation of request	None	15 minutes	Chief, <i>DROMD</i>
	1.3 Desk Review / Assessment and Validation of Request: Section Head / Staff to validate request through FO Focal or through review of any report if available, such as: latest DROMIC Report, latest NDRRMC Situational Report, RDANA Report, DSWD Predictive Analytics	None	1 hour and 30 minutes	FNI Section Head, <i>DROMD</i>
	1.4 Validate FNI Inventory through Online Database  1.4.1 Coordinate with NRLMB (NROC/VDRC) Focal Person on availability of FNI Resources	None	30 minutes	FNI Section Head, <i>DROMD</i>

	1.4.2 Prepare Assessment Report to be signed by the FNI / Section Head			
	1.5 If FNIs are not available, prepare communication letter or email to concerned FO on unavailability of FNI resources	None	30 minutes	FNI Section Head, <i>DROMD</i>
	1.6 Review and initial pertinent documents and endorse to DRMB Director for approval	None	20 minutes	Chief, <i>DROMD</i>
	1.7 DRMB Director to sign communication letter	None	20 minutes	Director, <i>DRMB</i>
	1.8 Log, scan to email, and send communication letter to Administrative Service – Records and Archives Management Division (AS-RAMD) for mailing to requesting FO	None	20 minutes	Director, <i>DRMB</i>
	1.9 If FNIs are available, prepare RIS/IF and endorse to DROMD Chief	None	30 minutes	FNI Section Head, <i>DROMD</i>

	1.9.1 Review and initial RIS/IF			Chief, <i>DROMD</i>
	1.9.2 Sign RIS/IF			Director, <i>DRMB</i>
	1.10 Forward signed RIS to the National Resource and Logistics Management Bureau (NRLMB) for processing and approval: log, email or send communication letter to NRLMB	None	30 minutes	Director, <i>DRMB</i>
	<b>TOTAL</b>	<b>None</b>	<b>5 Hours</b>	

## 2. Resource and Logistics Mobilization of FNIs to the DSWD Field Offices

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

This procedure is a continuation process of DSWD-DRMG-SOP-001B undertaken after Issuance of Requisition Issuance Slip (RIS) from the Disaster Response Management Bureau (DRMB); facilitation of the National Resource and Logistics Management Bureau (NRLMB); up to the delivery and acceptance of FNIs by the DSWD FOs, for continuation of their DSWD-DRMG-SOP-001A, Agency Action #1.5. However, special requests from Legislators are not covered by this SOP. Assistance through congressional requests are considered direct assistance from the DSWD to the disaster victims subject to usual accounting and auditing rules. Further, requests for FNIs that are not disaster related are not covered in this process.

<b>Office or Division:</b>	DSWD National Resource and Logistics Management Bureau (NRLMB)
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DSWD Field Offices, through the Disaster Response Management Bureau (DRMB)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Approved RIS/IF (1 original copy)</li> <li>FO Request (1 original copy or 1 electronic copy)</li> <li>Copy of FNI Inventory through online database (1 electronic copy)</li> <li>Assessment Report from DRMB-DROMD (1 original copy or 1 electronic copy)</li> </ul>		Disaster Response Management Bureau (DRMB) - Disaster Response Operations Management Division (DROMD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. FO to send request letter for FNI augmentation addressed to OUSDRMG, attention DRMB; and DRMB to send signed RIS/IF to NRLMB	1. Receive signed RIS/IF from DRMB: log the approved RIS/IF received from DRMB and/or thru email	None	15 minutes	Director, <i>NRLMB</i>
	1.1 Endorse approved RIS/IF to the Office of the Director			
	1.2 NRLMB Director to provide instruction to Disaster Resource Center (DRC) Chief	None	20 minutes	Director, <i>NRLMB</i>
	1.2.1 Endorse to DRC Division Chief for appropriate action			
	1.3 DRC Division Chief to provide	None	20 minutes	Division Chief, <i>DRC</i>

	instructions to the Logistics Section			
	1.4 Coordinate with FO on hauling or delivery of goods from DRC to FO warehouse  1.4.1 Check on availability of contracted Transport Service or DSWD Trucks	None	1 hour	Logistics Section Head, <i>DRC</i>
	1.5 <u>If transport is not available</u> , coordinate with National or Regional Disaster Risk Reduction and Management Council (N/RDRRMC) or other partners for logistical support	None	1 hour	Logistics Section Head, <i>DRC</i>
	1.6 Prepare communication letter or email to identified NDRRMC/ Logistics Partners for logistical support	None	30 minutes	Logistics Section Head, <i>DRC</i>
	1.7 Endorse to DRC Chief for review and initial	None	10 minutes	Division Chief, <i>DRC</i>
	1.8 Endorse to NRLMB Director for approval: sign	None	10 minutes	Director, <i>NRLMB</i>

	communication letter on request for logistics augmentation (Letter/Notice to Contracted Transport Service Provider)			
	1.9 Log, scan to email, and send communication letter; mail to Contracted Transport Service Provider, if necessary	None	10 minutes	Director, <i>NRLMB</i>
	1.10 If transport is available, mobilize transport service and provide escorts for the delivery of goods: prepare Travel Authority/ Special Order (SO) of identified escort for transport of goods  1.10.1 Prepare required documents for signature of the receiving FO	None	30 minutes	Logistics Section Head, <i>DRC</i>
	1.11 Loading and release of FNIs from DRC warehouse: facilitate and monitor loading of goods to	None	1 hour and 30 minutes	Logistics Section Head, <i>DRC</i>



	transport vehicles/assets			
	1.11.1 Monitor / document releases of goods from warehouse			
	1.12 Prepare Delivery Receipt and Issuance Receipt signed by the Logistics Management Division (LMD) Chief/Logistics Management Section (LMS) Head and approved by NRLMB Director/DRC Head	None	40 minutes	Logistics Section Head, <i>DRC</i>
	1.13 Deliver goods and ensure proper acknowledgment of RIS/IF by requesting FO (revert to DSWD-DRMG-SOP-001A, Agency Action Step 1.4 for continuation of FO Augmentation Procedures to LGUs)	None	15 minutes	Logistics Section Head, <i>DRC</i>
2. Sign RIS / IF and Delivery Receipt / Issuance Receipt; and fill up Client Satisfaction Measurement Form (CSMF)	2. Administer Client Satisfaction thru release of CSMF to requesting FOs	None	5 minutes	Logistics Section Head, <i>DRC</i>

	2.1 Preparation of Feedback Report on completed RIS to OUSDRMG: prepare, review, vet and initial Feedback Report on completed RIS/IF/ Summary of FNI Releases for vetting and approval of the NRLMB Director	None	30 minutes	Chief/ Logistics Section Head, <i>DRC</i>
	2.2 Approval of the NRLMB Director on the Feedback Report on completed RIS/IF/ Summary of FNI Releases  2.2.1 Transmittal of Feedback report: log, email or send report to OUSDRMG	None	15 minutes	Director, <i>NRLMB</i>
	<b>TOTAL</b>	<b>None</b>	<b>7 hours and 40 minutes</b>	

**DSWD ACADEMY  
(DA)**

**EXTERNAL SERVICES**

## 1. Borrowing and Returning of KEC or RLRC Materials and Collections

This process ensures that all DSWD officials and staff who may avail of the KEC/RLRC borrowing and returning of materials/collections shall be efficiently and effectively attended by the KEC/RLRC Librarian/Staff at all times and in a timely manner during business hours from Monday to Friday.

<b>Office or Division:</b>	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD)	
<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	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>Borrowing for Internal Clients</b>  1. Employee ID (1 original) 2. Registration Form (1 online form)/ Logbook 3. Book Card (1 per book)		1. Requesting Party 2. Knowledge Exchange Center 3. Knowledge Exchange Center
<b>Borrowing for External Clients</b>  1. Valid ID (1 original) 2. Registration Form (1 online form) 3. Book Card (1 per book)		1. Requesting Party 2. Knowledge Exchange Center 3. Knowledge Exchange Center
<b>Renewal (for Internal Clients Only)</b>  1. Book Card (1 per book) 2. Registration Form/ Logbook (For walk-in); (1 online form)		1. Knowledge Exchange Center 2. Knowledge Exchange Center
<b>Returning for Internal Clients</b>  1. Registration Form/ Logbook (1 online form) 2. Book Card (1 per book) 3. Client Satisfaction Measurement Survey Form (1 online form)		1. Knowledge Exchange Center 2. Knowledge Exchange Center 3. Knowledge Exchange Center
<b>Returning for External Clients</b>  1. Book Card (1 per book)		1. Knowledge Exchange Center 2. Knowledge Exchange Center

2. Client Satisfaction Measurement Survey Form (1 online form)	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Borrowing for Internal Clients</b>				
1. Inquire about the availability of book/ material and present ID	1. Receive the client's inquiry and request the client to present the employee ID and register or log.	None	10 minutes	TS IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)
2. Log in to the Registration Desktop	2. Check the availability of the book/material.	None	20 minutes	TS IV/Division Chief SWIDB-KMD
	2.1 <b>If available</b> , check if it is a circulating or non-circulating book/material.  <b>If not available</b> , inform its non-availability and/or refer to other RLRCs/libraries. <b>END HERE.</b>	None	5 minutes	TS IV/Division Chief SWIDB-KMD
	2.2 <b>If circulating material</b> , inform the client it may be borrowed for "Room Use" or home reading.  <b>If not circulating material</b> , inform for "Room Use" only and photocopy part of the material	None	3 minutes	TS IV/Division Chief SWIDB-KMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	needed as a reference.			
	2.3 Request the client to fill out the <b>Book Card</b> (Date Borrowed/ Name and OBS).	None	5 minutes	TS IV/Division Chief SWIDB-KMD
3. Fill out the Book Card	3. Update <b>Borrower's Matrix</b> by entering the borrowing transaction details and write the date the materials are due on the <b>Date Due Slip and on the Book Card</b> based on the prescribed borrowing period of seven (7) work days (for home reading)	None	10 minutes	TS IV/Division Chief SWIDB-KMD
	3.1 Release the book/material to the client and remind proper handling and to always cite references used.	None	2 minutes	TS IV/Division Chief SWIDB-KMD
	3.2 <b>If borrowed for home reading</b> , compose a scheduled email of the book due reminder to be sent to the client at least 2 days before the exact date the material is due.	None	2 minutes	TS IV/Division Chief SWIDB-KMD
<b>Returning for Internal Clients</b>				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Log in to the Registration Desktop	4. Receive the client and the returned KEC or RLRC material	None	3 minutes	TS IV/Division Chief SWIDB-KMD
	4.1 Evaluate the book/ material to be returned.  <b>If not overdue,</b> request the client to fill out the Book Card and return to its pocket. Update <i>Borrowers' Matrix</i> and <i>Date Due Slip</i> .  <b>If overdue,</b> enforce the following penalty:  <ul style="list-style-type: none"> <li>• <i>1st Offense: Verbal warning</i></li> <li>• <i>2nd Offense: Written warning</i></li> <li>• <i>3rd Offense: Memo informing suspension of borrowing privileges for three (3) months.</i></li> </ul> Send CSMS to the client.	None	15 minutes	TS IV/Division Chief SWIDB-KMD
5. Accomplish the Book Card and CSMS Survey	5. Accomplished CSMS shall be collected and included in the CSM Report (CSMR).	None	2 minutes	TS IV/Division Chief SWIDB-KMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Return the book/ material to its shelf			
	<b>TOTAL</b>	<b>NONE</b>	<b>1 Hour and 17 minutes</b>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Borrowing for External Clients</b>				
1. Inquire about the availability of book/ material and present ID	1. Receive the client's inquiry and request the client to present the Visitor's ID and register or log.	None	10 minutes	TS IV/Division Chief SWIDB-KMD
2. Log in to the Registration Desktop	2. Check the availability of the book/material.	None	20 minutes	TS IV/Division Chief SWIDB-KMD
	2.1 <b>If available</b> , inform for "Room Use" only and/or may photocopy part of the material needed as a reference.  <b>If not available</b> , inform its non-availability and/or refer to other RLRCs/libraries.	None	10 minutes	TS IV/Division Chief SWIDB-KMD
	2.2 Request the client to fill out the <b>Book Card</b> (Date Borrowed/ Name and OBS).	None	3 minutes	TS IV/Division Chief SWIDB-KMD
3. Fill out the Book Card	3. Update <b>Borrower's Matrix</b> by entering the	None	10 minutes	TS IV/Division Chief SWIDB-KMD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	borrowing transaction details and date borrowed on the <b>Book Card</b> and <b>Date Due Slip</b> .			
	3.1 Release the book/material to the client and remind proper handling and to always cite references used.	None	2 minutes	TS IV/Division Chief SWIDB-KMD
<b>Returning for External Clients</b>				
4. Log in to the Registration Desktop	4. Receive the client and the returned KEC or RLRC material  4.1 Evaluate the book/ material to be returned.  4.2 Send CSMS to the client.	None	3 minutes	TS IV/Division Chief SWIDB-KMD
5. Accomplish the Book Card and CSMS Survey	5. Return the book/ material to its shelf  5.1 Accomplished CSMS shall be collected and included in the CSM Report (CSMR).	None	17 minutes	TS IV/Division Chief SWIDB-KMD
	<b>TOTAL</b>	<b>NONE</b>	<b>1 Hour and 15 minutes</b>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Renewal - Via Email (For Internal Clients Only)</b>				
1. Request for renewal of the	1. Acknowledge the client's request.	None	5 minutes	TS IV/Division Chief

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
borrowed KEC or RLRC material				SWIDB-KMD
	1.1 Update <b>Book Card</b> and <b>Borrower's Matrix</b> by entering the renewal transaction details and writing the date the material is due based on five (5) work days borrowing period for renewal.	None	10 minutes	TS IV/Division Chief SWIDB-KMD
	1.2 Compose a scheduled email on book due reminder to be sent to the client (at least 2 days before the exact date the material is due.)	None	5 minutes	TS IV/Division Chief SWIDB-KMD
<b>Renewal - Walk-in (For Internal Clients Only)</b>				
1. Request for renewal of the borrowed KEC or RLRC material	1. Request client to register.	None	3 minutes	TS IV/Division Chief SWIDB-KMD
	1.1 Request client to fill out the <b>Book Card</b> (Date Borrowed/ Name and OBS).	None	5 minutes	TS IV/Division Chief SWIDB-KMD
2. Fill out the Book Card	2. Update <b>Borrower's Matrix</b> by entering the renewal transaction details and write the date the	None	10 minutes	TS IV/Division Chief SWIDB-KMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	material is due on the <b>Date Due Slip and on the Book Card</b> based on the prescribed renewal period of five (5) work days for home reading.			
	2.1 Release the book/material to the client and remind proper handling and to always cite references used.	None	2 minutes	<i>TS IV/Division Chief SWIDB-KMD</i>
	2.2 Compose a scheduled email of book due reminder to be sent to the client at least 2 (two) days before the exact date the material is due.	None	5 minutes	<i>TS IV/Division Chief SWIDB-KMD</i>
	<b>TOTAL</b>	<b>NONE</b>	For renewal via email - <b>20 minutes</b> For renewal via walk-in - <b>25 minutes</b>	

## 2. DSWD Academy Function Room Reservation and Use

This process facilitates the reservation and use of function rooms at the Social Welfare and Development Center for Asia and the Pacific (DSWD Academy)

<b>Office or Division:</b>	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Reservation</b>  1. Inquiry via email, chat, or call (1 email, chat, or call) 2. Reservation Form (1 scanned copy) 3. Notification of Cancellation - applicable for canceling the reservation (1 notification sent via email to DSWD Academy)	1. Requesting Party  2. DSWD Academy Admin Staff (via email) 3. Requesting Party
<b>Ingress</b>  1. Function Room Use Monitoring Sheet (1 printed copy)	1. DSWD Academy Front Desk
<b>Egress</b>  1. Damaged or Lost Item Incident Report (if applicable; 1 printed form) 2. Client Satisfaction Measurement Survey (1 online survey form) Function Room Use Monitoring Sheet (1 printed copy)	1. DSWD Academy Front Desk  2. DSWD Academy Front Desk  3. DSWD Academy Front Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Reservation</b>				
1. Inquire if the function room is available	1. Receive and acknowledge inquiry of the client and check the availability of function rooms through the DSWD Academy Google Calendar.  If rooms are available, inform the client through email with the link to the Reservation Form (in Google Form).  If rooms are not available, share the DSWD Academy	None	90 minutes	Social Welfare Officer V (SWO V)/ Division Chief Social Welfare Institutional Development Bureau - Operations and Marketing Division (SWIDB - OMD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>calendar link (KM Portal/SWIDB TA Portal) and request the client to identify other dates that the DSWD Academy is available. If DSWD Academy is fully booked on the dates that the client has identified, issue a Certificate of Non-Availability applicable to DSWD OBS/FO clients only.</p> <p><i>Note:</i> For the prepared Certification of Non-Availability, print and endorse to the head of DSWD Academy for signature.</p> <p>1.1. Review and sign the Certification and forward it to DSWD Academy admin staff for outgoing.</p> <p>1.2. Send the client the signed Certification through email. Endorse the hard copy to the concerned OBS client. A hard copy is issued to the client as required by the</p>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Finance and Management Service.			
2. Submit the reservation form through email of DSWD Academy  (If Applicable) Submit the email of cancellation to the DSWD Academy Admin Staff	2. Receive and confirm the reservation through email.  <i>Note:</i> Send a scheduled email notification seven (7) working days before the activity to remind the client of the reservation.  In case of cancellation, the DSWD Academy should be informed at least seven (7) working days before the activity.  In case of late notification of cancellation of activity per timeline, the organizer will provide a memo with the reason of cancellation signed by OBSU head	None	90 minutes	SWO V/ Division Chief SWIDB - OMD
<b>Ingress</b>				
3. Accomplish the Function Room Use Monitoring Sheet	3. Receive the accomplished Function Room Use Monitoring Sheet and accompany the organizer and direct the clients	None	5 minutes	SWO V/ Division Chief SWIDB - OMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to their assigned function room			
<b>Egress</b>				
4. Submit the accomplished Function Room Use Monitoring Sheet and accomplish the CSM Survey	<p>4. Receive the accomplished Function Room Use Monitoring Sheet and inspect the client's vacated room vis-à-vis the Function Room Amenities Checklist to determine if nothing is missing or damaged in the function room.</p> <p><i>Note:</i> Request the activity organizer to scan the CSMS QR code to access and accomplish the CSMS.</p>	None	5 minutes	SWO V/ Division Chief SWIDB - OMD
	4.1 Check if the Function Room Use Monitoring Matrix is completely filled out	None	10 minutes	SWO V/Division Chief SWIDB - OMD
	<p>4.2 Report the result of the inspection of the vacated function room to the front desk.</p> <p><i>Note:</i></p>	None	5 minutes	SWO V/Division Chief SWIDB - OMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If there are missing/damaged items, fill out the Facility Damaged and Lost Items Incident Report form.			
	4.3 Inform the client (organizer) about the inspection result.  <i>Note:</i> If there are damaged/missing item/s, discuss the penalty with the client.	None	5 minutes	SWO V/Division Chief SWIDB - OMD
5. Pay the billed amount	5. Facilitate the mode of payment per classification of clients with the organizer once the result of the inspection is concurred  a. If the organizer is from DSWD/NGA and availed of function room only, prepare a Statement of Account and send it to the concerned office for processing of payment thru	<b>Rates per base rate (8 hours), with additional charge of 12.5% per base rate for every succeeding hour</b>  <b>Plenary Hall -</b> Php 10,000.00  <b>Kamagong Function Room -</b> Php 7,000.00  <b>Rosal</b>	5 minutes	SWO V/Division Chief SWIDB - OMD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Authority to Debit Account.</p> <p>b. If the organizer is from DSWD/NGA and with check-in participants, prepare a Statement of Account and other supporting documents such as ID and send them to the concerned office for processing of payment through Authority to Debit Account.</p> <p>c. If the organizer is from an external organization and provides payment, issue a provisional receipt.</p>	<p><b>Function Room -</b> Php 5,000.00</p> <p><b>Sampaguita Function Room -</b> Php 5,000.00</p> <p><b>Ylang-Ylang Function Room -</b> Php 5,000.00</p> <p>Other fees: if applicable (amount of damaged or lost items)</p>		
	5.1 Encode the transaction in the payment database and/or the Account Receivable	None	5 minutes	SWO V/Division Chief SWIDB - OMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Database.			
	<b>TOTAL</b>	<b>Depends on the type of function room and days of utilization</b>	<b>3 Hours and 40 minutes</b>	

### 3. DSWD Academy Guest Room Reservation and Use

This service provides guidance on how to accommodate availing individuals of guest room service at the DSWD Academy facilitated through online reservations or walk-ins.

<b>Office or Division:</b>	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Reservation</b>				
1. Inquiry via email, chat, or call (1 email, chat, or call) 2. DSWD Academy Reservation Form (1 scanned copy) 3. Requester's ID (1 scanned copy; preferably office or corporate ID) 4. Notification of Cancellation - applicable for canceling the reservation (1 notification sent via email to DSWD Academy)		1. Requesting party 2. DSWD Academy Admin Staff (via email) 3. Requesting party 4. Requesting party		
<b>Check-in</b>				
1. Billet form is accessible through (1 Google Form or 1 printed copy) 2. Valid ID (1 valid ID, scanned or actual; preferably corporate ID) 3. Activity Attendance Sheet (1 printed copy)		1. DSWD Academy Front Desk 2. Requesting party 3. DSWD Academy Front Desk		
<b>Check-out</b>				

1. Damaged or Lost Item Incident Report (if applicable) 2. Client Satisfaction Measurement Survey (1 online survey form) 3. Activity Attendance Sheet (1 printed copy)	1. DSWD Academy Front Desk 2. DSWD Academy Front Desk 3. DSWD Academy Front Desk
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Reservation</b>				
1. Inquire if the guest room is available	<p>1. Receive and acknowledge the inquiry of the client and check the availability of guest rooms through the DSWD Academy Google Calendar.</p> <p><i>Note:</i> If rooms are available, inform the client through email with the link to the Reservation Form (in Google Form). For queries received via phone call or chat, request the client to provide an email address.</p> <p>Inform the client that all rooms are for triple-sharing and may be shared with another co-guest. If the client prefers to avail the whole room, he/she will pay the amount for three guests.</p> <p>If there are no</p>	None	90 minutes	Social Welfare Officer V (SWO V) / Division Chief SWIDB - Operations and Marketing Division (OMD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	available rooms, inform the client about the unavailability of rooms through email/chat/call.			
2. Submit reservation form through email of DSWD Academy  (If Applicable) Submit the email of cancellation to the DSWD Academy Admin Staff	2. Receive, confirm, and acknowledge the reservation through email.  Once confirmed, book the requested schedule to the DSWD Academy Google calendar.  <i>Note:</i> In case of rebooking, it should be communicated through email and should be made at least three days before the original reserved date.  In case of cancellation, it should be communicated through email and should be made at least three days before the reserved date.	None	90 minutes	SWO V/ Division Chief SWIDB - OMD
<b>Check-in</b>				
3. Accomplish the Billet Form	3. Receive the client and ask if he/she has a reservation.	None	5 minutes	SWO V/ Division Chief SWIDB - OMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>If yes, check if the client has a previous record of check-in in the Billet Database and validate if existing records are still updated.</p> <p>If there is no reservation, check the availability of guest rooms and request the client to scan the posted QR code to access and fill out the Billet Form through Google Form and upload a scanned copy of ID.</p> <p>If internet access is not available, request a client to fill up a hard copy of the Billet Form.</p> <p><i>Note:</i> If there are no available rooms, inform the walk-in client.</p> <p>For group billeting, an activity attendance sheet will be accomplished by the participants/clients.</p>			
	3.1 Accompany the client to the	None	10 minutes	SWO V/ Division Chief

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	assigned room.  <i>Note:</i> Inform the client to surrender the room key, and a CSMS form will be accomplished upon his/her check-out.			SWIDB - OMD
<b>Check-out</b>				
4. Surrender the room key and accomplish the CSM Survey	4. Receive the surrendered room key and request the client to scan the CSMS QR code to access and accomplish the CSMS.  <i>Note:</i> Instruct the DSWD Academy admin staff to inspect the vacated room.	None	3 minutes	SWO V/ Division Chief SWIDB - OMD
	4.1 Inspect the client's vacated room vis-à-vis the Room Amenities Inventory posted in the room to determine if nothing is missing or damaged.  <i>Note:</i> If there are missing/ damaged items, fill out the Damaged or	None	10 minutes	SWO V/ Division Chief SWIDB - OMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Lost Item Incident Report form.			
	4.2 Report the inspection result of the vacated room to the front desk officer.  <i>Note:</i> Inform the client about the inspection result including penalty if there are damaged or lost items.	None	5 minutes	SWO V/ Division Chief SWIDB - OMD
5. Pay the billed amount	5. Receive payment and issue a provisional receipt.  <i>Note:</i> Thank the client for staying at DSWD Academy.  If the client is an activity participant, request the client to indicate the check-out time and affix his/her signature to the Activity Attendance Sheet.	P300.00 for DSWD staff and its Affiliate and Supervised Agencies and DSWD Program beneficiaries  P500.00 for other government agencies  P700.00 for private individuals  (if applicable) amount of damaged or lost items	3 minutes	SWO V/ Division Chief SWIDB - OMD
	5.1 Encode the payment details in the Payment	None	3 minutes	SWO V/ Division Chief SWIDB - OMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Database.			
	<b>TOTAL</b>	<b>Depends on the guest category and days of utilization</b>	<b>3 Hours and 39 minutes</b>	
<i>Note: The facility provides a 20% discount for senior citizens, PWD, students and solo parents upon presentation of the corresponding valid ID.</i>				

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

This process responds to the request for a resource person to capacitate the external intermediaries and stakeholders with the needed knowledge and skills to effectively implement social welfare and development and social protection programs and services that are responsive to the needs of different sectoral groups in the community.

<b>Office or Division:</b>	Social Welfare Institutional Development Bureau - Field Office Counterparts		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	Government to Government (G2G) Government to Business (G2B)		
<b>Who may avail:</b>	All external intermediaries and stakeholders such as other National Government Agencies (NGAs), Non-Government Organizations (NGOs), Local Government Units (LGUs), and Academe and Civil Society Organizations (CSOs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request Letter (1 scanned or printed copy) 2. Request Form (if applicable; 1 scanned copy)  3. Client Satisfaction Measurement Survey		1. Requesting party  2. Field Office (FO) Capacity Building Section (CBS) or Social Welfare Institutional Development Section (SWIDS) 3. Field Office (FO) Capacity Building Section (CBS) or Social Welfare Institutional Development Section (SWIDS)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1. Receive, check, and log the	None	4 Hours	Administrative



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>request letter.</p> <p>After recording, forward the request letter to the CBS/SWIDS</p> <p>Note: Generate copies of the request and copy furnish the ORD, ARD, and Assigned DCs for information.</p>			<p>Officer II Field Office Records and Archives Management Section (FO RAMS)</p>
	1.1. Receive and record the request letter, and forward it to the Section Head/OIC/ for review of the request.	None	2 Hours	<p>Training Specialist III Protective Services Division (PSD)</p>
	1.2. Receive and review the request letter, and forward it to the assigned staff for processing.	None	4 Hours	<p>Social Welfare Officer V (SWO V) PSD</p>
<p>(If applicable) Submit accomplished Request Form to CBS or SWIDS assigned staff</p>	<p>1.3. Review the completeness of the request.</p> <p>1.3.1 If the details of the request are complete, identify a resource person by checking the directory of Core Group of Specialists</p> <p>1.3.2 If not complete,</p>	None	4 Hours	<p>Training Specialist III PSD</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>coordinate with the requestor to complete the details.</p> <p><i>Note:</i></p> <p><i>a. If the request indicates preference in RP for the activity, the assigned CBS/ SWIDS staff shall check the available list and offer to change the RP if there shall be an available RP on top of the preferred one.</i></p> <p><i>b. If the request letter provides unclear information, send the Request Form to the requester</i></p>			
	<p>1.4. Once the senior specialist is identified per database/list, coordinate with the supervisor of the CGS member (Specialist)/ to inform and check on their availability.</p> <p><i>Note: If the supervisor of the CGS member will not be able to respond within an hour, assigned</i></p>	None	18 Hours	Training Specialist III PSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><i>CBS/SWIDS staff shall e-mail the CGS member with the details of the request.</i></p> <p>1.4.1. If the senior specialist is not available, coordinate with the prospective RPs in the following order:            1. Junior Specialist (JS)            2. Program Focal (PF)            3. SWDL-Net Member            4. Other DSWD Experts</p> <p>1.4.2. If no RP is available, coordinate with the requestor and negotiate the date of the activity to suit the availability of the prospective RP and the requester.</p> <p>1.4.2.1. If the requester is amenable to changing the date, the same process of coordination, following the sequence, shall be done.</p>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Note: If an RP is available, send a confirmation slip for approval of the immediate supervisor of the RP			
(If regret) Accomplish CSM Survey	<p>1.5. Prepare and forward the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the CB/SWID Section Head for review and initials.</p> <p>1.5.1. If no RP is available and the requester is not amenable to changing the date, prepare a letter of regret.</p>	None	8 Hours	Training Specialist III PSD
	<p>1.6. Review and forward the confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the Office of the Regional Director.</p> <p><i>1.6.1. with corrections:</i> Return the Confirmation Letter/ Regret Letter and draft RSO to the assigned CBS/ SWIDS staff.</p>	None	4 Hours	SWO V PSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><i>1.6.2. with no correction:</i> Forward the Confirmation Letter/ Regret Letter, and RSO to the Regional Director.</p> <p>Note: Forward the RSO to the DC of the RP for countersigning before submission for approval of the RD</p>			
	<p>1.7. Review and approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter.</p> <p><i>1.7.1. if with corrections:</i> Return the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to CBS/SWIDS Head.</p> <p><i>1.7.2. If with no corrections:</i> Approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter then forward to CBS/SWIDS Administrative Staff.</p>	None	8 Hours	Regional Director Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8. Send the Confirmation Letter/ Regret Letter, and CSMS Form (google form) to the Requester. Then provide the RP supervisor with an RSO/ Referral Letter to SWD L-Net Member.  Encode the rest of the details of the request to the Database.	None	3 Hours and 50 minutes	Training Specialist III PSD
2. Accomplish CSM Survey	2. Administer the accomplished CSMS Form (google form), convert it to PDF then forward to the Document Custodian via E-mail.	None	10 minutes	Training Specialist III PSD
	<b>TOTAL</b>	<b>NONE</b>	<b>7 Days</b>	

## **FINANCIAL SERVICE (FS)**

### **EXTERNAL SERVICES**

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

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

<b>Office or Division:</b>	Accounting Division - Regular Programs (ADRP)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government	
<b>Who may avail:</b>	Donors of cash and in-kind donations or his/her authorized representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>A. Requesting of Certificate</b>		
1. Request form for Certificate of Donation (1 Original Copy)		For Central Office (CO) - ADRP Records and Reporting Section  For Field Offices (FO) - Accounting Section  Schedule of request: Monday – Friday, 8:00 AM – 5:00 PM
2. Signed and Notarized Deed of Donation (1 Original Copy)		Requesting Party/Donor
3. Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original Copy)		For Cash Donation - Cash Division of Financial Management Service (CO) / Cash Section (FO)  For Donations in Kind - Office/Bureau in DSWD who receive the donation
<b>B. Claiming of Certificate</b>		
4. Claim Stub (1 Original Copy)		For Central Office (CO) - ADRP Records and Reporting Section  For Field Offices (FO) - Accounting Section
For online clients		
<b>A. Requesting of Certificate</b>		
1. Request form for Certificate of Donation (1 Electronic Copy)		Download and print the request form from <a href="https://bit.ly/3I7RCeu">https://bit.ly/3I7RCeu</a> (form is located under General Administration and Support Services Group, select DSWD-FMS-GF-002 REV 01 REQUEST FORM FOR CERTIFICATE OF DONATION)
2. Signed and Notarized Deed of Donation (1 Electronic Copy)		Requesting Party/Donor



3. Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Electronic Copy)		For Cash Donation - Cash Division of Financial Management Service (CO) Cash Section (FO)  For Donations in Kind - Office/Bureau in DSWD who receive the donation		
B. Claiming of Certificate				
4. E-mail Acknowledgement Receipt (1 Printed Copy)  • Signed and Notarized Deed of Donation (1 Original Copy)  • Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original Copy)		E-mail from <a href="mailto:accounting@dswd.gov.ph">accounting@dswd.gov.ph</a> for CO or <a href="mailto:accounting.fo#@dswd.gov.ph">accounting.fo#@dswd.gov.ph</a> for FOs  Requesting Party/Donor  For Cash Donation - Cash Division of Financial Management Service (CO) / Cash Section (FO)  For Donations in Kind - Office/Bureau in DSWD who receive the donation		
Additional requirements if claimed by authorized representative				
• Authorization letter for the representative (1 Printed Copy)		• Requesting Party/Donor		
• Government-issued IDs (1 Photocopy each)		• Requesting Party/Donor and His/Her Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the ADRP Records and Reporting Section of the Central Office or Accounting Section in the Field Offices to secure the request form.  -or-  Secure the request form by visiting the link and download the form via <a href="https://bit.ly/3I7RCeu">https://bit.ly/3I7RCeu</a>	1. Provide the request form for Certificate of Donation to walk-in client/s.	None	5 Minutes	<u>Central Office:</u> Division Chief, ADRP  <u>Field Office:</u> Accounting Section

<p>2. Fill-out and submit the request form together with the required supporting documents to ADRP Records and Reporting Section (CO) or Accounting Section (FO).</p> <p>-or-</p> <p>Fill-out and submit the scanned form together with the supporting documents and email the documents via <a href="mailto:accounting@dswd.gov.ph">accounting@dswd.gov.ph</a> for CO or <a href="mailto:accounting.fo#@dswd.gov.ph">accounting.fo#@dswd.gov.ph</a> for FO.</p> <p><i>Note:</i> The client shall wait for the schedule of the release of the Certification. They shall receive a NOTIFICATION via email/chat/call from the Accounting Staff on the schedule to claim the Certification.</p>	<p>2. The Accounting Staff shall receive and review the completeness of the request form and supporting documents. If complete, the Accounting Staff shall provide a claim stub to walk-in clients.</p> <p>-or-</p> <p>If sent via email, the Accounting Staff shall review the documents as to completeness, acknowledge the email, and request for an original copy upon claiming.</p> <p><i>Note:</i> Only requests with complete requirements shall be accepted and processed. All requests with incomplete requirements shall be returned to the client.</p> <p>2.1 The Accounting Staff shall record in the monitoring sheet the details of the donation and indicate on the claim stub or email acknowledgment</p>	<p>None</p>	<p>6 Minutes (Walk-in/ Online)</p>	<p><u>Central Office:</u> Division Chief, ADRP</p> <p><u>Field Office:</u> Accounting Section</p>
		<p>None</p>	<p>5 Minutes</p>	<p><u>Central Office:</u> Division Chief, ADRP</p> <p><u>Field Office:</u> Accounting Section</p>

	the schedule of release of BIR Form 2322: Certificate of Donation.			
	2.2 The Accounting Staff shall prepare the Certificate of Donation for Signature of the Secretary or the Authorized Representative	None	6 Days, 7 Hours	<u>Central Office:</u> Division Chief, ADRP  <u>Field Office:</u> Accounting Section
	2.3 The Accounting Staff shall update the status of request for certificate on the monitoring file.  <i>Note:</i> All certificates that are ready for release shall be issued to the requesting party/ies	None	10 Minutes	<u>Central Office:</u> Division Chief, ADRP  <u>Field Office:</u> Accounting Section
3. The donor/ authorized representative shall personally visit the ADRP Records and Reporting Section (CO) or Accounting Section (FO), wait for the release of the Certification, and receive and sign the logbook for acknowledgment  <b>Note:</b> The Client shall present the	3. The Accounting Staff shall issue the BIR Form 2322: Certificate of Donation and assist the client to sign in the logbook as a proof that the Certification has been received.	None	2 Minutes	<u>Central Office:</u> Division Chief, ADRP  <u>Field Office:</u> Accounting Section

following documents: a. claim stub for walk-in requests -or- b. printed email acknowledgment receipt together with the original copy of required documents for online requests c. authorization letter from the donor and photocopy of government-issued ID of the donor and his/her authorized representative, if applicable				
4. Fill-out the provided customer feedback form for the service availed	4. The Accounting staff shall administer the Client Satisfaction Measurement Form (via pen-and-paper/online) to the requesting party for the service provided	None	2 Minutes	<u>Central Office:</u> Division Chief, <i>ADRP</i>  <u>Field Office:</u> Accounting Section
	<b>TOTAL:</b>	<b>None</b>	<b>6 Days, 7 Hours, 30 Minutes</b>	

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

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

Accounting Certifications offered:

For Former Cost of Service (COS) worker:

- Last Cost of Services Processed;

For Former Permanent, Casual or Contractual employee:

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

<b>Office or Division:</b>	Accounting Division - Regular Programs (ADRP)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government	
<b>Who may avail:</b>	Former employees of the Department or his/her authorized representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. <i>Requesting of Certificate</i> Request form for Accounting Certification of Former DSWD Employees (1 Original Copy)		For Central Office (CO) - ADRP Pre-Audit Internal Section  For Field Offices (FO) - Accounting Section  Schedule of request: Monday – Friday, 8:00 AM – 5:00 PM Requesting Party/Formal DSWD employee
2. Government-issued ID of the requesting party (1 Photocopy)		
A. <i>Claiming of Certificate</i>		For Central Office (CO) - ADRP Pre-Audit Internal Section
3. Claim Stub (1 Original Copy)		For Field Offices (FO) - Accounting Section
<b>For online clients</b>		
A. <i>Requesting of Certificate</i>		
1. Request form for Accounting Certification of Former DSWD Employees (1 Electronic Copy)		Download and print the request form from <a href="https://www.dswd.gov.ph/about-us-2/citizens-charter">https://www.dswd.gov.ph/about-us-2/citizens-charter</a> (form is located under General Administration and Support Services Group, select DSWD-FMS-GF-001 REV 01 REQUEST FORM FOR ACCOUNTING CERTIFICATIONS)
2. Government-issued ID of the requesting party (1 Electronic Copy)		Requesting Party/Formal DSWD employee
B. <i>Claiming of Certificate</i>		
1. E-mail Acknowledgement Receipt (1 Printed Copy)		For Central Office (CO) - ADRP Pre-Audit Internal Section

For Field Offices (FO) - Accounting Section				
Additional requirements if claimed by authorized representative				
<ul style="list-style-type: none"> <li>Authorization letter for the representative (1 Printed Copy)</li> </ul>		<ul style="list-style-type: none"> <li>Requesting Party/Formal DSWD employee</li> </ul>		
<ul style="list-style-type: none"> <li>Government-issued ID of the representative (1 Photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>Former DSWD employee's Authorized Representative</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the ADRP Pre-Audit Internal Section of the Central Office or Accounting Section in the Field Offices to fill-out the request form.  -or-  Secure the request form by visiting the link or download the form via <a href="https://www.dswd.gov.ph/about-us-2/citizens-charter">https://www.dswd.gov.ph/about-us-2/citizens-charter</a>	1. Provide the request form for Accounting Certification to the walk-in clients (Former DSWD Employee/s)	None	5 Minutes	<u>Central Office:</u> Division Chief, ADRP  <u>Field Office:</u> Accounting Section
2. Fill-out and submit the form together with the required supporting documents to ADRP Pre-Audit Internal Section (CO) or Accounting Section (FO).  -or-  Fill-out and submit the form together with the supporting	2. The Accounting Staff shall receive and review/ check the completeness of the request form and required supporting documents  -or-  The Accounting staff shall review the	None	5 Minutes (Walk-in/Online)	<u>Central Office:</u> Division Chief, ADRP  <u>Field Office:</u> Accounting Section

<p>documents or email the documents via <a href="mailto:accounting@dswd.gov.ph">accounting@dswd.gov.ph</a> for CO or <a href="mailto:accounting.fo#@dswd.gov.ph">accounting.fo#@dswd.gov.ph</a> for FO.</p> <p><i>Note:</i> The client shall wait for the release of the Certification based on the scheduled release of the document.</p>	<p>documents as to completeness and print the emailed scanned documents</p> <p><i>Note:</i> Only requests with complete requirements shall be accepted and processed. All requests with incomplete requirements shall be returned to the client.</p>			
	<p>2.1 The Accounting Staff shall record the details of the request and indicate the schedule to claim the certificate with control number in the monitoring sheet.</p>	None	5 Minutes	<p><u>Central Office:</u> Division Chief, <i>ADRP</i></p> <p><u>Field Office:</u> Accounting Section</p>
	<p>2.2 The accounting staff shall respond to the email for online request or issue claim stub for the walk-in request. He/She shall also indicate the schedule of the release of Certification with reference</p>	None	10 Minutes	<p><u>Central Office:</u> Division Chief, <i>ADRP</i></p> <p><u>Field Office:</u> Accounting Section</p>

	number of the document.			
	2.3 The Accounting Staff shall prepare the Certificate for Accounting Certification for review/approval of the Chief Accountant or the Authorized Representative	None	6 Days, 45 Minutes	<u>Central Office:</u> Division Chief, <i>ADRP</i>  Division Chief, <i>FMS-Cash Division</i> and OIC/Chief, <i>HRMDS - Personnel Administration Division, if necessary</i>  <u>Field Office:</u> Accounting Section
	2.4 The Accounting Staff shall update the status of request for certificate in the monitoring file.  <i>Note:</i> All certificates that are ready for release shall be issued to the requesting party/ies	None	15 Minutes	<u>Central Office:</u> Division Chief, <i>ADRP</i>  <u>Field Office:</u> Accounting Section
3. The client shall present the following to the Accounting staff-in-charge to receive the Certification:  a. claim stub for walk-in requests -or-	3. The Accounting Staff shall issue the Certificate for Accounting Certification to the client and Assist the client to sign in the logbook as a proof that the Certification	None	5 Minutes	<u>Central Office:</u> Division Chief, <i>ADRP</i>  <u>Field Office:</u> Accounting Section



b. printed email acknowledgement for online requests c. authorization letter from the former employee and photocopy of government-issued ID of the former employee and his/her authorized representative, if applicable.  Then, sign the logbook for acknowledgement	has been received.			
4. Fill-out the Client Satisfaction Measurement Form	4. The Accounting staff shall administer the Client Satisfaction Measurement Form(via pen-and-paper /online) to the requesting party for the service provided	None	2 Minutes	<u>Central Office:</u> Division Chief, <i>ADRP</i>  <u>Field Office:</u> Accounting Section
	<b>TOTAL:</b>	<b>None</b>	<b>6 Days, 1 Hour, 32 Minutes</b>	

# **HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT SERVICE (HRMDS)**

## **EXTERNAL SERVICES**

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

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

<b>Office or Division:</b>	Personnel Administration Division (PAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	Separated Central Office Officials, Employees and COS Workers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(1) HRMDS-PAD Request Form or formal letter or e-mail request		PAD Receiving Area Client		
(1) CO Clearance Certificate		Client or if none, FILE 201 / PER 16		
(1) Authorization Letter (if necessary)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send request through mail/e-mail or accomplish the HRMDS-PAD Request Form (write contact details, as needed) and submit to PAD together with supporting documents, if any.	1. Receive or acknowledge request for COE from the client and forward to personnel handling COE requests (via: DRF/email)	None	10 minutes	<i>Division Chief, Personnel Administration Division</i>
2. Wait for advice of the assigned PAD Focal Person	2. Upon receipt of request from the receiving clerk, the responsible personnel shall review the request based on the purpose indicated in the request.			

None

2 Days, 4 hours  
(depending on  
the period of  
retrieving the  
files)

*Division Chief,  
Personnel  
Administration  
Division*

	2.1 Draft/print and forward the COE following the standard template to the authorized signatory for review/certification <ul style="list-style-type: none"> <li>• Use Service Card or 201 File/PER 16 or Index Card for COS Workers as reference in preparation of COE</li> </ul>			
	2.2. If the COE is to be sent via courier service, prepare and print the transmittal letter with information on how to return customer feedback. Attach the COE and one Customer Feedback Form for accomplishment			
	2.3. Authorized Certifying authority shall review/sign/initial the COE.	None	3 hours and 30 minutes (depending on the availability of signatories)	<i>Division Chief, Personnel Administration Division</i>
	2.4. Inform the client that the COE is ready for releasing via e-mail/SMS/call.	None	10 minutes	

3. If the COE is for pick-up, proceed to PAD and get the requested document.  If the COE is to be sent via courier service, wait until the parcel is sent to a given address.	3. Provide one (1) duly signed COE to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	None	10 Minutes	<i>Division Chief, Personnel Administration Division</i>
<b>TOTAL</b>		<b>None</b>	<b>3 Days</b>	

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

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

<b>Office or Division:</b>	Personnel Administration Division (PAD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	Separated CO Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(1) HRMDS-PAD Request Form or formal letter or e-mail request		PAD Receiving Area Client		
(1) CO Clearance Certificate		Client or if none, 201 FILE		
(1) Special Power of Attorney (If authorized representative)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form and submit to PAD. <i>(Write contact details as well for courier purposes, if needed)</i> and submit	1. Receive the complete documents submitted.  1.1. Forward the request to the PAD Focal Person.	None	5 minutes	<i>Division Chief, Personnel Administration Division</i>

to PAD together with complete supporting documents.				
2. Wait for advice of the assigned Focal Person.	<p>3. Review the documents submitted and check if the client already has an encoded ELARS<sup>1</sup>.</p> <p>3.1. If there is none, encode the ELARS.</p> <p>3.2. If there is an encoded ELARS, proceed to step 2.4.</p> <p>3.3. If there is an encoded and reviewed ELARS, proceed to step 2.6.</p> <p>3.4. Review/check the ELARS vis-à-vis the leave card.</p> <p>3.5. Reprint the corrected ELARS, if errors are found.</p> <p>3.6. Encode the needed details to the CLWOP/CNLW OP, print the issuance and attach the</p>	None	<p>6 days, 4 hours and 35 minutes</p> <p><i>(May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.)</i></p>	<p><i>Division Chief, Personnel Administration Division</i></p>

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

	necessary documents.			
	<p>2.7. The Focal Person shall forward the CLWOP/CNLWOP to the Certifying Authority for certification.</p> <p>2.8. The Certifying Authority shall sign the CLWOP/ CNLWOP.</p>	None	2 hours	<i>Division Chief, Personnel Administration Division</i>
3. Inform PAD of preferred method of receiving the duly-signed Certificate.	<p>3. Inform the client that the CLWOP/ CNLWOP is ready for releasing via email/SMS/call / chat.</p> <p>3.1. Ask the client of the preferred method of receiving the duly signed CLWOP/ CNLWOP:</p> <p>3.2. If through courier service, proceed to step 4.</p> <p>3.3. If the CLWOP/ CNLWOP will be picked up at the office, proceed to step 5.</p>	None	5 minutes	<i>Division Chief, Personnel Administration Division</i>
4. If the Certificate is to be sent via courier service, wait until	4. Outgoing Clerk or Email Custodian	None	1 hour and 5 minutes	<i>Division Chief, Personnel</i>

the parcel is sent to the given address.	<p>shall return the CLWOP/ CNLWOP to the Focal Person.</p> <p>4.1. The Focal Person shall prepare the transmittal with information on how to return the CSMF. Attach the duly signed CLWOP/ CNLWOP and one (1) CSMF for accomplishment.</p> <p>4.2. Certifying Authority shall sign the transmittal letter.</p> <p>4.3. Encode tracking details in the applicable document tracking system used by the office or through logs.</p> <p>4.4. Forward the document to the Records and Archives Management Division/Section for courier service.</p> <p>(The CSMF will be followed-up within 3 working days upon</p>			<i>Administration Division</i>
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	receipt of the document.)			
5. If the Certificate is for pick-up, proceed to PAD and get the requested document.	5. If the CLWOP/ CNLWOP is for pick-up, provide one (1) duly signed CLWOP/CNLWOP to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.	None	10 minutes	<i>Division Chief, Personnel Administration Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>7 days</b>	

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

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

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through mail/e-mail or accomplish the HRMDS-PAD Request Form (write contact details, as needed) and submit to PAD	1. Receive or acknowledge request for CO Clearance Certificate from the client and forward to personnel handling requests (via: DRF/email)	None	10 minutes	<i>Division Chief, Personnel Administration Division</i>
2. Wait for advice of the assigned PAD Focal Person	2. Upon receipt of request from the receiving clerk, the responsible personnel shall review the request and check the 201 FILE to retrieve the CO Clearance Certificate on file.	None	2 Days, 4 hours (depending on the period of retrieving the files)	<i>Division Chief, Personnel Administration Division</i>
	2.1. Photocopy the CO Clearance Certificate then put a "Certified True Copy" stamp on it.			
	2.2. If the CO Clearance is to be sent via courier service, prepare and print the transmittal letter with information on how to return customer feedback. Attach the CO Clearance Certificate and one Customer Feedback Form for	None		

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

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

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

<b>Office or Division:</b>	Personnel Administration Division (PAD)
<b>Classification:</b>	Simple

<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	Separated Central Office Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(1) HRMDS-PAD Request Form or formal letter or e-mail request		PAD Receiving Area Client		
(1) CO Clearance Certificate		Client or if none, FILE 201 / PER 16		
(1) Authorization Letter (if necessary)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send request through mail/e-mail or accomplish the HRMDS-PAD Request Form (write contact details as needed) and submit to PAD <b>together with supporting documents, if any.</b>	1. Receive or acknowledge request for SR from the client and forward to personnel handling SR requests (via: DRF/email)	None	10 minutes	<i>Division Chief Personnel Administration Division</i>
2. Wait for advice of the assigned PAD Focal Person	2. Upon receipt of request from the receiving clerk, the responsible personnel shall review the request based on the purpose indicated therein	None	2 Days, 4 hours (depending on the period of retrieving the files)	<i>Division Chief Personnel Administration Division</i>
	2.1. Draft/print and forward the SR following the standard template to the authorized signatory for review/certification  • Use Service Card or 201 File/as reference in preparing SR			

	2.2. If the SR is to be sent via courier service, prepare and print the transmittal letter with information on how to return customer feedback. Attach the SR and one Customer Feedback Form for accomplishment			
	2.3. Authorized Certifying authority shall review/ sign/initial the SR / transmittal letter.	None	3 hours and 30 minutes (depending on the availability of signatories)	<i>Division Chief Personnel Administration Division</i>
	2.4. Inform the client that the SR is ready for releasing via e-mail/SMS/call.	None	10 minutes	<i>Division Chief Personnel Administration Division</i>
3. If the SR is for pick-up, proceed to PAD and get the requested document.  (If the SR is to be sent via courier service, wait until the parcel is sent to a given address.)	3. Provide one (1) duly signed SR to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form.	None	10 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>3 Days</b>	

**LEGAL SERVICE  
(LS)**

**EXTERNAL SERVICES**

## 1. Rendering Legal Opinion and Advice on Matters Brought by External Clients (Written Request)

This process covers rendering legal assistance, through legal advice or opinion, to external clients on matters concerning the DSWD's formal mandate and exercise of official powers and functions.

<b>Office or Division:</b>	Legal Assistance Division (LAD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government/ G2C – Government to Citizens/ G2B – Government to Business			
<b>Who may avail:</b>	External Individual or Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original/Scanned copy of one (1) duly signed Request Letter with supporting documents indicated in the letter		1. Provided by the requesting party (hardcopy/email)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter with attached related documents	1. Receive and screen the completeness of the documents and details of the client: name, address, contact details, electronic mail address.	None	10 minutes	<i>Administrative Aide IV<sup>2</sup>, LS</i>
	1.2 Assign a Lawyer or Legal Assistant (LA) to act on the request, with further instruction, if any.	None	Within the day (8 working hours)	<i>Director/OIC, LS</i>
	1.3. Study the request and submit the draft legal	None	up to 5 working days <sup>3</sup>	<i>Lawyer/ Legal Assistant<sup>6</sup>, LS</i>

<sup>2</sup> Designated by LS Director/OIC

<sup>3</sup> Classified as Complex transactions

<sup>6</sup> Assigned by LS Director/OIC

	opinion/advice to the LS Director.		up to 16 <sup>4</sup> working days or more. <sup>5</sup>	
	1.4 Review the draft.	None	up to 5 working days <sup>7</sup> up to 16 <sup>8</sup> working days or more. <sup>9</sup>	<i>Director/OIC, LS</i>
2. Receive the response letter/email.	2. Release to the requesting party through the Records and Archives Management Division (RAMD) and/or electronic email.	None	10 minutes	<i>Administrative Aide IV, LS</i>  <i>Administrative Assistant I<sup>10</sup>, LS</i>
2.1 Accomplish the Customer Feedback Form and returns the same to the DSWD Legal Service (via email or hard copy).	2.1 The link for the CSMF shall be included in the response letter/ email communication.			
	<b>TOTAL</b>	<b>NONE</b>	<b>7 - 20 working days or more<sup>11</sup></b>	

<sup>4</sup> Classified as Highly technical transactions

<sup>5</sup> In practice, the Legal Service provides prompt legal advice to the client but the length of time needed in rendering legal opinion may vary depending on the nature and complexity of the legal issues involved. Item (b), Section 9 of Republic Act No. 11032 provides that "The maximum time prescribed above may be extended only once for the same number of days, which shall be indicated in the Citizen's Charter."

<sup>7</sup> Classified as Complex transactions

<sup>8</sup> Classified as Highly technical transactions

<sup>9</sup> In practice, the Legal Service provides prompt legal advice to the client but the length of time needed in rendering legal opinion may vary depending on the nature and complexity of the legal issues involved. Item (b), Section 9 of Republic Act No. 11032 provides that "The maximum time prescribed above may be extended only once for the same number of days, which shall be indicated in the Citizen's Charter."

<sup>10</sup> Designated by LS Director/ OIC

<sup>11</sup> In practice, the Legal Service provides prompt legal advice to the client but the length of time needed in rendering legal opinion may vary depending on the nature and complexity of the legal issues involved. Item (b), Section 9 of Republic Act No. 11032 provides that "The maximum time prescribed above may be extended only once for the same number of days, which shall be indicated in the Citizen's Charter."



**NATIONAL HOUSEHOLD TARGETING  
OFFICE  
(NHTO)**

**EXTERNAL 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 Office (NHTO) and National Household Targeting Sections (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> <li>8. One (1) original copy of the Resolution of Governing Board authorizing head of agency to enter into a data sharing</li> </ol>		Provided by the Requesting Party

agreement with DSWD (only for NGOs, CSOs, and Private Foundations) 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) 10. One (1) original/certified true copy of Valid documents indicating the legitimacy of the organization (only for NGOs, CSOs, and Private Foundations)  <i>For Local Government Unit (LGU):</i> <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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request with attached electronic copy of the data requirements (if available) to NHTO/ NHTS.	1. Receive and record the request in the document transaction/ tracking system.  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.  1.2. Forward the request to the	None	15 minutes	<i>Supervising Administrative Officer (SAO)/ Regional Field Coordinator (RFC)</i>

	Director for approval.			
	1.3. Input comments and decide if the request is for processing or not, then endorse it to the NHTO Operations Division Chief/ NHTS Policy and Plans Division (PPD) Chief.	None	6 hours	<i>NHTO Director/ Regional Director</i>
	1.4. Input recommendations and endorse it to the assigned Project Development Officer (PDO).	None	3 hours	<i>NHTO Operations Division Chief/ NHTS PPD Chief</i>
	1.5. Inform the requesting party on the approval or disapproval of the data request based on the DSWD MC 15, s. 2021.  1.5.1. If approved- the orientation will be scheduled including the preparation of the other documentary requirements not included in the	None	2 hours	<i>NHTO Planning and Monitoring Section Head/ RFC</i>

	submission of a letter of request.  1.5.2. If disapproved- Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. ( <i>End of process</i> )			
2. Attend the scheduled orientation with the NHTO ACBS and Inspection Team/ NHTS designated personnel & Inspection Team.	2. Orient the requesting party about the Listahanan, Data Privacy Act of 2012, MC 15, s. 2021, and data sharing requirements.  2.1. Issue Certificate of Orientation on the Data Privacy Act (DPA) of 2012.  2.2. 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	None	2 hours	<i>NHTO Advocacy and Capacity Building Section Head/ RFC</i>

	the said law/policies.			
3. Submit the signed Data Sharing Agreement (DSA) and other documentary requirements not included in the submission of letter request.	3. Review all documentary requirements including DSA submitted by the requesting party. 3.1. Schedule with the requesting party on the conduct of virtual/physical inspection meeting	None	2 hours	<i>NHTO Operations Division and IT Division Chief/ NHTS RFC and Information Technology Officer (ITO)</i>
4. Present the IT facilities to the NHTO Inspection Team.	4. Conduct virtual/physical inspection of IT facilities of the requesting party. 4.1. Issue Certifications (Certification of Physical Set-up, Organization, Technical and Security Set-up)	None	1 day	<i>NHTO/NHTS ITO</i>
	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	<i>NHTO Director/RFC</i>

	4.3. Assess the accomplished DSA, and documentary attachments. Once approved, the DPO will endorse the DSA for the Department Secretary's signature/Regional Director.	None	1 day	<i>DSWD CO/Regional Data Protection Officer</i>
	4.4. Review and sign the DSA. The signed DSA will be endorsed to the NHTO/NHTS for data processing.	None	3 days	<i>DSWD Secretary/ Regional Director</i>
	4.5. Generate the requested data.	None	1 day	<i>NHTO Database Management Section Head/NHTS ITO</i>
	4.6. Review result of the data generation	None	1 day	<i>NHTO Quality Management Section Head/ NHTS RFC</i>
	4.7. Secure the data by adding password protection to the file.  4.7.1. Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact	None	1 day	<i>IT Division Chief/ NHTS ITO</i>

	<p>disc (CD), USB stick, or hard drive.</p> <p>4.7.2. Other electro-mechanical storage devices may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party.</p> <p>4.7.3. 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.</p> <p>4.7.4. Counter sign in the DRF.</p>			
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	4.7.5. 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	<i>Supervising Administrative Officer/ RFC</i>
5. Call NHTO/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	<i>NHTO Database Management Section Head/ NHTS ITO</i>
<b>TOTAL:</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>		<b>None</b>	<b>10 days, 1 hour, and 35 minutes</b>	

## 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.

Office or Division:	National Household Targeting Office (NHTO) and National Household Targeting Sections (NHTS)		
Classification:	Highly Technical		
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen (G2C)		
Who may avail:	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.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<div>1. One (1) original or copy of letter of request (Indicate reason for name matching)</div> <div>2. One (1) electronic copy (Preferably in CSV format) of the name to be matched which includes the following:</div> <div><div>• Complete name (Last name, First Name, Middle Name, Extension Name)</div><div><div>• Birth Date (YYYY-MM-DD format)</div><div>• Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay</div></div></div> <div>3. One (1) original Valid Proof of Identities of the Personal Information Controller (PIC), Data Protection Officer (DPO), Compliance Officer (COP)</div> <div>4. One (1) original copy of Data Sharing Agreement (DSA) signed by the: (1) Head of Office as PIC, (2) designated DPO or COP</div> <div>5. One (1) original/photocopy of List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing</div> <div>6. One (1) original Copy of the Resolution of Governing Board authorizing head of</div>		Provided by the Requesting Party	

agency (NGOs, CSOs, and Private Foundations)  <i>*For Local Government Unit (LGU):</i> <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. Receive the request  1.1. Endorse request to the NHTO Director / Regional Director	None	15 minutes	<i>Supervising Administrative Officer (SAO)/ Regional Field Coordinator (RFC)</i>
	1.2. Provide instruction to facilitate/review the request.  1.2.1. Endorse to the NHTO OD Chief / Policy and Plans Division (PPD) Chief	None	2 hours	<i>NHTO Director/ Regional Director</i>
	1.3. Provide recommendations on the request  1.3.1. Endorse to the assigned Project Development Officer (PDO) to inform the	None	1 hour	<i>NHTO Operations Division Chief/ NHTS PPD Chief</i>

	client on the status of their request			
	<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> <p>1.4.1. If dis-approved -Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. <i>(End of process)</i></p> <p>1.4.2. If approved – Notify and provide the DSA and documentary requirement to the client</p>	None	1 hour	<i>NHTO Planning and Monitoring Section Head/ RFC</i>
2. Provide the documentary requirements and the DSA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer	<p>2. Review all documentary requirements including the DSA submitted by the client.</p> <p>2.1. Non-Compliant – Inform the client regarding the incomplete</p>	None	2 hours	<i>NHTO Operations Division Chief/ RFC</i>

(DPO) / Compliance Officer for Privacy (COP)	requirements via email.  2.2. Compliant –  a. Facilitate the DSA and endorse to the DPO and the Office of the Secretary/ Regional Director for signature  b. Endorse the signed DSA to Information Technology Officer for processing			
	2.3. Review the compliance of the electronic copy of names with the required template/ format:  2.3.1. Non-Compli ant – Inform the client about the findings via email.  2.3.2. Compliant – Process the request within the set deadline depending on the volume or	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>NHTO Database Management Section Head/ NHTS Information Technology Officer (ITO)</i>

	number of names to be matched			
3. Provide a storage device that is approved by the IT Chief or request for a Google Drive link	3. Secure the data by adding a password to the file.  3.1. Prepare the Data Release Form (DRF).  3.2. Draft the response memorandum.  3.3. Save the results in a compact disc (CD), Universal Serial Bus (USB) stick, google drive, or hard drive.  3.4. Sign the DRF.  3.5. Endorse the finalized documents to the NHTO Director / PPD Chief.	None	3 hours	<i>NHTO Database Management Section Head/ NHTS ITO</i>  <i>NHTO IT Division Chief/NHTS RFC</i>
	3.6. Sign the memorandum and endorse it to the Administrative Assistant for release.	None	1 hour	<i>NHTO Director/ Regional Director</i>
4. Receive the documents	4. Track and scan the documents for record keeping.  4.1. Release the	None	10 minutes	<i>SAO/ RFC</i>

	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	<i>NHTO Database Management Section Head/ NHTS ITO</i>
<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 Office (NHTO) and 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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original/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 NHTO Director/ Regional Director.	1. Receive and record the request.  1.1. Forward request to NHTO Operations Division/ National Household Targeting Section (NHTS), then furnish the NHTO Director/ Regional Director and the Policy and Plans Division (PPD) a copy of the request	None	30 minutes	<i>NHTO Supervising Administrative Officer (SAO)/ NHTS Regional Field Coordinator (RFC)</i>
	1.2. Review the request based on MC 15 s.2021.  1.2.1. Input comment/s then endorse to the NHTO Statistics Section/ NHTS Associate Statistician	None	2 hours	<i>NHTO Operations Division Chief / NHTS – RFC</i>
	1.3. Provide instruction based on the	None	3 hours	<i>NHTO Statistics Section Head/ NHTS RFC</i>



	<p>data requested. If the request is:</p> <p>1.3.1. <b>Not clear</b></p> <p>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.</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> <p>1.3.2. <b>Clear -</b> Forward request to</p>			
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	the Associate Statistician for data generation.			
	<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 NHTO Statistics Section Head/ NHTS RFC for review.</p>	None	1 day	<i>NHTO and NHTS Associate Statisticians</i>
	<p>1.5. Review the generated statistical /raw data. In case the generated data is:</p> <p>1.5.1. Not accurate – Return the generated statistical/raw data to the Associate Statisticians for revision.</p> <p>1.5.2. Accurate – Submit to the NHTO</p>	None	3 hours	<i>NHTO Statistics Section Head/ NHTS - RFC</i>

	Operations Division Chief / FO PPD Chief for review and recommending approval.			
	1.6. Countersign response letter and endorse the same to the NHTO Director/ Regional Director for approval.	None	2 hours	<i>Operations Division Chief/ PPD Chief</i>
	1.7. Approval of the facilitated data request for release to the requesting party.  1.7.1. <b>If disapproved</b> – Provide note on the reason of disapproval; then return the facilitated request to the Operations Division / NHTS for revision.  1.7.2. <b>If Approved</b> – Sign the response letter for	None	5 hours	<i>NHTO Director/ Regional Director</i>

	data release.			
2. Receive the data requested and fill-out the CSMS form	2. Track and facilitate the release of the approved data request to the requesting party.  2.1. Administer Client Satisfaction Measurement Survey (CSMS) during the release of approved data request.	None	30 minutes	<i>NHTO Supervising Administrative Officer/ NHTS RFC</i>
<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 Office (NHTO) and National Household Targeting Sections (NHTS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	All walk-in clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) Valid Identification Card / Proof of Identity 2. One (1) original copy of Walk-in Name Matching Form		1. Provided by the Requesting Party 2. NHTO/NHTS Grievance Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide Valid Identification Card / Proof of Identity and	1. Interview the client to evaluate the validity of the request as to its purpose:	None	30 minutes	<i>Section Head of Advocacy and Capacity Building Section (ACBS) /</i>

fill-out the name matching form	<p>1.1. <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></p> <p>1.2. <i>Valid</i> – Provide the name matching form upon confirming the validity of the request and proceed for processing the name matching</p>			<i>Regional Field Coordinator (RFC)</i>
2. Receive the Name Matching result	2. Explain the result of Name Matching	None	5 minutes	<i>Section Head of ACBS / RFC</i>
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	<i>Section Head of ACBS / RFC</i>
<b>TOTAL:</b>		<b>None</b>	<b>40 minutes</b>	

**NATIONAL RESOURCE AND LOGISTICS  
MANAGEMENT BUREAU  
(NRLMB)**

**EXTERNAL SERVICES**

## 1. Processing and Issuance of Acknowledgement Receipt of Local In-Kind Donation

This service covers the process for assessment, validation, acceptance and issuance of the acknowledgement receipt to the donor/s of local in-kind donations intended for disaster response operations of the DSWD. The office is open Monday- Friday 8:00 am-5:00 pm excluding holidays.

<b>Office or Division:</b>	National Resource Logistics Management Bureau Resource Management Division - Donation Facilitations Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens; G2B – Government to Business; and G2G – Government to Government			
<b>Who may avail:</b>	General Public (individual donors, groups, private/public organizations, and institutions)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. <b>Accomplished Donation Application Form (DAF)</b> - One (1) hard copy or electronic copy		<b>Donation Facilitation Section (DFS)</b> - DSWD Central Office (CO), Quezon City		
2. <b>Accomplished Client Satisfaction Measurement Form (CSMF)</b> - One (1) hard copy or electronic copy		<b>Warehouse Inventory &amp; Transport Section (WITS)</b> - National Resource Operations Center (NROC), Pasay City		
		<b>Logistics Management Section (LMS)</b> - Visayas Disaster Resource Center (VDRC), Mandaue City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire/express intention to donate in-kind goods	1. Send information on the DSWD's Local In-Kind Donation and the Donation Application Form (DAF)	None	2 minutes	Administrative Officer V, DFS
2. Submit/email the accomplished Donation Application Form	2. Validate and assess the submission	None	5 minutes	
	2.1. Schedule the delivery of donation	None	3 minutes	
3. Proceed to the designated donation facility on the schedule	3. Present the validated and assessed Donation Application Form	None	2 minutes	

Central Office:  
Administrative Officer V,  
DFS

provided and present items for donation	3.1.Count and conduct visual inspection of the items and check for damage, spoilage and/or non-compliance to existing food and safety standards.	None	60 minutes	<u>NROC:</u> Administrative Officer V, <i>WITS</i>  <u>VDRC:</u> Administrative Officer V <i>LMS</i>
	3.2. If the items for donation passed the required standards, process the acceptance of local in-kind donation and issuance of the Acknowledgement Receipt (AR).  Then, update the records for the local in-kind donation inventory.	None	25 minutes	
4. Accomplish the Client Satisfaction Measurement Form (CSMF) and submit to the designated CSMF dropbox.  Another option is to accomplish the online CSMF by scanning the provided QR code on site.	4. Provide the donor a CSMF and provide brief guidance on how to fill-out and where to drop the accomplished CSMF.	None	3 minutes	
<b>TOTAL</b>		<b>NONE</b>	<b>1 Hour, 40 Minutes</b>	



**PANTAWID PAMILYANG PILIPINO  
PROGRAM  
(4Ps)**

**EXTERNAL SERVICES**

## 1. Grievance Intake and Response

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

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

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

	Note: <i>Refer to the Grievance Redress System Field Manual for guidance on the intake of grievances.</i>			
<b>II. RESPONSE</b>				
3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.	3. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).	None	5 minutes	Director IV, 4Ps
	3.1. Encode the transaction correctly and completely in the GRS Information System.  <i>*For instances when the GRS Information System is inaccessible, the staff may use the Client Assistance Form to intake the grievance.</i>	None	5 minutes	Director IV, 4Ps
	3.2. Check the supporting documents provided, if available.	None	2 minutes	Director IV, 4Ps
	3.3. Assess all the data and information available and discuss with the client the findings and next steps to take.	None	15 minutes	Director IV, 4Ps

	<p>3.3.1 <i>If all information is readily available to resolve the case,</i> Resolve the grievance and provide feedback to the client. and proceed to step 6.</p> <p>3.3.2 If other information is needed and the grievance cannot be resolved immediately,</p> <p>3.3.2.1 Explain to the client the process that will be undertaken in processing the grievance, and inform the client that he/she will be contacted thru his/her mobile number.</p> <p>3.3.2.2 Print and provide a copy of the encoded transaction to the client.</p> <p><i>*For instances when the GRS Information System is inaccessible, the client will be given an acknowledgment receipt found at the</i></p>			
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	<i>bottom of the Client Assistance Form.</i>			
4. Wait for the updates on the status of the grievance within three (3) days.	4. Endorse the transaction to the concerned office (DSWD Field Office, and/or OBSU) for processing and updating of the transaction in the GRS Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days.	None	7 hours	Director IV, 4Ps
	4.1 Send an email notification to the Regional Grievance Officer to inform him/her.)	None	6 minutes	Director IV, 4Ps
	4.2 Monitor the status of the transaction and check for updates from the concerned office in the GRS Information System.	None	2 Days	Director IV, 4Ps

5. Receive update/feedback on the status of the grievance.	5. Provide the client an update/feedback about the status of his/her concern either through text messaging or phone call.  <i>*For instances when the client did not provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.</i>	None	5 minutes	Director IV, 4Ps
	5.1 Update the status of the transaction in the GRS Information System.	None	5 minutes	Director IV, 4Ps
6. Accomplish the client satisfaction measurement Form	6. Administer the Client Satisfaction Measurement Survey Form.	None	5 minutes	Director IV, 4Ps
	6.1 Analyze the data collected and include in the Client Satisfaction Measurement Report.	None	5 minutes	Director IV, 4Ps
	<b>TOTAL</b>	<b>None</b>	If the grievance is resolved outright - <b>44 minutes</b>  If the grievance is referred to Field Office for resolution and	

			feedback is provided to the client - <b>3 days</b>	
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**POLICY DEVELOPMENT AND PLANNING  
BUREAU  
(PDPB)**

**EXTERNAL SERVICES**



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

This external service outlines DSWD's "research protocol", including review, submission, and approval processes for research requests. It aims to streamline the process for researchers to submit complete applications and ensure timely approvals.

Requests for primary data for academic, policy or program development purposes, shall be part of the scope of this procedure. However, it does not cover the following research study-related activities / requests:

1. Requests for secondary data (refer to Memorandum Circular No. 1, s. of 2023);
2. Review and approval of in-house, joint, or outsourced researches initiated by the Department (refer to DSWD-PDPB-SOP-003);
3. Review of DSWD-initiated studies per ethical standards (refer to Memorandum Circular No. 8, s. of 2022);
4. Conduct of Time and Motion studies for process mapping and re-engineering of programs and services under the EODB Law; and
5. Conduct of Regulatory Impact Assessment of DSWD programs and services.

<b>Office or Division:</b>	Central Office: Policy Development and Planning Bureau (PDPB) - Policy and External Assistance Division (PEAD);  Field Offices: Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government	
<b>Who may avail:</b>	External researchers (e.g., students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions, and other independent researchers, including DSWD personnel researching to pursue higher academic education) who intend to conduct research studies related to or involving the DSWD.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>If request shall not undergo Research Protocol:</b>		
1. Request letter (1 copy)		Researcher
2. Research instruments and/or Data gathering tools, if applicable (1 copy)		Researcher
<b>If the request shall undergo Research Protocol:</b>		
1. Request letter (1 copy)		Researcher

2. Research Request Form (1 copy)		PDPB-PEAD / PPD-PDPS		
3. Research Brief (1 copy)		PDPB-PEAD / PPD-PDPS		
4. Research Instruments and/or Data Gathering Tools (1 copy)		Researcher		
5. Informed Consent Forms (1 copy)		Researcher		
6. Data Privacy and Consent Form (1 copy)		PDPB-PEAD / PPD-PDPS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and/or the research request documents	1.1. Receive the request letter addressed to the PDPB/ Regional Director/ PPD Chief/ PDPS Section Head and/or the research request documents and ensure the details are encoded in the office's document tracking/ monitoring system, and the researcher is furnished with a receiving copy of the request letter.	None	2 hours	<u>Central Office:</u> Director Policy Development and Planning Bureau
	1.2. Orient the researcher on the process and provide them copies of the printed/ digital Information, Education and Communication (IEC) Materials and Citizen's			<u>Field Office:</u> Regional Director Field Office

	<p>Charter detailing the process flow and requirements</p> <p>1.3. If the request is received through email, reply and acknowledge receipt with attached digital leaflets/ IEC materials and Citizen's Charter showing the process flow and requirements.</p> <p>1.4. Endorse to the Division Chief (PDPB - Policy and External Assistance Division/ Policy and Plans Division) or Policy Development and Planning Section Head for assignment and further instructions (if any) to the concerned technical staff.</p>			
	<p>1.5. Review the request and assign to available Technical Staff</p> <p>1.6. Request for secondary data will be coursed through the</p>	None	4 hours	<p><u>Central Office:</u>  <i>Division Chief (DC)</i>            Policy and External Assistance Division</p> <p><u>Field Office:</u></p>

	DSWD FOI Portal or FOI Receiving Officer and will be forwarded to the concerned OBSU/ODSU. For non-confidential information falling within the PDPB's scope, the request will be forwarded to the relevant division without the need for CSMS administration.			<i>Section Head</i> Policy Development and Planning Section
	1.7. Review the request as to the following: 1.7.1. Area/region of coverage ( <i>refer to MC 27, s. 2024 Section VIII Item 5</i> ) to ensure that it is sent to the correct office. Otherwise, endorse to the correct office. 1.7.2. If the request falls within the scope of the office, assess if it shall	None	2 hours	<u>Central Office:</u> <i>Division Chief (DC)</i> Policy and External Assistance Division  <u>Field Office:</u> <i>Section Head</i> Policy Development and Planning Section

	<p>undergo research protocol using the <i>Checklist for Reviewing Research</i></p> <p>1.7.3. Check if the request needs to secure a Data Sharing / Non-Disclosure Agreement (DSA/ NDA). If so, endorse to the concerned OBSU and their Compliance Officer for Privacy (COP) for review and onward facilitation of DSA / NDA. Note that the DSA/NDA can be processed alongside research approval, but data gathering will not commence until the DSA/NDA is</p>			
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	<p>approved, even if the research request has been approved.</p> <p>1.8. Determine if it will undergo research protocol:</p> <p>1.8.1. <i>If request will undergo research protocol -</i> Check for completeness of submitted requirements. If incomplete, assist the researcher in the completion of documentary requirements and provide orientation on the research protocol. Pause and resume tracking working hours and days upon completion of requirements.</p>			
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	<p>1.8.2. If the request will not undergo research protocol (refer to MC No. 27, s. 2024, Section VI. Item No. 1) - Endorse researcher to the concerned DSWD OBSUs using the Endorsement of Research Request Form.</p> <p>a. For walk-in requests, give the researcher a copy of the signed Endorsement of Research Request Form and endorse him/her to the concerned OBSUs</p> <p>b. For requests via email, copy furnish the researcher in the forwarded Endorsement of Research</p>		<p>4 days (only for requests that will not undergo research protocol)</p>	
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	Request Form to the concerned OBSUs			
	<p>1.9. For requests with complete documentary requirements, proceed to the review of the research request in consultation with the concerned OBSUs and Field Offices using the Research Review Checklist for External Research Requests.</p> <p>1.10. Receive the comments / inputs and recommendations from other offices. These shall be the basis for decision to approve / disapprove the request.</p>	None	7 days	<p><u>Central Office:</u>  <i>Division Chief (DC)</i>            Policy and External Assistance Division</p> <p><u>Field Office:</u>  <i>Section Head</i>            Policy Development and Planning Section</p>
	1.11. PDPB / PDPS shall provide their inputs / recommendation directly on the memorandum of recommendation for approval.	None	1 day	<p><u>Central Office:</u>  <i>Division Chief (DC)</i>            Policy and External Assistance Division</p> <p><u>Field Office:</u>  <i>Section Head</i></p>



				PPD - Policy Development and Planning Section
	<p>1.12. If recommended for approval, prepare recommendation for approval using the <i>Outline Memorandum of Recommendation on the Research Request</i> for review and initial of the Division Chief. This shall include the consolidated recommendations from the concerned OBSUs / FOs.</p> <p>1.13. If not recommended for approval, communicate decision to the researcher and inform them of relevant revisions that are needed to be made. Two (2) days will be given to the researcher to officially respond, through a letter or email, if they will continue or</p>	None	1 day	<p><u>Central Office:</u>  <i>Division Chief (DC)</i>            Policy and External Assistance Division</p> <p><u>Field Office:</u>  <i>Section Head</i>            Policy Development and Planning Section</p>

	<p>terminate their request.</p> <p>1.14. If pursuing the request, the researcher shall submit a revised proposal based on DSWD's comments then go back to Step 1.9. Note that the tracking of hours / days will pause and only resume once it reaches Step 1.9.</p>			
	<p>1.15. PDPB Director / PPD Chief to approve / disapprove request based on recommendations</p> <p>1.15.1. If Approved - Inform researcher and endorse him/her/ them to the concerned OBSUs / FOs.</p> <p>1.16. Coordinate with the concerned office where the research request was endorsed and assist the researcher in matters related to conduct of</p>	None	2 days	<p><u>Central Office:</u>  <i>Director</i>            Policy Development and Planning Bureau</p> <p><u>Field Office:</u>  <i>Division Chief</i>            Policy and Plans Division</p>

	data gathering activities. 1.17. No - Go back to Step 1.11.2. (Continuation or Termination of Request)			
	<b>TOTAL:</b>	<b>None</b>	<b>5 days (non-protocol); 12 days (protocol)</b>	

## **PROTECTIVE SERVICES BUREAU (PSB)**

### **EXTERNAL SERVICES**

## 1. Onsite Implementation of the Assistance to Individuals in Crisis Situation Program for Clients Transacting with the DSWD Offices (CIU/CIS/SWAD OFFICES)

AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any adversity or crisis through the provision of financial assistance, psychosocial intervention, and referral services that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational, material, funeral, and cash assistance for other support services, among others.

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

<b>Office or Division:</b>	Program Management Bureau-Crisis Intervention Division, Protective Service Division-Crisis Intervention Section Field Office I-XII, CARAGA, CAR, and NCR	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizen	
<b>Who may avail:</b>	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Any Valid identification card of the client/ person to be interviewed (1 original copy) from the following:		
• PhilSys ID		Philippine Statistics Authority
• UMID ID, SSS or GSIS ID		Social Security System or Government Service Insurance System
• Philhealth ID		Philhealth
• Driver's License		Land Transportation Office
• PRC ID		Professional Regulation Commission
• OWWA ID		Overseas Workers Welfare Administration
• DOLE ID		Department of Labor and Employment
• PAG-IBIG ID		Pag-IBIG Fund
• Voter's ID or Voter's Certification		Commission on Election
• Postal ID		Post Office

• Philippine Passport	Department of Foreign Affairs
• NBI Clearance	National Bureau of Investigation
• 4Ps ID	Department of Social Welfare and Development
• PWD ID	Local Government Unit
• Solo Parent ID	Local Government Unit
• City or Municipal ID	Local Government Unit
• Barangay ID	Local Government Unit
• Office of Senior Citizen Affairs (OSCA ID)	Local Government Unit
• Police Clearance	Police Station
• or any ID preferably with validity date, and picture and signature of the client.	Barangay Hall
In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an Identification Card.	Barangay Hall
Signed Authorization Letter (if applicable)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
<b>TRANSPORTATION ASSISTANCE</b>	<b>WHERE TO SECURE</b>
Other supporting document/s such as but are not limited to (1 original copy):	
Police Blotter	Police Station
Medical Abstract	Hospitals or clinic
Court Order or Subpoena	Supreme Court
Death Certificate	Civil Registry Office
<b>MEDICAL ASSISTANCE FOR HOSPITAL BILL</b>	<b>WHERE TO SECURE</b>
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (1 Original or Certified true copy)	Medical records of the Hospital or Clinic or the Attending Physician
2. Hospital bill or Statement of Account (outstanding balance) with name and signature of billing clerk or Certificate of balance and promissory note signed by credit and collection officer or billing clerk (1 Original or Certified True Copy)	Billing Office of the Hospital Credit and Collection Office of the Hospital

3. Social Case Study Report or Case Summary. (1 original copy)	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>
<b>MEDICAL ASSISTANCE FOR MEDICINE ASSISTIVE DEVICE</b>	<b>WHERE TO SECURE</b>
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original or Certified true copy)	Attending Physician or from Medical Records of the hospital or clinic.
2. Laboratory Requests or Laboratory Protocol or Doctor's Order with name, license number, and signature of the Physician	Attending Physician from a hospital or clinic
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. Quotation of Laboratory.	Service Provider
2. Social Case Study Report or Case Summary.	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>
<b>FUNERAL ASSISTANCE FOR FUNERAL BILL</b>	<b>WHERE TO SECURE</b>
1. Death Certificate or Certification from the Tribal Chieftain (Original or certified true copy)	City or Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam
2. Promissory Note or Certificate of Balance or Statement of account	Authorized staff of the Funeral Parlor or Memorial Chapel
3. Funeral Contract	Authorized staff of the Funeral Parlor or Memorial Chapel
<b>FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER</b>	<b>WHERE TO SECURE</b>
1. Death Certificate or Certification from the Tribal Chieftain (Original or certified true copy)	City or Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain or Imam.
2. Transfer Permit	City or Municipal Hall
<b>EDUCATIONAL ASSISTANCE</b>	<b>WHERE TO SECURE</b>

1. Validated School ID and Valid I. D	School where the beneficiary is enrolled
2. a. Enrolment Assessment Form or b. Certificate of Enrolment or Registration; or c. Statement of Account	School Registrar or Concerned Office where the beneficiary is enrolled
<b>FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS</b>	
1. Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required or medical document as proof that the beneficiary is admitted	Barangay Hall where the client is presently residing  Hospital where the beneficiary is currently admitted
<b>CASH RELIEF ASSISTANCE</b>	<b>WHERE TO SECURE</b>
Depending on the circumstances: a. <b>For Fire Victims:</b> Police Report or Bureau of Fire Protection Report from the Bureau of Fire	<ul style="list-style-type: none"> <li>• Bureau of Fire or PNP</li> </ul>
b. <b>For Distressed OFs:</b> Passport, Travel Document/s, certification from OWWA or the Barangay	<ul style="list-style-type: none"> <li>• Overseas Workers Welfare Administration or Department of Migrant Workers or Barangay</li> </ul>
c. <b>For Rescued Client:</b> Certification from a social worker or Case manager from rescued clients.	<ul style="list-style-type: none"> <li>• Local Social Welfare and Development Office or other social welfare agencies</li> </ul>
d. <b>For victims of Online Sexual Exploitation:</b> Police Blotter and social worker's certification for the victims of online	<ul style="list-style-type: none"> <li>• Local Social Welfare and Development Office or other social welfare agencies</li> <li>• Police Station</li> </ul>
a. sexual exploitation of children  b. <b>For Locally stranded individuals (LSI):</b> LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his or her identity.	<ul style="list-style-type: none"> <li>• Police Station</li> <li>• Hospital or Clinic</li> </ul>
<b>For all other incidents:</b> Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities or regulating agencies, as may be applicable such as but not limited to Police Report or Blotter, Spot report from the AFP or PNP,	<ul style="list-style-type: none"> <li>• Barangay Hall where the client is presently residing</li> <li>• Police Station</li> <li>• AFP or PNP</li> <li>• Office of Civil Registry</li> <li>• Certificate from the LDRMO; or</li> <li>• Local Government Unit</li> </ul>



Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification		• Hospital or Clinic signed by Licensed Physician		
MATERIAL ASSISTANCE		WHERE TO SECURE		
1. General Intake Sheet		DSWD CIU or CIS or SWAD		
2. Material Assistance Distribution Sheet		DSWD CIU or CIS or SWAD		
ON-SITE TRANSACTION				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present pertinent documents.	1. Check the completeness of documents submitted by clients.	NONE	1 hour	Social Welfare Officer III (CIU/CIS/SWAD OFFICES)
	1.1 Verify client's records if within the frequency of availing assistance to Crisis Monitoring System (CrIMS)			
	<p><b>If it is determined that the client has received assistance beyond the allowed frequency, notify the client regarding the provisions stipulated in the guidelines.</b></p> <p><b>If eligible, provide the client a queuing number and</b></p>			

	instruct them to proceed with Step 2- Interview and Assessment.			
2. Submit pertinent documents for interview and assessment	<p>2. Interview and assess the client to determine the actual need and to check the accuracy and authenticity of the documentary requirements presented. Additionally, the SWO shall fill out the assessment area in the GIS.</p> <p><b>If determined to be eligible to receive assistance,</b> the SWO shall recommend the appropriate assistance and fill out the CE.</p> <p>For financial assistance amounting to P10,000.00 and below, the SWO shall advise the client to proceed to <b>Step 4: (releasing of assistance)</b></p>	NONE	3 hours	Social Welfare Officer III (CIU/CIS/SWAD OFFICES)

	<p>while the GIS, CE, or justification will be subjected to approval.</p> <p>For assistance through a guarantee letter, the DSWD personnel shall prepare the GL. The DSWD personnel shall forward it to <b>Step 3:</b> Review and Approval along with the GIS, CE, and justification of the social worker.</p> <p><b>If for material assistance, depending on the availability,</b> the SWO shall advise the client to proceed to <b>Step 4</b> Releasing of Assistance.</p> <p><b>If documents are found to be incomplete to support the request,</b> the SWO shall advise the client to</p>			
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	<p>comply with the documentary requirements needed as listed in the compliance slip per type of assistance.</p> <p><b>If the client is found to be ineligible to avail the assistance,</b> the SWO shall issue a letter of disapproval to the client.</p> <p><b>If found that services needed are outside the scope of the program,</b> the SWO shall refer the client to the corresponding program concerned.</p>			
3. Receive Assistance	<p>3. Forward the documents to the authorized official/s.</p> <p><b>If the authorized official/s finds the request valid and complete,</b> the authorized personnel shall approve the request.</p>	NONE	50 Minutes	Social Welfare Officer III (CIU/CIS/SWAD OFFICES)

	<p>If the approving officer determines that the client's submitted documents are insufficient to support the social worker's assessment, the approving officer shall return the documents to the attending SWO for justification or for further appropriate instruction deemed necessary.</p>			
4. Fill out Client Satisfaction Measurement Survey	<p>4. Forward all the approved requests for assistance to the SDO/RDO/DSWD personnel for release, depending on the mode of assistance.</p> <p><b>For Cash Outright (Php 10,000 and below):</b></p> <p>4.1 The Regular/ Special Disbursing Officer/s of the</p>	NONE	50 Minutes	SPECIAL DISBURSING OFFICER (SDO)

	FMS/U or the designated disbursing officer for cash shall release the assistance.			
	<p><b>For Guarantee Letter addressed to the Service Provider:</b></p> <p>4.2 The DSWD personnel shall prepare the GL.</p> <p>4.2.1 CIU/S Admin staff shall encode the GL to the existing document tracking system.</p> <p>4.2.2 Designated Approving Officer shall Review and Approve the GL.</p> <p><b>For clients recommended to avail material assistance:</b></p> <p>4.3 The CIU/S staff shall assist the client in filling out the Material Assistance Distribution Sheet.</p>	NONE	10 Minutes for Material Assistance	Social Welfare Officer III (CIU/CIS/SWAD OFFICES)

	<p>4.3.1 The CIU/S Staff shall provide the assistance.</p> <p>4.3.2 The DSWD personnel shall update client's records into CrIMS or to the existing monitoring tool/system once the assistance is released.</p>			
	<p>4.4. The DSWD personnel shall ensure scan the client's documents or secure a copy of documents for filing and references.</p> <p>4.4.1. The client/beneficiary shall accomplish the Client Satisfaction Measurement Survey Form (CSMF) and drop it to the allocated suggestion box</p>			
	<b>TOTAL:</b>	<b>None</b>	<b>5 Hours 40 Minutes for Cash-Outright</b>	

			<b>16 Working Hours (2 days) for GL</b>	
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## **SOCIAL TECHNOLOGY BUREAU (STB)**

### **EXTERNAL 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		
<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		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Request Letter		From the requesting DSWD Field Office, LGU, NGO, or NGA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request for technical assistance along program/ project development or enhancement to Social Technology Bureau (STB) / DSWD Field Office Social Technology Unit (STU) through: a. Letter signed by the Requesting Party, in any form; b. Accomplished Request Form;	1. Receive and record the request.	None	2 hours	Support Staff

c. E-mail; or d. STB Ticketing System.				
	1.2. Prepare, review, and send response to the requesting party.	None	7 days	Head of Office, Supervisor and Technical Staff
	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: <div> a.) Activity flow  b.) Powerpoint presentation  c.) Attendance Sheet  d.) Other logistical requirements </div>	None	5 days  <i>Note: Turn around time does not include days between sending a response and actual conduct of activity.</i>	Head of Office, Supervisor and Technical Staff
<b>TOTAL</b>  If the Technical Assistance requested may be provided via official communications.  If without physical/online Technical Assistance Session  If the request involves conduct of actual technical assistance activity  If with physical/online Technical Assistance Session		None	7 days  2 hour  12 days  2 hours	

**STANDARDS BUREAU  
(SB)**

**EXTERNAL 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.

<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>	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 - Standards Section, <b>or</b>;</li><li>• <b>DSWD Website</b> <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:  a. Pictures of office and direction sketch (1 photocopy); and b. At least one of the following documents (1 original copy): i. <i>Barangay certification</i> ii. <i>Certification or endorsement from at least two (2) publicly known individuals in the community</i> iii. <i>Other documents showing proof of existence</i>		<ul style="list-style-type: none"><li>• CSO Beneficiary Applicant</li></ul>	
3. Proof of organization, namely: a. Organizational chart or governance structure (1 original copy); and b. Date of organization, list of officers and members with their complete names, dates of birth (if known and or registered, complete address, and contact numbers, if available (1 original copy).		<ul style="list-style-type: none"><li>• CSO Beneficiary Applicant</li></ul>	
4. Certificate of Good Standing – if the CSO applicant has received public		<ul style="list-style-type: none"><li>• Government agency or agencies from which it has received public funds, <b>or</b>;</li></ul>	

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).	<ul style="list-style-type: none"> <li>• <b>DSWD Website</b>  <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>
5. Social Preparation (1 original copy)	<ul style="list-style-type: none"> <li>• Designated DSWD Regional Program/Project Officer of the DSWD Program or project where the CSO applicant is seeking funds, <b>or</b>;</li> <li>• <b>DSWD Website</b>  <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>
<b>Note to Applicant:</b> The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 17 Series of 2017.	

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. Refer to the concerned unit.	None	*2 hours	Regional Director DSWD Field Offices
2. Wait for the result of the assessment	2.1. Receive and review the documentary requirements	None	1 day	Regional Director DSWD Field Offices
	2.2. Post name of applicant to DSWD website	None	1 day	Regional Director DSWD Field Offices
	2.3. Prepare activities for the conduct of validation	None	2 day	Regional Director DSWD Field Offices

	<p>2.4 Conducts validation as to the existence of the applicant beneficiary CSO including its on-going projects and/or programs as applicable.</p> <p>Note: This includes activities e.g. FGD, interviews, photo documentation of the validation site, interviewed persons and other related documents</p>	None	5 days	<i>Regional Director</i> DSWD Field Offices
	2.5. Prepare and sign Validation Report and Abstract with supporting documents.	None	2 days	<i>Regional Director</i> DSWD Field Offices
	2.6. Facilitate conduct of evaluation and deliberation by the Field Office - Accreditation Committee.	None	2 days	<i>Regional Director</i> DSWD Field Offices
	2.7. Prepare the Certificate of Accreditation	None	1 day	<i>Regional Director</i> DSWD Field Offices
	2.8. Facilitates the signing of the Certificate of Accreditation	None	1 day	<i>Regional Director</i> DSWD Field Offices

	2.9. Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board	None	1 day	<i>Regional Director</i> DSWD Field Offices
	2.10. <b>If found incomplete or non-compliant</b> (in any part of the process)  If found to be incomplete, prepares acknowledgment memorandum returning the application documents for compliance to the concerned Program or Bureau	None	1 day	<i>Regional Director</i> DSWD Field Offices
	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	None	1 day and 5 hours and 55 minutes	<i>Regional Director</i> DSWD Field Offices



	by the Regional Director.			
3. Receive the Certificate of Accreditation	3. Release of the signed Certificate/s of Accreditation through:  a. Befitting ceremony (e.g. during the flag-raising ceremony) b. Pick-up by the CSO applicant, c. Courier, and d. Hand-carryi ng of the Certificate/s of Accreditatio n whichever is practicable	None	*1 day	<i>Regional Director DSWD Field Offices</i>
	3.1. Administer Client Satisfaction Measurement Survey Form (either online or paper-based)	None	5 minutes	<i>Regional Director DSWD Field Offices</i>
<b>TOTAL</b>		<b>None</b>	<b>20 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.*

## 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).

Office or Division:	DSWD Field Office - Standards Section		
Classification:	Complex		
Type of Transaction:	G2G - Government to Government		
Who may avail:	All eligible Beneficiary CSOs organized by the Department through SLP.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Certificate of Eligibility (CoE) (1 certified true copy)  <i>*The issuance of COE is subject to compliance with SLP existing guidelines.</i>		• DSWD Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO)	
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)		• DSWD Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO)	
<b>Note to Applicant:</b> <i>The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on <b>DSWD Memorandum Circular No.26 Series of 2020.</b></i>			

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 Refer to the concerned unit.	None	1 day	Regional Director DSWD Field Offices
2. Wait for the result of the assessment	2.1. <b>If Complete and Compliant:</b> 2.1.1. Receive the documentary requirements	None	2 days	Regional Director DSWD Field Offices

	<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	Regional Director DSWD Field Offices
3. Receive the issued Certificate of Accreditation and accomplish 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	Regional Director DSWD Field Offices
	3.2 Forward the signed memo to ICTMS for posting to the Field Office website.	None	4 hours	Regional Director DSWD Field Offices
	3.3 Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board	None	55 minutes	Regional Director DSWD Field Offices
	3.4 Administer Client Satisfaction Measurement Survey Form (online or paper-based)	None	5 minutes	Regional Director DSWD Field Offices
<b>TOTAL</b>		<b>None</b>	<b>7 working days</b>	

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

### 3. Accreditation of Civil Society Organizations (CSOs): To Implement DSWD Projects and/or Program using DSWD Funds

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

<b>Office or Division:</b>	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who may avail:</b>	Social Work Agencies w/ at least one (1) year valid license to operate

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished and Notarized Application Form (1 original copy).	<ul style="list-style-type: none"> <li>• DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA &amp; NCR)</li> <li>• <b>DSWD website</b>  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-002_REV-01_Application-form-for-the-accreditation-of-CSOs.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-002_REV-01_Application-form-for-the-accreditation-of-CSOs.pdf</a> <b>or;</b>  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf</a></li> </ul>
2. Audited Financial Statements as received by the BIR/Authorized collecting bank for the past three (3) years (1 photocopy).	<b>Provided by Applicant</b>
3. Duly Accomplished Data Sheet of the Directors, Trustees, Officers, and Key Personnel of the applicant CSO (1 original copy).	<ul style="list-style-type: none"> <li>• DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA &amp; NCR)</li> <li>• <b>DSWD website</b>  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-004_REV-01_IMPLEMENTING-CSO-PROFILE-OF-BOARD-DIRECTORS-TRUSTEES-OF-FICERS-AND-EMP.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-004_REV-01_IMPLEMENTING-CSO-PROFILE-OF-BOARD-DIRECTORS-TRUSTEES-OF-FICERS-AND-EMP.pdf</a> <b>or;</b>  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf</a></li> </ul>
4. Location sketches (spot/ satellite map) and photographs (façade and interior) of the principal office and/or satellite Offices (1 photocopy).	<b>Provided by Applicant</b>
5. Certificate of Good Standing or Certificate of No Derogatory Information issued by SEC (1 original copy)	<b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307

6. Duly Accomplished Declaration of Commitment pursuant to AO No. 11 series of 2019 (1 original copy).	<b>DSWD website</b> <a href="https://www.dswd.gov.ph/issuances/AOs/AO_2019-011.pdf">https://www.dswd.gov.ph/issuances/AOs/AO_2019-011.pdf</a> <b>or</b> ;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf</a>
<b>ADDITIONAL REQUIREMENTS AS APPLICABLE:</b> 1. Duly Accomplished List of Projects and Programs funded by DSWD or any government agency, if applicable (1 original copy).	<b>DSWD website</b> <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-003_REV-01_IMPLEMENTING-CIVIL-SOCIETY-ORGANIZATION-CSO.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-003_REV-01_IMPLEMENTING-CIVIL-SOCIETY-ORGANIZATION-CSO.pdf</a> <b>or</b> ;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf</a>
2. Certificate of No Default or Delay in Liquidating Funds signed by the DSWD Field Office Head and countersigned by the Finance Management Service or by the concerned government official of the other Government Agencies, if applicable. (DSWD-SB-CSOA-004A) (1 original copy)	<b>DSWD website</b> <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-005_REV-01_CERTIFICATION-OF-NO-DEFAULT-OR-DELAY-IN-LIQUIDATING-FUNDS.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-005_REV-01_CERTIFICATION-OF-NO-DEFAULT-OR-DELAY-IN-LIQUIDATING-FUNDS.pdf</a> <b>or</b> ;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-013.pdf</a>

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the Application Form together with other documentary requirements to the Standards Bureau of the DSWD Central Office.	1. Receive and record the application at the e-DTMS	None	30 minutes	Bureau Director Standards Bureau
2. Wait for the notification on the conduct of validation for its application	2. If found complete, Standards Bureau (SB) shall request the Field Office to conduct a Virtual/On-Site	None	4 hours	Section Head

	Validation Assessment.			
	<p>2.1. Post notice to the public or invitation to submit a derogatory report.</p> <p><i>Note: Within three (3) working days from the receipt of a derogatory report, the Standards Bureau (SB) shall notify the applicant and require the same to submit an explanation/ comment within ten (10) working days from the receipt thereof. Please also refer to Section VI. No. 2 of MC 13 series of 2019.</i></p>	None	4 hours	<p>Section Head</p> <p>-Information and Communication Technology Management Services (ICTMS)</p>
	2.2. If found incomplete, SB shall return all submitted documents to the applicant CSO with a letter providing technical assistance and a checklist indicating the lacking required documents	None	4 hours	Section Head
	2.3. If found with irregularities, the documents will not be returned to the applicant. It	None	4 hours	Section Head

	shall serve as evidence and a ground for blacklisting			
3. Participate in the actual Virtual or On-site Validation Assessment.	<p>3. Conduct Virtual or On-Site Validation Assessment at the applicant CSO's address or location</p> <p><i>Note: If the applicant recently received its accreditation as Social Work Agency within six (6) months prior to the date of its application as an Implementing CSO, there is no need for a Virtual or On-Site Validation Assessment, unless the declared projects and programs applied for accreditation requires further verification as per assessment of the Standards Bureau staff.</i></p>	None	1 day ( <u>per agreed schedule</u> )	Regional Director DSWD Field Office
4. Wait for the approval or denial of the application for accreditation	4. Prepare and submit the Virtual or On-Site Validation Assessment. report to SB	None	4 days	Regional Director
	4.1. Conduct assessment and examination of application	None	4 days, 1 hour and 30 minutes	Section Head, Standards Bureau
	4.2. Conduct final review and	None	3 days and 2 hours	Section Head, Division Chief,

	evaluation (An Applicant may be required by the SB to submit additional sets of requirements which are deemed necessary to verify doubtful information and to establish compliance to appropriate policies.)			<i>Assistant Bureau Director</i>
	Issue Confirmation Letter on the result of the evaluation	None	2 days	<i>Section Head, Division Chief, Assistant Bureau Director, Bureau Director</i>
	Approve the Certificate of Accreditation	None	3 days, 2 hours	<i>Undersecretary, Secretary</i>
5. Receive the Certificate of Accreditation or the Denial Letter and accomplished the Client Satisfaction Measurement Survey Form	5. Notify the Applicant Organization on the availability of the Certificate	None	1 hour	<i>Section Head</i>
	5.1. Issue the Certificate of Accreditation or the Denial Letter through mail or courier	None	55 minutes	<i>Section Head</i>
	5.2. Administer the Client Satisfaction Measurement Form (either	None	5 minutes	<i>Section Head</i>



	online or paper-based)			
<b>TOTAL</b>		<b>NONE</b>	<b>1 day and 4 hours</b>	

The number of minutes shall be included in the total 20 working days. This does not include the travel time of documents from the DSWD Field Office to the Central.

#### 4. Accreditation of Pre-Marriage Counselors

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

<b>Office or Division:</b>	DSWD Central Office - Standards Bureau Standards Compliance Division				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C - Government to Citizen				
<b>Who may avail:</b>	All qualified applicants per MC No. 20 series of 2024				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
<b>A. For New Applicants</b>					
1. Duly Accomplished Application Form	via an online platform after completing a training/refresher course in the DSWD Academy. - <i>Annex A. Application Form (DSWD-SB-GF-017   REV 02   08 JAN 2025)</i>  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2024-020.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2024-020.pdf</a>				
<b>One (1) uploaded clear copy in portable document format (PDF) file of the following documents:</b>					
1. Duly notarized and accomplished Declaration Form_ Application for Pre-Marriage Counselor	Available in the online application form. - <i>Annex C. Declaration Form (DSWD-SB-GF-125   REV 00   08 JAN 2025)</i>				
1. Copy of the Diploma; Transcript of Records (TOR); Special Order; any document as proof of the applicant's professional practice for assessment for accreditation, i.e., PRC license.	<ul style="list-style-type: none"> <li>Local Government Office</li> <li>Company</li> <li>School</li> <li>Professional Regulation Commission (PRC)</li> </ul>				
1. Copy of Certificate of Completion	<ul style="list-style-type: none"> <li>DSWD Academy</li> </ul>				
<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. 20 Series of 2024.					

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures</b>				

1. Complete the online application form and upload all application documents.	1. Provide the client with the link/copy of the application form.	None	Not applicable	<i>Electronic Learning Management System (E-LMS)</i>
1. Click “submit” the application and necessary documents	2. Receive the application including the documentary requirements.	None	2 hours	<i>Online platform</i>
	2.1 Manually generate the tracking document number	None		<i>SB Section Chief/ Team Leader (SC/TL)</i>
	2.2 Farm out the application to the assigned Technical Staff (TS) via email using the official SB email, <a href="mailto:sb@dswd.gov.ph">sb@dswd.gov.ph</a> / email address of the designated staff as Pre-Marriage Counselor focal.	None		<i>SB Section Chief/ Team Leader (SC/TL)</i>
3. Await the result of the accreditation assessment	3. Assess and review the submitted application documents	None	6 hours	<i>SB Section Chief/ Team Leader (SC/TL)</i>
	3.1 If found eligible, prepare, submit, and endorse the application documents ( <i>through a link or QR code included in the endorsement memo</i> ), accomplished assessment tool, and an endorsement	None		<i>SB Section Chief/ Team Leader (SC/TL)</i>

	memo to the Section Chief/Team Leader for review and/or approval.			
	3.1.2 If not, prepare, submit and endorse the same as above to Section Chief/Team Leader (SC/TL) for review, comment and/or approval.  <i>Note: all regretted submitted application documents will be returned and copies of submitted application documents will be deleted from the DSWD repository by the assigned TS.</i>	None		SB Section Chief/ Team Leader (SC/TL)
3. Await the approval and issuance of the electronic Certificate of Accreditation	4. Receive, review, and/or provide inputs/corrections.	None	3 hours	SB Section Chief/ Team Leader (SC/TL)
	4.1 If found eligible, affix signature in the template endorsement memo and endorse to the Division Chief (DC) for review and/or approval.	None		SB Section Chief/ Team Leader (SC/TL)
	4.1.1 If not eligible, return to the TS and send the regret memo to the applicant.	None		SB Section Chief/ Team Leader (SC/TL)
	4.1.2 If with inputs/ comments/ corrections	None		SB Section Chief/ Team Leader (SC/TL)

	either for issuance of electronic certificate or as a regret application, return the application documents to the concerned technical staff for appropriate action.			
	4.2 Review and/or provide inputs, comments, or corrections.	None		<i>SB Division Chief (DC)</i>
	4.2.1 If found eligible, affix signature in the template endorsement memo. Then endorse the approved application to the Office of the Bureau Director (OBD)	None	3 hours	<i>SB Division Chief (DC)</i>
	4.2.2 If with inputs/ comments/ corrections, return the application documents to the concerned technical staff through his/her Section Chief/Team Leader for revision.	None		<i>SB Division Chief (DC)</i>
	4.3 Review and/or provide inputs/comments / corrections.	None		<i>SB Bureau Director</i>
			4 hours	

	4.3.1 If found eligible, affix signature in the template endorsement memo and endorse to the Office of the Undersecretary of SCBG (OUS SCBG);	None		<i>SB Bureau Director</i>
	4.3.2 If with inputs/ comments/ corrections, return to the concerned technical staff through his/her Section Chief/Team Leader for revision.	None		<i>SB Bureau Director</i>
	4.4 Receive the approved Bureau Level Accreditation Application and endorse to the Undersecretary of SCBG for review and approval.	None	4 hours	<i>OUSSCBG Executive Assistant</i>
	4.5 Review and/or provide inputs/ comments/ corrections.	None		<i>SCBG Undersecretary</i>
	4.5.1 If found eligible, affix signature in the template endorsement memo and endorse back to SB for the issuance of the	None		<i>SCBG Undersecretary</i>

	Certificate of Accreditation;			
	4.5.2 If with inputs/ comments/ corrections, return to the concerned technical staff through his/her Section Chief/Team Leader for revision.	None		SCBG Undersecretary
	4.6 Receive the approved application and facilitate the encoding of the applicant's details in the Electronic Certificate of Accreditation.	None	1 hour and 30 minutes	SB Section Chief/ Team Leader (SC/TL)
5. Receive the electronic Certificate of Accreditation	5. Issue the electronic Certificate of Accreditation through the applicant's provided email address, gathered through E-LMS, using the SB official email address, <a href="mailto:sb@dswd.gov.ph">sb@dswd.gov.ph</a> , copy furnished the assigned SB TS and the SB Database focal for inclusion in the SB database.	None	30 minutes	SB Section Chief/ Team Leader (SC/TL)

<b>TOTAL</b>	<b>None</b>	<b>24 hours or 3 working days</b>	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures received through email</b>				
1. Complete the application form and upload/attach all application documents	1. Provide the client with the link/copy of the application form.	None	Not applicable	SB Section Chief/Team Leader (SC/TL)
2. Click “send” the application and necessary documents.	2. Receive the application including the documentary requirements.	None	2 hours	Online Platform
	2.1 Manually generate the tracking document number	None		SB Section Chief/Team Leader (SC/TL)
	2.2 Farm out the application to the assigned Technical Staff (TS) via email using the official SB email, <a href="mailto:sb@dswd.gov.ph">sb@dswd.gov.ph</a> / email address of the designated staff as Pre-Marriage Counselor focal.	None		SB Section Chief/Team Leader (SC/TL)
3. Await the result of the accreditation assessment	3. Assess and review the submitted application documents.	None	6 hours	SB Section Chief/Team Leader (SC/TL)
	3.1 If found eligible, prepare, submit, and endorse the application documents (through a link or	None		SB Section Chief/Team Leader (SC/TL)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>QR code included in the endorsement memo), accomplished assessment tool, and an endorsement memo to his/her Section Chief/Team Leader for review and/or approval.</p>			
	<p>3.1.1 If not, prepare, submit and endorse the same as above to Section Chief/Team Leader (SC/TL) for review, comment and/or approval.</p> <p><i>Note: all regretted submitted application documents will be returned and copies of submitted application documents will be deleted from the DSWD repository by the assigned TS.</i></p>	None		SB Section Chief/Team Leader (SC/TL)
4. Await the approval and issuance of the electronic Certificate of Accreditation	4. Receive, review, and/or provide inputs/corrections.	None	3 hours	SB Section Chief/Team Leader (SC/TL)
	4.1 If found eligible, affix signature in the template endorsement memo and endorse to the Division Chief	None		SB Section Chief/Team Leader (SC/TL)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(DC) for review and/or approval; or			
	4.1.1 If not, return to the concerned TS and send the regret memo to the applicant.	None		<i>SB Section Chief/Team Leader (SC/TL)</i>
	4.1.2 If with inputs/ comments/ corrections either for issuance of electronic certificate or as regret application, return the application documents to the technical staff for appropriate action.	None		<i>SB Section Chief/Team Leader (SC/TL)</i>
	4.2 Review and/or provide inputs, comments, or corrections.	None	3 hours	<i>SB Division Chief (DC)</i>
	4.2.1 If found eligible, affix signature in the template endorsement memo. Then endorse the approved application to the Office of the Bureau Director (OBD)	None		<i>SB Division Chief (DC)</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2.2 If with inputs/ comments/ corrections, return the application documents to the concerned technical staff through his/her Section Chief/Team Leader for revision.	None		<i>SB Division Chief (DC)</i>
	4.3 Review and/or provide inputs/comments / corrections.	None		<i>SB Bureau Director</i>
	4.3.1 If found eligible, affix signature in the template endorsement memo and endorse to the Office of the Undersecretary of SCBG (OUS SCBG);	None	4 hours	<i>SB Bureau Director</i>
	4.3.2 If with inputs/ comments/ corrections, return to the concerned technical staff through his/her Section Chief/Team Leader for revision.	None		<i>SB Bureau Director</i>
	4.4 Receive the approved Bureau Level Accreditation	None	4 hours	<i>OUSSCBG Executive Assistant</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Application and endorse to the Undersecretary of SCBG for review and approval.			
	4.5 Review and/or provide inputs/ comments/ corrections.	None		SCBG Undersecretary
	4.5.1 If found eligible, affix signature in the template endorsement memo and endorse back to SB for the issuance of the electronic Certificate of Accreditation; or	None		SCBG Undersecretary
	4.5.2 If with inputs/ comments/ corrections, return to the concerned technical staff through his/her Section Chief/Team Leader for revision.	None		SCBG Undersecretary
	4.6 Receive the approved accreditation application and facilitate the encoding of the applicant's details in the electronic Certificate of Accreditation	None	1 hour and 30 minutes	SB Section Chief/ Team Leader (SC/TL)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Receive the electronic Certificate of Accreditation	5. Issue the electronic Certificate of Accreditation through the applicant's provided email address, gathered through ELMS, using the SB official email address, <a href="mailto:sb@dswd.gov.ph">sb@dswd.gov.ph</a> , copy furnished the assigned SB TS and the SB Database focal for inclusion in the SB database.	None	30 minutes	SB Section Chief/ Team Leader (SC/TL)
	<b>TOTAL</b>	<b>None</b>	<b>24 hours or 3 working days</b>	

## 5. 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>	
1. Application form (DSWD DFE Form 1) (1 original copy)	<ul style="list-style-type: none"> <li>DSWD Central Office - Standards Bureau (SB)</li> </ul>

	IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City <ul style="list-style-type: none"> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf</a> – DSWD DFE Form 1</li> </ul>
2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin (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
4. Copy of valid DSWD Registration, License and/or Accreditation Certificate (1 photocopy)	Issued by the DSWD to the licensed and/or accredited SWDA
5. Bill of Lading or Airway Bill (1 original or certified true copy)	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee.
6. Packing List (1 original or certified true copy)	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
7. Plan of Distribution (1 original copy)	<ul style="list-style-type: none"> <li>DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf</a> – DSWD DFE Form 2</li> <li>- To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution</li> </ul>
<b>OPTIONAL REQUIREMENTS</b>	
1. Certification from Food and Drug Administration (FDA), in case of medicines (1 photocopy)	Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781
2. Notarized distribution report on latest shipment, if not the first time	<ul style="list-style-type: none"> <li>DSWD Central Office - Standards Bureau (SB)</li> </ul>

to import foreign donations (1 original copy)	IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City <ul style="list-style-type: none"> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf</a> – DSWD DFE Form 3 - To be certified correct by the concerned DSWD Field Office</li> </ul>
3. Proof of prior agreements or approved arrangements, in case of relief items other than food and medicines (1 photocopy)	Appropriate government agencies

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. For Walk-In Applicants</b>				
1. Secure application form thru the DSWD Website or from the DSWD Field Office Website	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. Receive payment for the required processing fee and issue official receipt (OR)	₱1,000.00	10 minutes	<i>Section Head Cash Section</i>
3. Submit the application documents at the Field Office Standards Section  <i>Note: In case distribution shall take place in more than one region, the SWDA</i>	3. Review the completeness and correctness of the submitted application documents based on the checklist.	None	30 minutes	<i>Regional Director DSWD Field Office</i>

<i>must submit a distribution plan approved by the concerned DSWD Field Office. Also, for applications electronically submitted, the applicant still submit the original documents to the Field Office for onward endorsement to the Standards Bureau</i>	<i>If complete, forward for tracking to Support Staff</i>  <i>If incomplete, return to the applicant, provide TA and checklist of requirements.</i>			
	3.1 Log its receipt into the document tracking system	None	7 minutes	<i>Regional Director DSWD Field Office</i>
	3.2 Provide the walk-in applicant with a document reference number for easy tracking.	None	8 minutes	<i>Regional Director DSWD Field Office</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. 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. Receive payment for the required processing fee and issue official receipt (OR)	₱1,000.00	10 minutes	<i>Section Head Cash Section</i>
3. Submit the application documents via email at the official Field Office Standards Section email address	3. Review the completeness and correctness of the submitted application documents	None	30 minutes	<i>Regional Director DSWD Field Office</i>

<p><i>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 submit the original documents to the Field Office for onward endorsement to the Standards Bureau</i></p>	<p>based on the checklist.</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>3.1 Log its receipt into the document tracking system</p>	None	7 minutes	<p><i>Regional Director DSWD Field Office</i></p>
	<p>3.2 Provide the walk-in applicant with a document reference number for easy tracking.</p>	None	8 minutes	<p><i>Regional Director DSWD Field Office</i></p>
<p>4. Wait for the results of the assessment.</p>	<p>4. Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;</p>	None	1 day	<p><i>Regional Director DSWD Field Office</i></p>



	<b>4.1 If found compliant to eligibility and documentary requirements</b>  Prepare for conduct of area visit	None	1 day	<i>Regional Director</i> DSWD Field Office
	<b>4.2 If found non-compliant to eligibility and documentary requirements</b>  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 Provide the applicant the Client Satisfaction Measurement Form	None	1 day	<i>Regional Director</i> DSWD Field Office
<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.				
5. Participate in the conduct of Validation Visit	5. Conduct area visit, obtains in-depth information concerning administrative and	None	2 days (per agreed schedule)	<i>Regional Director</i> DSWD Field Office

	operational aspects of the program. <b>(Optional)</b>  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.			
	5.1 Endorse the draft acknowledgment letter to the Regional Director for approval	None	1 working day	<i>Regional Director</i> DSWD Field Office
	5.2 Endorse the application to the Standards Bureau at the Central Office	None	1 day	<i>Regional Director</i> DSWD Field Office
	5.3 Receive and check the completeness of the submitted application documents.	None	15 minutes	<i>Section Head</i>
	5.4 Logs its receipt into the Electronic Document Transaction Management System (EDTMS)	None	15 minutes	<i>Regional Director</i> DSWD Field Office

	<p>5.5 Conduct final review of submitted application documents</p> <p><b>If found incomplete or non-compliant,</b> inform the Field Office 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>	None	2 days and 6 hours	<p><i>Section Head, Division Chief, Assistant Bureau Director, Bureau Director</i></p>
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	<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.			
	5.6 Endorse the request to the Assistant Secretary for review, affix initials to the Endorsement Letter to DOF	None	1 day	<i>Assistant Secretary</i>
	5.7 Endorse the request to the Undersecretary for review and affix initial to the Endorsement Letter to DOF	None	1 day	<i>Undersecretary</i>
	5.8 Final review and approval of the Endorsement to DOF  Affix signature to the endorsement letter to DOF	None	2 days	<i>Undersecretary</i>
6. Approved applicants to pick up the Endorsement Letter	6. Communicate to the applicant and Field Office the approval of the Endorsement.	None	10 minutes	<i>Section Head, Division Chief, Assistant Bureau Director, Bureau Director</i>

	6.1 Preparation of the Endorsement Letter for pick-up of the applicant and receipt of signed Conforme Letter	None	10 minutes	Section Head
7. Accomplished Client Satisfaction Measurement Form	7. Administer the Client Satisfaction Measurement Form (either online or paper-based)	None	5 minutes	Section Head
<b>TOTAL:</b>		<b>₱1,000.00</b>	<b>14 days</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.*

## 6. Issuance of Certificate of Accreditation to Social Welfare and Development (SWD) Programs and Services of Public and Private Social Work Agencies (SWAs)

The process of assessing a registered and licensed private Social Work Agency (SWA) and public SWA if their social welfare and development (SWD) programs and services are compliant with the DSWD Standards.

<b>Office or Division:</b>	Standards Bureau - Standards Compliance Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Client G2G - Government to Government
<b>Who may avail:</b>	All registered and licensed private SWAs and public SWAs.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	

<b>Note to Applicant:</b>	
<ol style="list-style-type: none"> <li><i>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. 18, series of 2024.</i></li> <li><i>All applications must be received and assessed through the DSWD HELPS, except in cases stated below by which applications shall be reviewed and assessed manually following the prescribed process flow and processing time. A confirmation letter will be issued to the applicant as proof of the result of their application while waiting for the availability of HELPS. The electronic certificates for compliant applications will be issued immediately once the DSWD HELPS is available:</i> <ol style="list-style-type: none"> <li><i>System failure/downtime and the DSWD releases an official announcement, by which applicants may submit their application documents and proof of payment to the official email address of the DSWD Standards Bureau (SB).</i></li> </ol> </li> <li><i>Moreover, scanned copies of documents will be accepted if applied via HELPS, but the original copy will be checked during the assessment/monitoring visit.</i></li> </ol>	
<b>A. Private SWA with Issued Certificate of Registration and License to Operate (CRLTO) under DSWD Harmonized Electronic License and Permit System (HELPS) (First Accreditation)</b>	
<ol style="list-style-type: none"> <li>The submitted requirements for application for CRLTO will suffice</li> </ol>	<ul style="list-style-type: none"> <li>DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> </ul>
<b>B. Private SWA for Renewal</b>	
<ol style="list-style-type: none"> <li>The submitted requirements for application for CRLTO will suffice</li> </ol>	<ul style="list-style-type: none"> <li>DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
<ol style="list-style-type: none"> <li>Proof of payment* (1 scanned copy)</li> </ol>	<ul style="list-style-type: none"> <li>Account details of GCash, Paymaya, and Landbank provided by the DSWD Central Office - Standards Bureau (SB)</li> </ul>
<i>*Applicable only during system downtime in which the applicants may submit their application documents with the proof of payment to the official email address of DSWD Standards Bureau (SB).</i>	
<b>C. Private SWA with Valid DSWD Certificate from Previous Guidelines</b>	
<ol style="list-style-type: none"> <li>Application Form (Annex J) (1 Scanned Copy)*</li> </ol>	<ul style="list-style-type: none"> <li>DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>

<p>2. Updated Articles of Incorporation and by-laws wherein the applicant must be engaged mainly or generally in social welfare and development activities (1 Scanned Copy)</p>	<ul style="list-style-type: none"> <li>• <b>Securities Exchange Commission (SEC)</b> Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• <b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)</li> </ul>
<p>3. CNDI issued by the SEC, issued within six (6) months from the time of filing of the application (except those in operation for less than six (6) months upon filing of the application). (1 Scanned Copy)</p> <p>In case the CNDI is not yet available, the latest submission of General Information Sheet (GIS) to the SEC shall be accepted, provided that:</p> <ul style="list-style-type: none"> <li>• There is a proof that the GIS has been received by the SEC;</li> <li>• The CNDI will still be submitted on the next monitoring visit of the DSWD to the SWDA.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Securities Exchange Commission (SEC)</b> Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• <b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)</li> </ul>
<p>4. Barangay Certification as the proof of the existence of SWDA (1 Scanned Copy)</p>	<ul style="list-style-type: none"> <li>• From the concerned barangay that has jurisdiction over the registered and licensed SWDA's declared address.</li> </ul>
<p>5. Manual of Operation containing the minimum prescribed content per Annex C. (1 Scanned Copy)</p>	<ul style="list-style-type: none"> <li>• From the concerned registered and licensed SWA.</li> </ul>
<p>6. Duly signed Work and Financial Plan for at least two (2) years by the Head of Agency using the DSWD template (Annex D) (1 Scanned Copy)</p>	<ul style="list-style-type: none"> <li>• DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>• DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>• DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
<p>7. Financial Report using the DSWD template (Annex E) that must be based on the agency's approved Audited Financial Statement and prepared and certified true and correct by either the accountant, treasurer, bookkeeper or finance officer and noted by the Head of the Agency. (1 Scanned Copy)</p>	<ul style="list-style-type: none"> <li>• DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>• DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>• DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>

<p><i>Proceeds from the public solicitation conducted shall be included in the financial report, if applicant SWA was issued with a solicitation permit by the DSWD.</i></p>	
<p>8. Facility Standard</p> <p><u>For Residential-Based and Center-Based:</u></p> <ul style="list-style-type: none"> <li>Valid or updated Certificate of Occupancy (only for new buildings) or Annual Building Inspection Certificate (for old buildings) <i>(1 Scanned Copy)</i></li> <li>Water Potability Certificate valid for the past three (3) months or Valid Sanitary Permit <i>(1 Scanned Copy)</i></li> <li>Valid or updated FSIC <i>(1 Scanned Copy)</i></li> </ul> <p><u>For Community-Based:</u></p> <ul style="list-style-type: none"> <li>Valid or updated FSIC <i>(1 Scanned Copy)</i></li> </ul> <p><i>Note: Permits that are named under a different establishment or entity due to rental or lease, shall be allowed as long as the indicated address in the submitted permits is the same with the applicant's declared address.</i></p>	<ul style="list-style-type: none"> <li>Engineering Department of the Local Government Unit (LGU) that has jurisdiction over the SWDA's declared address</li> <li>Health or Sanitary Department of the Local Government Unit (LGU) that has jurisdiction over the SWDA's declared address</li> <li>Bureau of Fire Protection (BFP) that has jurisdiction over the SWDA's declared address</li> <li>Bureau of Fire Protection (BFP) that has jurisdiction over the SWDA's declared address</li> </ul>
<p>9. Updated Caseload Inventory using DSWD template (Annex F) <i>(1 Scanned Copy)</i></p>	<ul style="list-style-type: none"> <li>DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
<p>10. RLA Notarized Declaration Form Template (Annex N) <i>(1 Scanned Copy)</i></p>	<ul style="list-style-type: none"> <li>DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
<p>11. Proof of payment* <i>(1 scanned copy)</i></p>	<ul style="list-style-type: none"> <li>Account details of GCash, Paymaya, and Landbank provided by the DSWD Central Office - Standards Bureau (SB)</li> </ul>



*\*Applicable only during system downtime in which the applicants may submit their application documents with the proof of payment to the official email address of DSWD Standards Bureau (SB).*

**D. Public SWA - New/Renewal**

1. Application Form (Annex J) (1 Scanned Copy)*	<ul style="list-style-type: none"> <li>From the concerned public SWA</li> <li>DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
2. Manual of Operation containing the minimum prescribed content per DSWD template (Annex C) (1 Scanned Copy)	<ul style="list-style-type: none"> <li>From the concerned public SWA</li> <li>DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
3. Work and Financial Plan for at least one (1) year duly signed by the Head of Agency using the DSWD template (Annex D) (1 Scanned Copy)	<ul style="list-style-type: none"> <li>From the concerned public SWA</li> <li>DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
4. Signed Strategic Plan (1 Scanned Copy)	<ul style="list-style-type: none"> <li>From the concerned public SWA.</li> </ul>
5. Duly accomplished financial report of the past year using the DSWD template (Annex E) certified true and correct by the either supervising Department Head or Center Head of the Agency (1 Scanned Copy)	<ul style="list-style-type: none"> <li>DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
6. <u>For Residential-Based and Center-Based:</u> <ul style="list-style-type: none"> <li>Valid or Updated Certificate of Occupancy (only for new buildings) or Annual Building Inspection Certificate (for old buildings) (1 Scanned Copy)</li> <li>Water Potability Certificate valid for the past three (3) months or Valid or Updated Sanitary Permit (1 Scanned Copy)</li> </ul>	<ul style="list-style-type: none"> <li>Engineering Department of the Local Government Unit (LGU) that has jurisdiction over the SWDA's declared address</li> <li>Health or Sanitary Department of the Local Government Unit (LGU) that has jurisdiction over the SWDA's declared address</li> </ul>

<ul style="list-style-type: none"> <li>Valid or Updated FSIC (1 Scanned Copy)</li> </ul> <p><i>Note: Permits that are named under a different establishment or entity due to rental or lease, shall be allowed as long as the indicated address in the submitted permits is same with the applicant's declared address.</i></p>	<ul style="list-style-type: none"> <li>Bureau of Fire Protection (BFP) that has jurisdiction over the SWDA's declared address</li> </ul>
7. Caseload Inventory using Annex F (1 Scanned Copy)	<ul style="list-style-type: none"> <li>From the concerned public SWA</li> <li>DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
8. RLA Notarized Declaration Form Template (Annex N) (1 Scanned Copy)	<ul style="list-style-type: none"> <li>From the concerned public SWA</li> <li>DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
<p><i>*Applicable only during system downtime in which the applicants may submit their application documents to the official email address of DSWD Standards Bureau (SB).</i></p>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>I. Through DSWD Harmonized Electronic License and Permit System (HELPS)</b> <i>Note: The process varies depending on the type of applicant SWA. You may refer to the following category:</i> <ol style="list-style-type: none"> <li>Private SWA with Issued CRLTO under DSWD HELPS (First Accreditation)</li> <li>Private SWA for Renewal</li> <li>Private SWA with Valid DSWD Certificate from Previous Guidelines</li> <li>Public SWA - New/Renewal</li> </ol>				
<b>A. Private SWA with Issued CRLTO under DSWD HELPS (First Accreditation)</b>				
<b>Important Note:</b> <ol style="list-style-type: none"> <li>Private SWAs need not apply for accreditation and need not pay any processing fee. The submitted requirements for application for CRLTO will suffice, provided that the submitted MOO is already complete, otherwise, the complete contents of the MOO which includes the contents for accreditation should be submitted prior to the scheduled accreditation assessment.</li> <li>Once the Private SWA is issued with CRLTO, they shall select their preferred accreditation assessment schedule, participate in the accreditation assessment schedule, and wait for the assessment result.</li> </ol>				

1. Select the preferred Accreditation Assessment Schedule.  <i>Note: The submitted requirements for application for CRLTO will suffice.</i>	1.1. The system receives the applicant's preferred Accreditation Assessment Schedule and notifies the concerned Section/ Technical Staff.	None	20 minutes <sup>12</sup>	DSWD HELPS
2. Participate in the conduct of the accreditation assessment	2.1. Conduct the accreditation assessment (face-to-face or virtually) and review and validate the application based on the set criteria and through the following activities: a. Focus Group Discussion with Clients b. Interview with the staff c. Review of documents d. Ocular Inspection e. Action Planning/ Exit Conference	None	2 days	Concerned Technical Staff Standards Bureau
3. Wait for the result of the assessment.	3.1. Prepare an assessment report indicating findings and recommendations as to	None	1 day	Concerned Technical Staff Standards Bureau

<sup>12</sup> Client step, not to be included in the agency processing time

	completeness, correctness, and compliance of payment and requirements. The assessment report shall be endorsed to the Section Chief for review and approval.			
	<p>3.2. Receive notification of an assessment for review/ approval</p> <p>If the application is non-compliant at the Section Head's level, it shall be disapproved and returned to the applicant. The areas for compliance will be sent via email and shall be complied within the prescribed compliance period*</p>	None	1 day	Section Head Standards Bureau
	3.3. Receive notification of an application assessed for review/ approval.	None	1 day	Division Chief, Standards Bureau

	<p>3.4. The SB Bureau Director shall receive notification of an application assessed for review/ approval.</p> <p>If the application is non-compliant at the Bureau Director's level, it shall be disapproved and returned to the applicant. The areas for compliance will be sent via email and shall be complied within the prescribed compliance period*</p>	None	1 day	<i>Bureau Director Standards Bureau</i>
4. Receive assessment result/Certificate of Accreditation and link of the Client Satisfaction Measurement Form (CSMF)	<p>4.1. Receive and review the notification on the endorsed application and approve the same.</p> <p>If the application is non-compliant at the Undersecretary's level, it shall be disapproved</p>	None	1 day	<i>Undersecretary Supervising the Standards Bureau</i>

	and returned to the applicant. The areas for compliance will be sent via email and shall be complied within the prescribed compliance period*			
<b>TOTAL</b>		<b>None</b>	<b>7 days</b>	<b>None</b>
<b>A. Private SWA for Renewal</b>				
1. The applicant shall choose their preferred Accreditation Assessment schedule upon payment of the processing fee through any of the DSWD-authorized online platforms and submit the application through the system.  <i>Note: The submitted requirements for application for CRLTO will suffice.</i>	1. The system receives the applicant's preferred Accreditation Assessment Schedule and notifies the concerned Section/ Technical Staff.	<u>For residential-based and center-based SWDAs:</u> ₱1,000 per facility  <u>For community-based:</u> ₱1,000 per area of operation of the program	20 minutes <sup>13</sup>	Applicant DSWD HELPS
2. Participate in the conduct of accreditation assessment	2. Conduct the accreditation assessment (face-to-face or virtually) and review and	None	2 days	Concerned Technical Staff of the Standards Bureau

<sup>13</sup> Client step, not to be included in the agency processing time

	validate the application based on the set criteria and through the following activities: a. Focus Group Discussion with Clients b. Interview with the staff c. Review of documents d. Ocular Inspection e. Action Planning/ Exit Conference			
3. Wait for the assessment result.	3.1. Prepare an assessment report indicating findings and recommendations as to completeness, correctness, and compliance of payment and requirements. The assessment report shall be endorsed to the Section Chief for review and approval.	None	1 day	Concerned Technical Staff Standards Bureau
	3.2. Receive notification of an assessment for	None	1 day	Section Head Standards Bureau

	<p>review/approval.</p> <p>If the application is non-compliant at the Section Head's level, it shall be disapproved and returned to the applicant. The areas for compliance will be sent via email and shall be complied within the prescribed compliance period*</p>			
	<p>3.3. Receive notification of an application assessed for review/ approval and review the same.</p>	None	1 day	<i>Division Chief, Standards Bureau</i>
	<p>3.4. The SB Bureau Director shall receive notification of an application assessed for review/ approval.</p> <p>If the application is non-compliant at the Bureau Director's level, it shall</p>	None	1 day	<i>Bureau Director Standards Bureau</i>



	be disapproved and returned to the applicant. The areas for compliance will be sent via email and shall be complied within the prescribed compliance period*			
4. Receive assessment result/Certificate of Accreditation and link of the Client Satisfaction Measurement Form (CSMF)	4.1. Receive and review the notification on the endorsed application and approve the same.  If the application is non-compliant at the Undersecretary's level, it shall be disapproved and returned to the applicant. The areas for compliance will be sent via email and shall be complied within the prescribed compliance period*	None	1 day	<i>Undersecretary Supervising the Standards Bureau</i>
<b>TOTAL</b>		<b>₱1,000</b>	<b>7 days</b>	<b>None</b>
<b>B. Private SWA with Valid DSWD Certificate from Previous Guidelines</b>				

<p>1. The applicant shall accomplish the application form, upload it with the required documents, pay the processing fee through any of the DSWD-authorized online platforms, submit the application through the system, and select the preferred accreditation assessment schedule.</p>	<p>1.1. Provide a pop-up notification for the list of requirements.</p> <p>1.2. Link the payment to online banking platforms and provide proof of payment</p> <p>1.3. The system receives an application that will provide an auto-generated application control number.</p>	<p><u>For residential-based and center-based SWDAs:</u> ₱1,000 per facility</p> <p><u>For community-based:</u> ₱1,000 per area of operation of the program</p>	<p>20 minutes<sup>14</sup></p>	<p><i>Applicant</i></p> <p><i>System Administrator</i> Office of the Bureau Director Standards Bureau</p>
<p>2. Participate in the conduct of accreditation assessment</p>	<p>2.1. Conduct the accreditation assessment (face-to-face or virtually) and review and validate the application based on the set criteria and through the following activities:</p> <ul style="list-style-type: none"> <li>a. Focus Group Discussion with Clients</li> <li>b. Interview with the staff</li> <li>c. Review of documents</li> <li>d. Ocular Inspection</li> <li>e. Action Planning/ Exit Conference</li> </ul>	<p>None</p>	<p>2 days</p>	<p><i>Concerned Technical Staff,</i> <i>Section Head of Standards Bureau</i></p>

<sup>14</sup> Client step, not to be included in the agency processing time

3. Wait for the assessment result.	3.1. Prepare an assessment report indicating findings and recommendations as to completeness, correctness, and compliance of payment and requirements. The assessment report shall be endorsed to the Section Chief for review and approval.	None	1 day	<i>Concerned Technical Staff Standards Bureau</i>
	3.2. The Section Head shall receive notification of an assessment for review/ approval.  If the application is non-compliant at the Section Head's level, it shall be disapproved and returned to the applicant. The areas for compliance will be sent via email and shall be complied within the prescribed	None	1 day	<i>Section Head Standards Bureau</i>

	compliance period*			
	3.3. The Division Chief shall receive notification of an application assessed for review/ approval and review the same.	None	1 day	<i>Division Chief, Standards Bureau</i>
	3.4. The SB Bureau Director shall receive notification of an application assessed for review/approval.  If the application is non-compliant at the Bureau Director's level, it shall be disapproved and returned to the applicant. The areas for compliance will be sent via email and shall be complied within the prescribed compliance period*	None	1 day	<i>Bureau Director Standards Bureau</i>

4. Receive assessment result/Certificate of Accreditation and link of the Client Satisfaction Measurement Form (CSMF)	4.1. Receive and review the notification on the endorsed application and approve the same.  If the application is non-compliant at the Undersecretary's level, it shall be disapproved and returned to the applicant. The areas for compliance will be sent via email and shall be complied within the prescribed compliance period.*	None	1 day	<i>Undersecretary Supervising the Standards Bureau</i>
<b>TOTAL</b>		<b>₱1,000</b>	<b>7 days</b>	<b>None</b>
<b>C. Public SWA - New/Renewal</b>				
1. The applicant shall accomplish the application form, upload it with the required documents, submit the application through the system, and select the preferred accreditation assessment schedule.	1.1. Provide a pop-up notification for the list of requirements.  1.2. The system receives an application that will provide an auto-generated application control number.	None	20 minutes <sup>15</sup>	DSWD HELPS

<sup>15</sup> Client step, not to be included in the agency processing time

<p><i>Note: For renewal, if there are no changes or updates on the documents previously submitted, the applicant agency need not submit the same documents but it shall be subject to verification during the scheduled assessment visit.</i></p>				
<p>2. Participate in the conduct of accreditation assessment</p>	<p>2.1. Conduct the accreditation assessment (face-to-face or virtually) and review and validate the application based on the set criteria and through the following activities:</p> <ul style="list-style-type: none"> <li>a. Focus Group Discussion with Clients</li> <li>b. Interview with the staff</li> <li>c. Review of documents</li> <li>d. Ocular Inspection</li> <li>e. Action Planning/ Exit Conference</li> </ul>	<p>None</p>	<p>2 days</p>	<p><i>Concerned Technical Staff, Section Head of Standards Bureau</i></p>
<p>3. Wait for the assessment result.</p>	<p>3.1. Prepare an assessment report indicating findings and recommendations as to completeness, correctness, and compliance of</p>	<p>None</p>	<p>1 day</p>	<p><i>Concerned Technical Staff Standards Bureau</i></p>

	<p>payment and requirements. The assessment report shall be endorsed to the Section Chief for review and approval.</p>			
	<p>3.2. Receive notification of an assessment for review/ approval.</p> <p>If the application is non-compliant at the Section Head's level, it shall be disapproved and returned to the applicant. The areas for compliance will be sent via email and shall be complied within the prescribed compliance period*</p>	None	1 day	<p><i>Section Head</i> Standards Bureau</p>
	<p>3.3. Receive notification of an application assessed for review/approval and review the same.</p>	None	1 day	<p><i>Division Chief,</i> Standards Bureau</p>

	<p>3.4. The SB Bureau Director shall receive notification of an application assessed for review/ approval.</p> <p>If the application is non-compliant at the Bureau Director's level, it shall be disapproved and returned to the applicant. The areas for compliance will be sent via email and shall be complied within the prescribed compliance period*</p>	None	1 day	<i>Bureau Director Standards Bureau</i>
4. Receive assessment result/Certificate of Accreditation and link of the Client Satisfaction Measurement Form (CSMF)	<p>4.1. Receive and review the notification on the endorsed application and approve the same.</p> <p>If the application is non-compliant at the Undersecretary's level, it shall be disapproved and returned</p>	None	1 day	<i>Undersecretary Supervising the Standards Bureau</i>



	to the applicant. The areas for compliance will be sent via email and shall be complied within the prescribed compliance period*			
<b>TOTAL</b>		<b>None</b>	<b>7 days</b>	<b>None</b>

**\*Compliance period for non-compliant applicants:**

- If the SWA is assessed to be non-compliant with the criteria for accreditation, its operations shall be suspended for thirty (30) calendar days wherein a suspension order shall be issued and signed by the SB Director. The SWA must comply with the unmet requirements during the thirty (30) day suspension period and it will not be allowed to accept new beneficiaries.
- Compliance of the SWA with the unmet requirements during the thirty (30) day suspension period will merit the lifting of the suspension order and the issuance of the electronic Certificate of Accreditation.
- **For private SWAs**, non compliance will prompt the DSWD to amend the CRLTO to remove the unaccredited program/service/facility, and update the registry accordingly. This means that if the private SWA has only one program/service/facility, its CRLTO will automatically be revoked and the private SWA will be delisted from the registry.
- **For public SWAs**, failure to comply will result in the delisting of the public SWA from the DSWD registry.
- If the SWA has beneficiaries residing in the facility, the DSWD will proceed with their transfer to other DSWD accredited facilities.
- To resume its operations, the SWA must re-apply and comply with the accreditation requirements.

**II. Through the Official E-mail Address of the Standards Bureau**

*Note: In case of the unavailability of the DSWD HELPS platform:*

- *An official announcement from the DSWD regarding the downtime shall be issued. During this period, applicants can still submit their duly accomplished application form and requirements to the SB's official email address. The application form and templates can be downloaded from the DSWD website or by requesting a copy from the SB/FO*
- *Applications received through email due to the unavailability of DSWD HELPS shall be reviewed and assessed manually following the prescribed process flow and processing time.*
- *A confirmation letter will be issued to the applicant as proof of the result of their application while waiting for the availability of HELPS. The electronic certificates for compliant applications will be issued immediately once the DSWD HELPS is available.*
- *The process varies depending on the type of applicant SWA. You may refer to the following category:*
  - Private SWA with Issued CRLTO under DSWD HELPS (First Accreditation)*
  - Private SWA for Renewal*
  - Private SWA with Valid DSWD Certificate from Previous Guidelines*
  - Public SWA - New/Renewal*

<b>A. Private SWA with Issued CRLTO under DSWD HELPS (First Accreditation)</b>				
1. Select preferred accreditation assessment schedule through the list of available schedules sent through email.  <i>Note: The submitted requirements for application for CRLTO will suffice.</i>	1.1. Provide available accreditation assessment through email.  1.2. Assign the application to the concerned section and technical staff for review and appropriate action	None	30 minutes <sup>16</sup>	Applicant  <i>Concerned Technical Staff, Section Head of Standards Bureau</i>
2. Participate in the conduct of accreditation assessment.	2.1. Conduct the accreditation assessment (face-to-face or virtually) and review and validate the application based on the set criteria and through the following activities: a. Focus Group Discussion with Clients b. Interview with the staff c. Review of documents d. Ocular Inspection e. Action Planning/ Exit Conference	None	2 days	Concerned Technical Staff of the Standards Bureau

<sup>16</sup> Client step, not to be included in the agency processing time

3. Wait for the result of the assessment	3.1. Prepare a confirmation letter indicating findings and recommendations as to completeness, correctness, and compliance of payment and requirements. The assessment report shall be endorsed to the Section Chief for review and approval.	None	1 day	<i>Concerned Technical Staff</i> Standards Bureau
	3.2. Receive the draft confirmation letter indicating the findings and recommendations via email for review/ approval.	None	1 day	<i>Section Head</i> Standards Bureau
	3.3. Receive the draft confirmation letter indicating the findings and recommendations via email for review/ approval.	None	1 day	<i>Division Chief,</i> Standards Bureau
	3.4. The SB Bureau Director shall receive the draft confirmation letter indicating	None	1 day	<i>Bureau Director</i> Standards Bureau

	the findings and recommendations via email for review/ approval.			
4. Receive Confirmation letter and link of the Client Satisfaction Measurement Form (CSMF) through email.	4.1. Receive and review the endorsed application and approve the same. 4.2. If the application is non-compliant, it shall be disapproved and returned to the applicant. The areas for compliance will be sent via email and shall be complied within the prescribed compliance period*	None	1 day	<i>Undersecretary Supervising the Standards Bureau</i>
<b>TOTAL</b>		<b>None</b>	<b>7 days</b>	<b>None</b>
<b>B. Private SWA for Renewal</b>				

<p>1. Select preferred accreditation assessment date based on the available calendar schedule provided and pay the processing fee through any of the DSWD-authorized online platforms and submit the application through email.</p> <p><i>Note: The submitted requirements for application for CRLTO will suffice.</i></p>	<p>1.1. Provide an available accreditation assessment schedule through email.</p> <p>1.2. Provide payment details.</p> <p>1.3. Assign the application to the concerned section and technical staff for review and appropriate action.</p>	<p><u>For residential-based and center-based SWDAs:</u>        ₱1,000 per facility</p> <p><u>For community-based:</u>        ₱1,000 per area of operation of the program</p>	<p>20 minutes<sup>17</sup></p>	<p>Applicant  <i>Concerned Technical Staff,        Section Head of Standards Bureau</i></p>
<p>2. Participate in the conduct of accreditation assessment</p>	<p>2.1. Conduct the accreditation assessment (face-to-face or virtually) and review and validate the application based on the set criteria and through the following activities:</p> <ul style="list-style-type: none"> <li>a. Focus Group Discussion with Clients</li> <li>b. Interview with the staff</li> <li>c. Review of documents</li> <li>d. Ocular Inspection</li> <li>e. Action Planning/ Exit Conference</li> </ul>	<p>None</p>	<p>2 days</p>	<p><i>Concerned Technical Staff,        Section Head of Standards Bureau</i></p>

<sup>17</sup> Client step, not to be included in the agency processing time

3. Wait for the result of the assessment	3.1. Prepare a confirmation letter indicating findings and recommendations as to completeness, correctness, and compliance of payment and requirements. The assessment report shall be endorsed to the Section Chief for review and approval.	None	1 day	<i>Concerned Technical Staff</i> Standards Bureau
	3.2. Receive the draft confirmation letter indicating the findings and recommendations via email for review/ approval.	None	1 day	<i>Section Head</i> Standards Bureau
	3.3. Receive the draft confirmation letter indicating the findings and recommendations via email for review/ approval.	None	1 day	<i>Division Chief,</i> Standards Bureau
	3.4. The SB Bureau Director shall receive the draft confirmation letter indicating	None	1 day	<i>Bureau Director</i> Standards Bureau

	the findings and recommendations via email for review/ approval.			
4. Receive Confirmation letter and link of the Client Satisfaction Measurement Form (CSMF) through email.	4.1. Receive and review the endorsed application and approve the same.  If the application is non-compliant, it shall be disapproved and returned to the applicant. The areas for compliance will be sent via email and shall be complied within the prescribed compliance period*	None	1 day	<i>Undersecretary Supervising the Standards Bureau</i>
<b>TOTAL</b>		<b>₱1,000</b>	<b>7 days</b>	<b>None</b>
<b>C. Private SWA with Valid DSWD Certificate from Previous Guidelines</b>				
1. The applicant shall accomplish the application form, pay the processing fee through any of the DSWD-authorized online platforms sent through email, submit application form, documentary requirements and	1.1. Provide a copy of the application form (and other templates as applicable) and list of requirements  1.2. Provide payment details.	<u>For residential-based and center-based SWDAs:</u> ₱1,000 per facility  <u>For community-based:</u> ₱1,000	30 minutes <sup>18</sup>	Applicant  <i>Concerned Technical Staff, Admin Staff, Section Head of Standards Bureau</i>

<sup>18</sup> Client step, not to be included in the agency processing time

proof of payment through email, and select preferred accreditation assessment schedule.	1.3. Provide an available accreditation assessment schedule through email. 1.4. Receive application document, encode to the document tracking system, assign application control number, and endorse to the concerned division. 1.5. Assign the application to the concerned section and technical staff for review and appropriate action.	per area of operation of the program		
2. Participate in the conduct of accreditation assessment	2.1. Conduct the accreditation assessment (face-to-face or virtually) and review and validate the application based on the set criteria and through the following activities: a. Focus Group Discussion with Clients b. Interview with the staff c. Review of documents	None	2 days	<i>Concerned Technical Staff, Section Head of Standards Bureau</i>



	d. Ocular Inspection e. Action Planning/ Exit Conference			
3. Wait for the assessment result.	3.1. Prepare a confirmation letter indicating findings and recommendations as to completeness, correctness, and compliance of payment and requirements. The assessment report shall be endorsed to the Section Chief for review and approval.	None	1 day	Concerned Technical Staff Standards Bureau
	3.2. Receive the draft confirmation letter indicating the findings and recommendations via email for review/ approval.	None	1 day	Section Head Standards Bureau
	3.3. Receive the draft confirmation letter indicating the findings and recommendations via email for review/ approval.	None	1 day	Division Chief, Standards Bureau

	3.4. Receive the draft confirmation letter indicating the findings and recommendations via email for review/ approval.	None	1 day	<i>Bureau Director Standards Bureau</i>
4. Receive Confirmation letter and link of the Client Satisfaction Measurement Form (CSMF) through email.	4.1. Receive and review the endorsed application and approve the same. 4.2. If the application is non-compliant, it shall be disapproved and returned to the applicant. The areas for compliance will be sent via email and shall be complied within the prescribed compliance period*	None	1 day	<i>Undersecretary Supervising the Standards Bureau</i>
<b>TOTAL</b>		<b>None</b>	<b>7 days</b>	<b>None</b>
<b>D. Public SWA - New/Renewal</b>				
1. The applicant shall accomplish the application form, submit the application form and documentary requirements through email, and select a preferred accreditation assessment schedule through	1.1. Provide a copy of the application form (and other templates as applicable) and list of requirements. 1.2. Provide an available accreditation	None	30 minutes	<i>Concerned Technical Staff, Section Head of Standards Bureau</i>

<p>the list of available schedules sent through email.</p> <p><i>Note: For renewal, if there are no changes or updates on the documents previously submitted, the agency need not submit the same documents but it shall be subject to verification during the scheduled assessment visit.</i></p>	<p>assessment schedule through email.</p> <p>1.3. Receive application document, encode to the document tracking system, assign application control number, and endorse to the concerned division.</p> <p>1.4. Assign the application to the concerned section and technical staff for review and appropriate action.</p>			
<p>2. Participate in the conduct of accreditation assessment</p>	<p>2.1. Conduct the accreditation assessment (face-to-face or virtually) and review and validate the application based on the set criteria and through the following activities:</p> <ul style="list-style-type: none"> <li>a. Focus Group Discussion with Clients</li> <li>b. Interview with the staff</li> <li>c. Review of documents</li> <li>d. Ocular Inspection</li> </ul>	<p>None</p>	<p>3 days</p>	<p><i>Concerned Technical Staff, Section Head of Standards Bureau</i></p>

	e. Action Planning/ Exit Conference			
3. Wait for the assessment result.	3.1. Prepare a confirmation letter indicating findings and recommendations as to completeness, correctness, and compliance of payment and requirements. The assessment report shall be endorsed to the Section Chief for review and approval.	None	1 day	<i>Concerned Technical Staff</i> Standards Bureau
	3.2. Receive the draft confirmation letter indicating the findings and recommendations via email for review/ approval.	None	1 day	<i>Section Head</i> Standards Bureau
	3.3. Receive the draft confirmation letter indicating the findings and recommendations via email for review/ approval.	None	1 day	<i>Division Chief,</i> Standards Bureau

	3.4. Receive the draft confirmation letter indicating the findings and recommendations via email for review/ approval.	None	1 day	<i>Bureau Director Standards Bureau</i>
4. Receive Confirmation letter and link of the Client Satisfaction Measurement Form (CSMF) through email.	4.1. Receive and review the endorsed application and approve the same.  4.2. If the application is non-compliant, it shall be disapproved and returned to the applicant. The areas for compliance will be sent via email and shall be complied within the prescribed compliance period*	None	1 day	<i>Undersecretary Supervising the Standards Bureau</i>
<b>TOTAL</b>		<b>None</b>	<b>7 days</b>	<b>None</b>

**\*Compliance period for non-compliant applicants:**

- If the SWA is assessed to be non-compliant with the criteria for accreditation, its operations shall be suspended for thirty (30) calendar days wherein a suspension order shall be issued and signed by the SB Director. The SWA must comply with the unmet requirements during the thirty (30) day suspension period and it will not be allowed to accept new beneficiaries.
- Compliance of the SWA with the unmet requirements during the thirty (30) day suspension period will merit the lifting of the suspension order and the issuance of the electronic Certificate of Accreditation.
- **For private SWAs**, non compliance will prompt the DSWD to amend the CRLTO to remove the unaccredited program/service/facility, and update the registry accordingly. This means that if the private SWA has only one program/service/facility, its CRLTO will automatically be revoked and the private SWA will be delisted from the registry.

- **For public SWAs**, failure to comply will result in the delisting of the public SWA from the DSWD registry.
- If the SWA has beneficiaries residing in the facility, the DSWD will proceed with their transfer to other DSWD accredited facilities.
- To resume its operations, the SWA must re-apply and comply with the accreditation requirements.

## 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>		
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>• Standards Section (SS) of the concerned DSWD Field Office</li> <li>• <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 including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy)	<ul style="list-style-type: none"> <li>• Standards Section (SS) of the concerned DSWD Field Office</li> <li>• <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. Notarized Written Agreement or any similar document signifying the intended beneficiary's	<ul style="list-style-type: none"> <li>• Applicant signed by the intended beneficiary/recipients or its head/authorized representative</li> </ul>	

<p>concurrence as recipient of the fundraising activity.</p> <p>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document on behalf of the child (1 original copy).</p>	
<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 physician or the hospital's records section (1 original copy).</p>	<ul style="list-style-type: none"> <li>Attending physician or Hospital Records Section</li> </ul>
<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 C/MSWDO of the concerned LGU</li> </ul>
<p>6. Pledge of Commitment (Annex 11) (1 original copy).</p>	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <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>7. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) (1 photocopy)</p>	<ul style="list-style-type: none"> <li>Applicant as issued by the concerned Field Office</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>Standards Section (SS) of the concerned DSWD Field Office</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>

<b>B. For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by a registered, licensed and/or accredited Social Welfare and Development Agency (SWDA)</b>	
1. Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative (1 original copy).	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> </ul> <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>
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy).	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> </ul> <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>
3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity.  For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document on behalf of the child (1 original copy).	<ul style="list-style-type: none"> <li>Applicant signed by the intended beneficiary/recipients or its head/authorized representative</li> </ul>
4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility (1 original copy).	<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>
5. Board Resolution or any document authorizing the conduct of public solicitation (1 original copy).	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><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 CO-FO Finance Management Unit (FMU) (1) ( 1 photocopy)).	<ul style="list-style-type: none"> <li>Applicant as issued by the concerned Field Office</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>Standards Section (SS) of the concerned DSWD Field Office</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>



<b>C. For Non- Stock, Non-Profit Corporations, Organizations or Associations</b>	
1. (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>Standards Section (SS) of the concerned DSWD Field Office</li> <li><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 including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy).	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><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. 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)	<ul style="list-style-type: none"> <li>Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)</li> </ul>
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)	<ul style="list-style-type: none"> <li>Securities Exchange Commission (SEC) Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)</li> </ul>
5. Updated Profile of Governing Board or its Equivalent in Government Organizations (1 original copy).	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><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>
6. Board Resolution or any document authorizing the conduct of public solicitation (1 original copy).	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><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 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 (1 original copy).</p>	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <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>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 Government Agencies (NGAs)</li> <li>Head or authorized representative of Local Government Unit (LGU)</li> <li>Bishop/Parish Priest/Minister or Head of Sect or Denomination</li> <li>Others</li> </ol>	<ul style="list-style-type: none"> <li>Agency that allows applicant to undertake solicitation activities in their jurisdiction</li> </ul>
<p>10. Fund Utilization Report of proceeds and expenditures (1 original copy).</p>	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</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>11. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management</p>	<ul style="list-style-type: none"> <li>Applicant as issued by the concerned Field Office</li> </ul>

Service/Unit (FMS/U (1 photocopy).	
<p>12. Sample of additional specific requirements for each methodology to be used (1 photocopy), such as:</p> <ul style="list-style-type: none"> <li>a. Ticket, Ballots, Cards and similar forms</li> <li>b. Donation Boxes, Coin Banks and other similar forms</li> <li>c. Benefits show such as fashion show, concert and similar activities</li> <li>d. Photo or Painting Exhibits and similar activities</li> <li>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</li> <li>f. Text message, e-mail, online post and other types of solicitation using electronic devices</li> <li>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</li> <li>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</li> <li>i. Rummage sale, garage sale, sale of goods and other similar forms</li> </ul>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
<b>D. For Regional Offices of Government Agencies (GAs), Government Owned and Controlled Corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds</b>	
<p>1. 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>• Standards Section (SS) of the concerned DSWD Field Office</li> <li>• <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 including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy).	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><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. 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).	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
4. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (1 photocopy).	<ul style="list-style-type: none"> <li>Applicant as issued by the concerned Field Office</li> </ul>
5. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12) (1 original copy).	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</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>
6. Sample of additional specific requirements for each methodology to be used (1 photocopy):  a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema,	<ul style="list-style-type: none"> <li>Applicant</li> </ul>

magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms	
<b>E. For Social Welfare and Development Agency (SWDA) with updated/valid registration, license and/or accreditation</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>Standards Section (SS) of the concerned DSWD Field Office</li> <li><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 including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy).	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><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. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity (1 original copy).  For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child	<ul style="list-style-type: none"> <li>Applicant signed by the intended beneficiary/recipients or its head/authorized representative</li> </ul>
4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility (1 original copy). <b>*Not applicable to Government Agencies and SWDAs with Valid RLA.</b>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
5. Board Resolution or any document authorizing the conduct of public solicitation (1 original copy).	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> </ul>

	<ul style="list-style-type: none"> <li>• <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 CO-FO Finance Management Unit (FMU) (1 photocopy).	<ul style="list-style-type: none"> <li>• Applicant as issued by the concerned Field Office</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>• Standards Section (SS) of the concerned DSWD Field Office</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>
8. Sample of additional specific requirements for each methodology to be used, such as: <ul style="list-style-type: none"> <li>a. Ticket, Ballots, Cards and similar forms</li> <li>b. Donation Boxes, Coin Banks and other similar forms</li> <li>c. Benefits show such as fashion show, concert and similar activities</li> <li>d. Photo or Painting Exhibits and similar activities</li> <li>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</li> <li>f. Text message, e-mail, online post and other types of solicitation using electronic devices</li> <li>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</li> <li>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</li> <li>i. Rummage sale, garage sale, sale of goods and other similar forms</li> </ul>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
<b>Note to Applicant:</b> The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. 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>Regional Director</i> DSWD Field Offices
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, assign a DRN and route to the Incoming Support Staff of SCMD	None	15 minutes	<i>Regional Director</i> DSWD Field Offices
	2.2 Review the completeness and correctness of the submitted application documents based on the checklist	None	30 minutes	<i>Regional Director</i> DSWD Field Offices
	2.2.1 If complete, forward application documents to the Standards Section Support Staff, for tracking	None	10 minutes	<i>Regional Director</i> DSWD Field Offices
	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	None	25 minutes	<i>Regional Director</i> DSWD Field Offices

	with checklist of requirements			
3. Receive reference number for tracking	3.1 Receive application documents and logs its receipt into the document tracking system	None	5 minutes	<i>Regional Director</i> DSWD Field Offices
	3.2 Provide the applicant with a document reference number for easy tracking either in person, courier or e-mail.	None	5 minutes	<i>Regional Director</i> DSWD Field Offices
	3.3 Prepare billing statement for the payment of the processing fee to Cash Section	None	5 minutes	<i>Regional Director</i> DSWD Field Offices
	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>Regional Director</i> DSWD Field Offices
4. Pay Processing Fee at the Cash Section	4.1 Receive payment and Provide OR to the client	PhP 500.00	15 minutes	<i>Cash Section Chief</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>Regional Director</i> DSWD Field Offices



	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>Regional Director</i> DSWD Field Offices
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>Regional Director</i> DSWD Field Offices
	6.2 Endorse the application documents to the concerned Standards Section Technical Staff, for appropriate action	None	5 minutes	<i>Regional Director</i> DSWD Field Offices
	6.3 Receive the application documents and conduct assessment of the application for the issuance of solicitation permit	None	1 day	<i>Regional Director</i> DSWD Field Offices

	<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	<i>Regional Director</i> DSWD Field Offices
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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	<i>Regional Director</i> DSWD Field Offices
	6.6 Log receipt to the Document Tracking System for routing to the concerned Division Chief	None	10 minutes	<i>Regional Director</i> DSWD Field Offices

	6.7 Receive and route the application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct FundRaising Campaign to the Division Chief	None	10 minutes	<i>Regional Director</i> DSWD Field Offices
	6.8 Receive and review application for solicitation permit and the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Campaign.  <b>If found in-order,</b> endorse the same to the Office of the Regional Director for approval and signature  <b>If found not in-order,</b> return the same to the Standards Section for proper action	None	2 days	<i>Regional Director</i> DSWD Field Offices
	6.9 Log receipt to the Document Tracking System for routing to the Regional Director	None	10 minutes	<i>Regional Director</i> DSWD Field Offices

	6.10. Receive and route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund-Raising Campaign to the Regional Director	None	10 minutes	<i>Regional Director</i> DSWD Field Offices
	6.11 Review application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct Fund-Raising Campaign  <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  <b>If found not in order,</b> return the same to the Standards Section through the concerned Division Chief for appropriate action	None	2 days	<i>Regional Director</i> DSWD Field Offices

	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>Regional Director</i> DSWD Field Offices
	6.13 Track /receive and send advanced copy of the Solicitation Permit, Conformance Letter to the applicant through email.	None	10 minutes	<i>Regional Director</i> DSWD Field Offices
	6.14 Provide a copy of the issued permit to the Records and Archives Management Unit (RAMU) of the Administrative Division 6.14.1 Coordinate with the applicant for the pick-up of the Solicitation Permit	None	5 minutes	<i>Regional Director</i> DSWD Field Offices
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 Conformance Letter to the applicant	None	5 minutes	<i>Regional Director</i> DSWD Field Offices
	7.2 Administer the Client Satisfaction Measurement Form (either online or paper-based)	None	5 minutes	<i>Regional Director</i> DSWD Field Offices

Total No. of Days		PhP 500.00	7 Days	
<b>B. Facilitation Procedures after receipt of complete application documents from the applicant of Regional Public Solicitation Permit at the concerned DSWD Field Office (Courier/E-mail)</b>				
1. Secure a copy of the application documents	1.1 Provide the client with application documents	None	Not Applicable (NA)	<i>Regional Director DSWD Field Offices</i>
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>Regional Director DSWD Field Offices</i>
	2.2 Provide the applicant with a document reference number for easy tracking either in person, courier or e-mail.	None	5 minutes	<i>Regional Director DSWD Field Offices</i>
	2.3 Prepare billing statement for the payment of the processing fee to Cash Section	None	5 minutes	<i>Regional Director DSWD Field Offices</i>
	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>Regional Director DSWD Field Offices</i>
3. Pay Processing Fee at the Cash Section	3.1 Receive payment and	PhP500.00	15 minutes	<i>Section Chief Cash Section</i>

	provide official receipt to the client			
4. Wait for the result of the application	4.1 Provide instructions for appropriate action of the concerned Standards Section Technical Staff	None	30 minutes	<i>Regional Director</i> DSWD Field Offices
	4.2 Endorse application documents to the concerned Standards Section Technical Staff, for appropriate action	None	10 minutes	<i>Regional Director</i> DSWD Field Offices
	4.3 Receive application documents and conduct assessment of the application for the issuance of solicitation permit	None	1 Day	<i>Regional Director</i> DSWD Field Offices
	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 Conforme Letter and endorse the same to the Section Head for review.	None	1 Day	<i>Regional Director</i> DSWD Field Offices



	<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>			
	<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>	None	4 Hours	<p><i>Regional Director</i> DSWD Field Offices</p>

	<b>If found not in-order</b> , provide comments/inputs/ corrections and return the same to the technical staff			
	4.6 Log its receipt to the Document Tracking System for routing to the concerned Division Chief	None	10 Minutes	<i>Regional Director</i> DSWD Field Offices
	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	<i>Regional Director</i> DSWD Field Offices
	<p>4.8 Concerned Division Chief shall 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>, 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</p>	None	20 Minutes	<i>Regional Director</i> DSWD Field Offices

	Standards Section for proper action			
	4.9 Log its receipt to the Document Tracking System for routing to the Regional Director	None	20 Minutes	<i>Regional Director</i> DSWD Field Offices
	4.10. Receive and route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct FundRaising Campaign to the Regional Director	None	30 Minutes	<i>Regional Director</i> DSWD Field Offices
	<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 the Standards Section for issuance</p>	None	2 Days	<i>Regional Director</i> DSWD Field Offices

	<b>If found not in order</b> , return the same to the Standards Section through the concerned Division Chief for appropriate action			
	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>Regional Director</i> DSWD Field Offices
	4.13 Track/receive and send advanced copy of the Solicitation Permit, Conforme Letter and Client Satisfaction Measurement Form to the applicant through email	None	1 hour	<i>Regional Director</i> DSWD Field Offices
	4.14 Provide a copy of the issued permit to the Records and Archives Management Unit (RAMU) of the Administrative Division  Note: <i>The Standards Section Support Staff shall coordinate with the applicant for the pick-up of the Solicitation Permit</i>	None	20 minutes	<i>Regional Director</i> DSWD Field Offices
5. Receive the approved	5.1 Facilitate issuance of the Solicitation Permit	None	5 minutes	<i>Regional Director</i> DSWD Field Offices

Solicitation Permit	through Conforme Letter to the applicant			
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	
<b>TOTAL:</b>		<b>PhP 500.00</b>	<b>7 days</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.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<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 Central Office - Standards Bureau (SBIBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City)</li> </ul>	

	<ul style="list-style-type: none"> <li>All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA &amp; NCR)</li> <li><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)  <i><b>*Not applicable to Government Agencies and SWDAs with Valid RLA</b></i>	<ul style="list-style-type: none"> <li><b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li><b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)</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).  <i><b>*Not applicable to Government Agencies and SWDAs with Valid RLA.</b></i>	<ul style="list-style-type: none"> <li><b>Securities Exchange Commission (SEC)</b> Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li><b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)</li> </ul>
4. Project Proposal on the intended public solicitation approved by the Head of Agency including the work and financial plan (WFP) of the intended activity indicating details of the methodology to be used (1 original copy)	<ul style="list-style-type: none"> <li>DSWD Central Office - Standards Bureau (SB)IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA &amp; NCR)</li> <li><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>
5. Updated Profile of the Governing Board or its equivalent in the corporation, certified by	<ul style="list-style-type: none"> <li>DSWD Central Office - Standards Bureau (SB)IBP Road, Constitution</li> </ul>

<p>the Corporate Secretary or any equivalent officer (1 original copy).</p> <p><b><i>*Not applicable to Government Agencies and SWDAs with Valid RLA.</i></b></p>	<p>Hills, Batasan Pambansa Complex, Quezon City</p> <ul style="list-style-type: none"> <li>All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA &amp; NCR)</li> <li><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 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> <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 Government Agencies (NGAs)</li> <li>Head or authorized representative of Local Government Unit (LGU)</li> <li>Bishop/Parish Priest/Minister or Head of Sect or Denomination</li> <li>Others</li> </ol>	<ul style="list-style-type: none"> <li>Agency that allows applicant to undertake solicitation activities in their jurisdiction</li> </ul>
<p>9. Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by an Hospital Records Section (1 original copy).</p>	<ul style="list-style-type: none"> <li>Attending physician or Hospital Records Section</li> </ul>

10. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO) (1 original copy).	<ul style="list-style-type: none"> <li>Local Social Welfare and Development Officer who has jurisdiction on the area of the applicant</li> </ul>
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)	<ul style="list-style-type: none"> <li>Concerned DSWD Office and/or the C/MSWDO of the concerned LGU</li> </ul>
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).	<ul style="list-style-type: none"> <li>DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><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> <p><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></p>
13. Fund Utilization Report (Annex 12) of proceeds and expenditures (1 original copy).	<ul style="list-style-type: none"> <li>DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA &amp; NCR)</li> </ul>



	<ul style="list-style-type: none"> <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>
14. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Financial Management Service/Unit (1 photocopy).	<ul style="list-style-type: none"> <li>• CO/FO Financial Management Service</li> </ul>
<b>B. For CSOs, Non- Stock, Non-Profit Corporations</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 Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>• All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA &amp; NCR)</li> <li>• <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 including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy).	<ul style="list-style-type: none"> <li>• Standards Section (SS) of the concerned DSWD Field Office</li> <li>• <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. 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).	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
4. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/ Accomplished SEC General Information	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>

Sheet (GIS) from any of the above-mentioned regulatory government agencies that has jurisdiction to regulate the applying organization or agency (1 original copy).	
5. Updated Profile of Governing Board or its Equivalent in Government Organizations (1 original copy).	<ul style="list-style-type: none"> <li>● DSWD Central Office - Standards Bureau (SB)IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>● All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA &amp; NCR)</li> <li>● <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>
6. Board Resolution or any document authorizing the conduct of public solicitation (1 original copy).	<ul style="list-style-type: none"> <li>● DSWD Central Office - Standards Bureau (SB)IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>● All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA &amp; NCR)</li> <li>● <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>
7. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities (1 original copy).  <i>For children beneficiaries, only the parent/s or maternal/paternal relative/s may sign the document on behalf of the child.</i>	<ul style="list-style-type: none"> <li>● Applicant</li> </ul>
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):	<ul style="list-style-type: none"> <li>● Applicant</li> </ul>

a. Director of Private Schools b. Schools Superintendent of Public School c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Unit (LGU) e. Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others	
9. Fund Utilization Report of proceeds and expenditures for previously conducted fund campaigns (1 original copy).	<ul style="list-style-type: none"> <li>● DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>● All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA &amp; NCR)</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>
10. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (1 photocopy).	<ul style="list-style-type: none"> <li>● CO/FO FMS/U</li> </ul>
11. Sample of additional specific requirements for each methodology to be used (1 photocopy):  a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices	<ul style="list-style-type: none"> <li>● Applicant</li> </ul>

<p>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>i. Rummage sale, garage sale, sale of goods and other similar forms</p>	
<b>C. For Government Agencies (GAs), Government Owned and Controlled Corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds</b>	
<p>12. 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 Central Office - Standards Bureau (SB)IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>• All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA &amp; NCR)</li> <li>• <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>13. 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 Central Office - Standards Bureau (SB)IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>• All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA &amp; NCR)</li> <li>• <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>14. 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>15. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (1 photocopy).</p>	<ul style="list-style-type: none"> <li>• CO/FO FMS/U</li> </ul>

<p>16. 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 Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>● All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA &amp; NCR)</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>17. 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>

**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). 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)	PhP1,000.00	10 minutes	<i>Section Chief Cash Section</i>
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>Regional Director DSWD Field Office</i>
	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>Regional Director DSWD Field Office</i>

	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>Regional Director</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>Regional Director</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)	PhP1,000.00	10 minutes	<i>Cash Section Chief</i>
3. Submit application documents through email/courier	3.1 If Complete and Compliant:  3.1.1 Review the completeness and correctness of submitted application documents.	None	1 hour	<i>Regional Director</i>

	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>Regional Director</i>
	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>Regional Director</i>
	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>Regional Director</i>
<b>Note:</b> 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	None	7 working days (inclusive of steps from payment of processing	<i>Regional Director</i>



	official receipt representing payment of processing fee together with the assessment report to the Standards Bureau – DSWD Central Office		fee, review and receipt of application documents)	
	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>
	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 Note: If disapproved,	None	1 day	<i>Assistant Secretary</i>

	indicate the reason and return to the Standards Bureau and provide reason for disapproval			
	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 Conduct National Fund-Raising Campaign. Note: If disapproved, indicate the reason and return to the Standards Bureau and provide reason for disapproval	None	2 days	<i>Undersecretary</i>
	4.5 Sign the Certificate of Authority to Conduct National Fund-Raising Campaign	None	1 day	<i>Secretary</i>
	If disapproved: 4.6 SB to call the attention of the concerned DSWD Field Office and communicate citing reason/s for non-processing and denial.	None	1 day	<i>Section Chief (NFRC-CSO-DEI Section)</i>

	4.7 Provide the necessary technical assistance to rectify the gap and submit the lacking requirements.	None	1 day	<i>Section Chief (NFRC-CSO-DEI Section) – Standards Compliance and Monitoring Division (SCMD)</i>
	4.8 In case of disapproval, SB shall communicate with the applicant stating the reasons for disapproval	None	1 day	<i>Section Chief (NFRC-CSO-DEI Section), Division Chief – Standards Compliance and Monitoring Division (SCMD), Assistant Bureau Director, Bureau Director - Standards Bureau DSWD Central Office</i>
5. Receive Permit or Denial Letter via email, courier, or pick-up	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 determine whether solicitation activity is in accordance with the issued permit.	None	55 minutes	Section Head (NFRC-CSO-DEI Section), Division Chief – Standards Compliance and Monitoring Division (SCMD), Assistant Bureau Director, Bureau Director - Standards Bureau DSWD Central Office
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	Section Head (NFRC-CSO-DEI Section)
<b>TOTAL Complete and Compliant:</b>		<b>₱1,000.00</b>	<b>16 Working Days</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 National Fund-Raising Campaign to Individual, Corporation and Organization: Temporary Permit During State of Emergency/Calamity

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

<b>Office or Division:</b>	Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office
<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 person, group, corporation, organization or association desiring to solicit funds for charitable and public welfare during State of National Emergency/Calamity	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>A. For Person or Individual Representative of a Group</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 Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>• All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA &amp; NCR)</li> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> <li>• Annex 2 - Notarized Application Form <a href="https://www.dswd.gov.ph/resources/sb-forms-and-tools/public-solicitation/application-form">dswd.gov.ph</a> <input type="checkbox"/> Resources <input type="checkbox"/> SB Forms and Tools <input type="checkbox"/> Public Solicitation <input type="checkbox"/> Application Form <input type="checkbox"/> insert link: <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> (downloadable template)</li> </ul>	
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy)	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> <li>• Annex 5 - DSWD-SB-PSF-003: Project Proposal</li> <li>• <a href="https://www.dswd.gov.ph/resources/sb-forms-and-tools/public-solicitation/other-documentary-requirements">dswd.gov.ph</a> <input type="checkbox"/> Resources <input type="checkbox"/> SB Forms and Tools <input type="checkbox"/> Public Solicitation <input type="checkbox"/> Other Documentary Requirements <input type="checkbox"/> insert link: <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> (downloadable template)</li> </ul>	

<p>3. Undertaking to comply with the remaining requirements for the issuance of Solicitation Permit (1 original copy)</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> <li>• DSWD-SB-GF-085_REV_01_Undertaking to Comply with the Requirements on Public Solicitation Permit During State of Local Emergency/Calamity</li> <li>• <a href="#">dswd.gov.ph</a> □ Resources □ SB Forms and Tools □ Public Solicitation □ Other Documentary Requirements □ insert link: <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-085_REV_01_UNDER TAKING-DURING-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-085_REV_01_UNDER TAKING-DURING-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf</a> (downloadable template)</li> <li>• DSWD-SB-GF-086_REV_01_Undertaking to Comply with the Requirements on Public Solicitation Permit During State of National Emergency/Calamity</li> <li>• <a href="#">dswd.gov.ph</a> □ Resources □ SB Forms and Tools □ Public Solicitation □ Other Documentary Requirements □ insert link: <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-086_REV_01_UNDER TAKING-FOR-INDIVIDUALS-DURING-STATE-OF-NATIONAL-EMERGENCY-CALAMITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-086_REV_01_UNDER TAKING-FOR-INDIVIDUALS-DURING-STATE-OF-NATIONAL-EMERGENCY-CALAMITY.pdf</a> (downloadable template)</li> <li>• DSWD-SB-GF-087_REV_01_Undertaking for Gas/ Corporations/ Organizations During State of Emergency/ Calamity</li> <li>• <a href="#">dswd.gov.ph</a> □ Resources □ SB Forms and Tools □ Public Solicitation □ Other Documentary Requirements □ insert link: <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-087_REV_01_UNDER TAKING-FOR-GAS-CORP-ORG-DURING-STATE-OF-EMERGEN">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-087_REV_01_UNDER TAKING-FOR-GAS-CORP-ORG-DURING-STATE-OF-EMERGEN</a></li> </ul>
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	<a href="#">CY-CALAMITY.pdf</a> (downloadable template)
4. Fund Utilization Report of proceeds and expenditures duly certified by the agency's auditor/bookkeeper/finance officer, if applying for <u>renewal</u> of permit/authority (1 original copy)	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> <li>• DSWD-SB-GF-090_REV 01_Fund Utilization Report</li> <li>• <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf">dswd.gov.ph</a> <input type="checkbox"/> Resources <input type="checkbox"/> SB Forms and Tools <input type="checkbox"/> Public Solicitation <input type="checkbox"/> Other Documentary Requirements <input type="checkbox"/> insert link: <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> (downloadable template)</li> </ul>
5. Sample of additional specific requirements for each methodology to be used (1 photocopy), such as: <ul style="list-style-type: none"> <li>a. Ticket, Ballots, Cards and similar forms</li> <li>b. Donation Boxes, Coin Banks and other similar forms</li> <li>c. Benefits show such as fashion show, concert and similar activities</li> <li>d. Photo or Painting Exhibits and similar activities</li> <li>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</li> <li>f. Text message, e-mail, online post and other types of solicitation using electronic devices</li> <li>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</li> <li>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</li> <li>i. Rummage sale, garage sale, sale of goods and other similar forms</li> </ul>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
6. Certification from the Barangay, City or Municipality from where the applicant Person reside which state that he/she	<ul style="list-style-type: none"> <li>• Concerned LGU where the applicant is residing/ based.</li> </ul>

has the capability to conduct/manage fund raising activity (1 original copy)	
7. Two (2) valid government issued Identification Cards (1 photocopy)	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
8. For a person representing a group, Endorsement of the group, the person is represented with (1 original copy).	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
<b>B. For corporation, organization or association including SWDA</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 Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>• All DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA &amp; NCR)</li> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> <li>• Annex 2 - Notarized Application Form <a href="https://www.dswd.gov.ph/resources/sb-forms-and-tools/public-solicitation/application-form">dswd.gov.ph</a> <input type="checkbox"/> Resources <input type="checkbox"/> SB Forms and Tools <input type="checkbox"/> Public Solicitation <input type="checkbox"/> Application Form <input type="checkbox"/> insert link: <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> (downloadable template)</li> </ul>
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<p>3. Undertaking to comply with the remaining requirements for the issuance of Solicitation Permit (1 original copy)</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> <li>• DSWD-SB-GF-085_REV_01_Undertaking to Comply with the Requirements on Public Solicitation Permit During State of Local Emergency/Calamity</li> <li>• <a href="https://www.dswd.gov.ph">dswd.gov.ph</a> □ Resources □ SB Forms and Tools □ Public Solicitation □ Other Documentary Requirements □ insert link:  <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> (downloadable template)</li> <li>• DSWD-SB-GF-086_REV_01_Undertaking to Comply with the Requirements on Public Solicitation Permit During State of National Emergency/Calamity</li> <li>• <a href="https://www.dswd.gov.ph">dswd.gov.ph</a> □ Resources □ SB Forms and Tools □ Public Solicitation □ Other Documentary Requirements □ insert link:  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-086_REV-01_UNdertaking-FOR-INDIVIDUALS-DURING-STATE-OF-NATIONAL-EMERGENCY-CALAMITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-086_REV-01_UNdertaking-FOR-INDIVIDUALS-DURING-STATE-OF-NATIONAL-EMERGENCY-CALAMITY.pdf</a> (downloadable template)</li> <li>• DSWD-SB-GF-087_REV_01_Undertaking for Gas/ Corporations/ Organizations During State of Emergency/ Calamity</li> <li>• <a href="https://www.dswd.gov.ph">dswd.gov.ph</a> □ Resources □ SB Forms and Tools □ Public Solicitation □ Other Documentary Requirements □ insert link:  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-087_REV-01_UNdertaking-FOR-GAS-CORP-ORG-DURING-STATE-OF-EMERGEN">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-087_REV-01_UNdertaking-FOR-GAS-CORP-ORG-DURING-STATE-OF-EMERGEN</a></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. 05 Series of 2021.

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 Central Office (CO) or Field Office (FO) Website	1.1 Provide the applicant with application form and checklist of requirements in the website	None	Not applicable (N/A)	<i>Not applicable (N/A) Application Form is readily downloadable</i>
2. Submit the application documents at the Standards Bureau	2.1 Review/Check whether the submitted documents are complete and compliant	None	20 minutes	<i>Director Standards Bureau</i>
	2.2 If complete, accept application documents, log the receipt into the Document Transaction Management System (DTMS), provide the applicant with Document Reference Number (DRN) and route the application documents to SCMD	None	10 minutes	<i>Director Standards Bureau</i>
	2.3 If incomplete, return all documents submitted citing reason/s for non-acceptance of application documents and provide a checklist of requirements and/or technical assistance to rectify the gap	None	10 minutes	<i>Director Standards Bureau</i>

3. Wait for the Issuance of Permit	3.1 If complete and compliant  3.1.1 Receive complete and compliant application documents from SB Incoming Support Staff, log its receipt into the DTMS and route to the NFRC Section Head	None	10 minutes	<i>Director</i> Standards Bureau
	3.2 Receive complete and compliant application documents from SCMD support staff, review and provide instructions/notes and route to technical staff	None	5 minutes	<i>Section Head</i> NFRC-CSO-DEI Section
	3.3 Receive complete and compliant application documents from NFRC Section Head	None	10 minutes	<i>Section Head</i> NFRC-CSO-DEI Section
	3.4 Conduct desk review of the completeness and correctness of the application documents	None	4 hours	<i>Section Head</i> NFRC-CSO-DEI Section
	3.5 Accomplish the checklist and assessment form	None	30 minutes	<i>Section Head</i> NFRC-CSO-DEI Section
	3.6 Prepare/draft the Solicitation Permit/ Certificate of Authority to Conduct Fund	None	1 hour and 20 minutes	<i>Section Head</i> NFRC-CSO-DEI Section

	Campaign, Executive Summary and Memo for the Secretary			
	3.7 Endorse all prepared documents including the application documents to the Section Head, for review  <i>Note: May conduct validation activities, collateral interview and/or agency visit, if necessary.</i>	None	1 hour and 20 minutes	Section Head NFRC-CSO-DEI Section
	3.8 Receive complete and compliant application documents from the Technical Staff and log it receipt	None	10 minutes	Section Head NFRC-CSO-DEI Section
	3.9 Conduct review of the documents and if found in order, affix initial and endorse the same to the Division Chief	None	30 minutes	Section Head NFRC-CSO-DEI Section
	3.10 If with comment, return to the technical staff	None	20 minutes	Section Head NFRC-CSO-DEI Section
	3.11 Track and route to the Division Chief	None	10 minutes	Director Standards Bureau
	3.12 Receive complete and compliant application documents from the	None	30 minutes	Division Chief, SCMD

	NFRC Section Head			
	3.13 Conduct review of the documents and if found in order, affix initial and endorse the same to the Assistant Bureau Director	None	2 hours and 30 minutes	<i>Division Chief, SCMD</i>
	3.14 If with comment, return to the technical staff	None	2 hours and 30 minutes	<i>Division Chief SCMD</i>
	3.15 Track and Route to OBD Support Staff	None	10 minutes	<i>Director Standards Bureau</i>
	3.16 Receive all draft documents including complete and compliant application documents from the SCMD Outgoing Support Staff	None	10 minutes	<i>Director Standards Bureau</i>
	3.17 Receive the endorsed application documents	None	10 minutes	<i>Assistant Bureau Director (ABD)</i>
	3.18 Review the draft documents and as necessary, provide comments, inputs or corrections and return to the NFRC Technical Staff	None	1 hour	<i>Assistant Bureau Director (ABD)</i>
	3.19 If the draft documents are found correct and in order, affix signature and endorse the same to the Bureau Director	None	50 minutes	<i>Assistant Bureau Director (ABD)</i>
	3.20 Receive all draft documents	None	10 minutes	<i>Director Standards Bureau</i>

	including complete and compliant application documents from the ABD and route to the Bureau Director			
	3.21 Receive the endorsed application documents	None	30 minutes	<i>Director</i> Standards Bureau
	3.22 Review the application documents and as necessary, provide comments, inputs or corrections and return the same to SCMD Technical Staff	None	1 hour and 30 minutes	<i>Director</i> Standards Bureau
	3.23 If the draft documents are found correct and in order, approve and sign the prepared documents and endorse the same to the Office of the Assistant Secretary for SCBG	None	1 hour and 30 minutes	<i>Director</i> Standards Bureau
	3.24 Receive draft documents from the BD, track to DTMS and forward the initialed NFRC Certificate and other documents	None	5 minutes	<i>Director</i> Standards Bureau
	3.25 Log its receipt in to DTMS	None	5 minutes	<i>Director</i> Standards Bureau
	3.26 Transmit/route initialed/ signed documents to the Office of the Assistant Secretary of the Standards and Capacity Building Group (OAS-SCBG)	None	30 minutes	<i>Director</i> Standards Bureau

	3.27 Receive, track and forward the initialed Authority to Conduct Fund Campaign and other attachments and route to the Undersecretary for SCBG	None	10 minutes	<i>Assistant Secretary</i>
	3.28 Receive all signed initialed documents including complete and compliant application documents from the Bureau Director of Standards Bureau	None	10 minutes	<i>Assistant Secretary</i>
	3.29 Review the draft as necessary, provide comments, inputs or corrections	None	1 hour and 20 minutes	<i>Assistant Secretary</i>
	3.30 Review of Documents. <i>If found in order, affix initial/signature on the prepared documents and endorse the same to the Undersecretary for onward endorsement to the Secretary</i> If with comments/ inputs/ corrections, return the documents to the Standards Bureau	None	10 minutes	<i>Assistant Secretary</i>
	3.31 Log its receipt into the DTMS and transmit the initialed Authority to Conduct Fund Campaign to the Secretary with	None	10 minutes	<i>Assistant Secretary</i>



	supporting documents			
	3.32 Receive all signed initialed documents including complete and compliant application documents from the Assistant Secretary, SCBG	None	10 minutes	<i>Undersecretary</i>
	3.33 Review the draft as necessary, provide comments, inputs or corrections	None	1 hour and 20 minutes	<i>Undersecretary</i>
	3.34 Upon review of draft, if found in order, affix initial/signature on the prepared documents and endorse the same to the Office of the Secretary. If with comments/ inputs/ corrections, return the documents to the Standards Bureau	None	20 minutes	<i>Undersecretary</i>
	3.35 Log its receipt into the DTMS and transmit the initialed Authority to Conduct Fund Campaign to the Secretary with supporting documents	None	10 minutes	<i>Undersecretary</i>
	3.36 Log its receipt into the DTMS and forward the initialed Authority to Conduct Fund Campaign to the	None	10 minutes	<i>Secretary</i>

	Office of the Secretary			
	3.37 Receive all application documents from the Undersecretary	None	30 minutes	<i>Secretary</i>
	3.38 Approve and sign the Executive Summary, the Authority to Conduct Fund Campaign and Transmittal Memo	None	3 hours	<i>Secretary</i>
	3.39 Route the Authority to Conduct Fund Campaign and other approved documents to the Standards Bureau for issuance; and	None	10 minutes	<i>Secretary</i>
	3.40 If with inputs or comments, return to the Standards Bureau for revision	None	10 minutes	<i>Secretary</i>
	3.41 Log its receipt into the DTMS and transmit the signed Authority to Conduct Fund Campaign to the Standards Bureau with attached supporting documents	None	10 minutes	<i>Secretary</i>
	3.42 Endorse the signed Authority to Conduct Fund Campaign and other approved signed documents to the Standards Bureau, for issuance	None	10 minutes	<i>Secretary</i>

	3.43 Receive signed Authority to Conduct Fund Campaign and route to SCMD	None	10 minutes	<i>Director Standards Bureau</i>
	3.44 Log its receipt into the DTMS and forward to SCMD Technical Staff	None	10 minutes	<i>Director Standards Bureau</i>
	3.45 Receive signed NFRC Certificate, affix date to Conforme Letter and Transmittal Memo to concerned FO	None	1 hour	<i>Section Head (NFRC-CSO-DEI Section)</i>
	3.46 E-mail Conforme Letter, scanned copy of the Signed Authority to Conduct Fund Campaign	None	10 minutes	<i>Director Standards Bureau</i>
	3.47 Log its receipt into the DTMS and forward to SCMD Outgoing Support Staff	None	10 minutes	<i>Director Standards Bureau</i>
	3.48 Transmit to Records Section for delivery to applicant	None	10 minutes	<i>Director Standards Bureau</i>
	3.39 Endorse all documents submitted by the applicant to SB Records Staff	None	10 minutes	<i>Director Standards Bureau</i>
4. Receive the Authority/Permit to Conduct Fund Campaign through mail/courier or pick-up at the Standards Bureau and	4.1 Issue the original copy of the Authority/Permit to the applicant through mail/courier or pick-up at the Standards Bureau upon receipt of the signed original copy of Conforme Letter	None	10 minutes	<i>Section Head (NFRC-CSO-DEI Section)</i>  <i>Bureau Director</i>

accomplish the Client Satisfaction Measurement Form				
	4.2 Administer the Client Satisfaction Measurement Form (CSMF) online or hard copy	None	5 minutes	<i>Section Head</i> NFRC-CSO-DEI Section  <i>Director</i> Standards Bureau
<b>TOTAL</b>		<b>None</b>	<b>3 days</b>	
<b>B. For applications sent through E-Mail or Courier</b>				
1. Secure application form thru the DSWD Central Office (CO) or Field Office (FO) Website	1.1 Provide the applicant with application form and checklist of requirements thru email or DSWD Website	None	Not applicable (N/A)	<i>Not applicable (N/A) Application Form is downloadable and editable</i>
2. Send the filled-out Application Form together with the prescribed documentary requirements through e-Mail or Courier at: <b><u>sb@dswd.gov.ph</u></b> or at <b>Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City.</b>	2.1 Receive submitted application documents, log its receipt in the DTMS, assign a DRN and route to the Incoming Support Staff of SCMD	None	10 minutes	<i>Director</i> Standards Bureau
	2.2 Receive application documents, log it receipt to the DTMS	None	10 minutes	<i>Director</i> Standards Bureau

	and route to the Section Head of NFRC			
	2.3 Receive application documents from SCMD Incoming Support Staff, log its receipt into the Section Tracking and route application documents to the Technical Staff	None	10 minutes	<i>Section Head</i> NFRC-CSO-DEI Section
3. Wait for the result of Assessment and/or Issuance of Permit	3.1 Receive application documents from Section Head, log its receipt and conduct review and assessment	None	2 hours	<i>Section Head</i> NFRC-CSO-DEI Section
	3.2 If complete:  3.2.1 Prepare the Solicitation Permit/ Certificate of Authority, Memorandum to the Secretary and Executive Summary and route to the Section Head, for review and input	None	3 hours and 35 minutes	<i>Section Head</i> NFRC-CSO-DEI Section
	3.3 If incomplete: 3.3.1 Return all documents submitted citing reason/s for non-acceptance of application documents and provide a checklist of requirements and/or technical assistance to rectify the gap and/or	None	1 hour	<i>Section Head</i> NFRC-CSO-DEI Section

	submit lacking requirements. <i>Technical Staff may conduct validation activities, collateral interview and/or agency visit, if necessary.</i>			
	3.4 Receive complete application documents from the technical staff and conduct review	None	1 hour	<i>Section Head NFRC-CSO-DEI Section</i>
	3.5 If found correct and in order, affix initial to draft documents and endorse to the Division Chief	None	30 minutes	<i>Section Head NFRC-CSO-DEI Section</i>
	3.6 If found incorrect and/or not in order, provide comment/ input and return the same to the Technical Staff	None	30 minutes	<i>Section Head NFRC-CSO-DEI Section</i>
	3.5 Receive and review the draft documents and provide comments, inputs or correction/s	None	30 Minutes	<i>Division Chief SCMD</i>
	3.6 If the draft documents are correct, affix initial and endorse the same to the Assistant Bureau Director, for review	None	1 hour and 15 minutes	<i>Division Chief SCMD</i>
	3.7 If with comments or inputs, return to the NFRC Section, for revision	None	1 hour and 15 minutes	<i>Division Chief SCMD</i>
	3.8 Receive and log complete and	None	10 minutes	<i>Bureau Director</i>

	compliant application documents from the Division Chief and route to the Assistant Bureau Director			
	3.9 Track and endorse to Assistant Bureau Director (ABD)	None	5 minutes	<i>Bureau Director</i>
	3.10 Receive all draft documents including application documents and as necessary provide comments, inputs or corrections	None	2 hours and 30 minutes	<i>Assistant Bureau Director (ABD)</i>
	3.11 Review of all draft documents: If the draft documents are correct, approve and sign the prepared documents and endorse the same to the Undersecretary If with comments/ inputs/ corrections, return the documents to NFRC Section Technical Staff	None	1 hour	<i>Assistant Bureau Director (ABD)</i>
	3.12. Log receipt and endorse to the Bureau Director	None	5 minutes	<i>Bureau Director</i>
	3.13. Receive documents including complete and compliant application documents from the ABD	None	30 minutes	<i>Bureau Director</i>

	3.14 Review the draft documents and as necessary, provide comments, inputs or corrections;	None	2 hours and 30 minutes	<i>Bureau Director</i>
	3.15 Review of draft documents: If the draft documents are correct, approve and sign the prepared documents and endorse the same to the Assistant Secretary; If with comments/ inputs/ corrections, return the documents to NFRC Section Technical Staff.	None	40 minutes	<i>Bureau Director</i>
	3.16 Log receipt, track and forward the initialed NFRC Certificate and other attachments to the SCMD Outgoing Support Staff	None	5 minutes	<i>Bureau Director</i>
	3.17 Log receipt and transmit the initialed Authority to Conduct Fund Campaign to the Assistant Secretary with supporting documents	None	5 minutes	<i>Bureau Director</i>
	3.18 Endorse to the Office of the Assistant Secretary for approval/ disapproval	None	15 minutes	<i>Bureau Director</i>



	3.19 Log receipt and forward the initialed Authority to Conduct Fund Campaign and other attachments to the Assistant Secretary	None	5 minutes	<i>Assistant Secretary</i>
	3.20 Receive all draft documents including complete and complaint application documents from the Bureau Director of the Standards Bureau	None	10 minutes	<i>Assistant Secretary</i>
	3.21 Review the draft as necessary, provide comments, inputs or corrections	None	1 hour and 30 minutes	<i>Assistant Secretary</i>
	3.22 Review of draft documents:  <b>If approved</b> , affix initial/signature on the prepared documents and endorse the same to the Undersecretary for onward endorsement to the Secretary <b>If with comment/ input/correction</b> , return the documents to the Standards Bureau	None	20 minutes	<i>Assistant Secretary</i>
	3.23 Transmit the initial Authority to Conduct Fund Campaign to the Undersecretary with supporting documents. Log	None	5 minutes	<i>Assistant Secretary</i>

	receipt into the DTMS			
	3.24 Log receipt and forward the initialed Authority to Conduct Fund Campaign	None	5 minutes	<i>Undersecretary</i>
	3.25 Receive all draft documents including complete and complaint application documents from the Assistant Secretary	None	10 minutes	<i>Undersecretary</i>
	3.26 Review the draft documents as necessary, provide comments, inputs or corrections;	None	1 hour and 30 minutes	<i>Undersecretary</i>
	3.27 Review of draft documents: If approved, sign the prepared documents and endorse to the Undersecretary for onward endorsement to the Secretary; If with comments/ inputs/ corrections, return to the Standards Bureau	None	10 minutes	<i>Undersecretary</i>
	3.28 Log receipt and transmit the initialed Authority to Conduct Fund Campaign to the Office of the Secretary with attached supporting documents	None	5 minutes	<i>Undersecretary</i>
	3.29 Receive and log initialed Authority to Conduct Fund	None	10 minutes	<i>Secretary</i>

	Campaign with supporting documents			
	3.30 Receive all draft documents including complete and compliant application documents from the Undersecretary	None	10 minutes	<i>Secretary</i>
	3.31 Signs/approves the Executive Summary, the Authority to Conduct Fund Campaign, Transmittal Memo to the DSWD Field Office;	None	3 hours	<i>Secretary</i>
	3.32 Route the Authority to Conduct Fund Campaign and other approved documents to the Standards Bureau for issuance; and	None	30 minutes	<i>Secretary</i>
	3.33 If with inputs or comments, return to the Standards Bureau for enhancement	None	30 minutes	<i>Secretary</i>
	3.34 Transmit the signed Authority to Conduct Fund Campaign to the Standards Bureau with attached supporting documents	None	10 minutes	<i>Secretary</i>
	3.35 Endorse the approved and Signed Authority to Conduct Fund Campaign and other approved	None	10 minutes	<i>Secretary</i>

	signed documents to the Standards Bureau, for issuance			
	3.36 Receive the approved and signed Authority to Conduct Fund Campaign, log it receipt and forward to SCMD Support Staff	None	10 minutes	<i>Director</i> Standards Bureau
	3.37 Scan and email the approved permit including the Conforme Letter and Transmittal Memo to the applicant and concerned FO	None	10 minutes	<i>Director</i> Standards Bureau
4. Receive the Certificate of Authority to Conduct Fund Campaign through mail/courier or pick-up at the Standards Bureau to Conduct Fund Campaign and accomplish the Client Satisfaction Measurement Form	4.1 Transmit to Records Section for delivery to applicant	None	10 minutes	<i>Section Head</i> NFRC-CSO-DEI Section  <i>Director</i> Standards Bureau
	4.2 Issue the original copy of the Permit to the applicant upon receipt of the signed original copy of Conforme Letter	None	10 minutes	<i>Section Head</i> NFRC-CSO-DEI Section  <i>Director</i> Standards Bureau
	4.3 Administer the Client Satisfaction Measurement Form	None	5 minutes	<i>Section Head</i> NFRC-CSO-DEI Section

	(CSMF) (either online or paper-based)			Director Standards Bureau
<b>TOTAL</b>		<b>None</b>	<b>3 days</b>	

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

### 10. 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>	Complex
<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
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE FORMS</b>
<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>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Enhanced Annex 2 – DSWD-SB-PSF-001 - Application Form</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/D-SWD-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/D-SWD-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	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 5 – DSWD-SB-PSF-003: Project Proposal</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/D-SWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/D-SWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf</a></li> </ul>

by the applicant person (1 original copy)	
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>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> <p>Annex 7 – DSWD-SB-PSF-006: Undertaking during State of Local Emergency/Calamity</p> <ul style="list-style-type: none"> <li>• <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/D-SWD-SB-GF-085_REV-01_UNdertaking-DURING-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/D-SWD-SB-GF-085_REV-01_UNdertaking-DURING-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf</a></li> </ul>
4. Fund Utilization Report, if applying for the renewal of solicitation permit (Annex 12) (1 original copy)	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> <p>Annex 12 – DSWD-SB-PSF-011: Fund Utilization Report</p> <ul style="list-style-type: none"> <li>• <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/D-SWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/D-SWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf</a></li> </ul>
5. Additional Requirements <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</li> </ol>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>

with (1 original copy).	
6. Sample of each methodology to be used in the solicitation activity (1 photocopy)	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
7. Official Receipt as proof of payment of the processing fee issued by the concerned DSWD – FO, Finance Management – Cash Unit (1 Photocopy copy)	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
<b>B. For Corporation, Organization or Association with SEC Registration</b>	
1. One (1) Duly Accomplished Application Form signed by the Head of Agency or his/her authorized representative (1 original copy)	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf</a> Enhanced Annex 2 – DSWD-SB-PSF-001: Application Form</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/D SWD-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/D SWD-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, approved by the Head of Agency (1 original copy)	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf</a> Annex 5 – DSWD-SB-PSF-003: Project Proposal</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/D SWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/D SWD-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	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf</a> Annex 7 – DSWD-SB-PSF-011: Undertaking</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/D SWD-SB-GF-085_REV-01_UNDERTAKING-DURING-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/D SWD-SB-GF-085_REV-01_UNDERTAKING-DURING-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf</a></li> </ul>

solicitation permit (1 original copy)	
4. Fund Utilization Report, if applying for the renewal of solicitation permit (Annex 12) (1 original copy)	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf</a> Annex 12 – DSWD-SB-PSF-011: Fund Utilization Report</li> <li>• <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/D SWD-SB-GF-090 REV-01 Fund-Utilization-Report.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/D SWD-SB-GF-090 REV-01 Fund-Utilization-Report.pdf</a></li> </ul>
5. Sample of each methodology to be used in solicitation activity (1 original copy)	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
Official Receipt as proof of payment of processing fee issued by the concerned DSWD – FO, Finance Management – Cash Unit (1 photocopy)	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
<b>C. For Organizations or Agencies including SWDAs and Religious Organizations</b>	
1. One (1) Duly Accomplished Application Form signed by the Head of Agency or his/her authorized representative (1 original copy)	<ul style="list-style-type: none"> <li>• Standards Section (SS) of the concerned DSWD Field Office</li> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf</a> Enhanced Annex 2 – DSWD-SB-PSF-001 - Application Form</li> <li>• <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/D SWD-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/D SWD-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 solicitation activity, approved by the Head of Agency (1 original copy)	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf</a> Annex 5 – DSWD-SB-PSF-003: Project Proposal</li> <li>• <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/D SWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/D SWD-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>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf</a></li> <li>Annex 7 – DSWD-SB-PSF-011: Undertaking</li> <li>• <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/D SWD-SB-GF-085_REV-01_UNdertaking-DURING-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/D SWD-SB-GF-085_REV-01_UNdertaking-DURING-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf</a></li> </ul>
4. Fund Utilization Report, if applying for the renewal of solicitation permit (Annex 12) (1 original copy)	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC 2021-005.pdf</a></li> <li>Annex 12 -DSWD-SB-PSF-011: Fund Utilization Report</li> <li>• <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/D SWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/D SWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf</a></li> </ul>
5. Sample of each methodology to be used in solicitation activities (1 original copy)	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD – FO, Finance Management - Cash Unit (1 photocopy)	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
<b>Note to the Applicant:</b> 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 (NA)	Not Applicable (NA). Application Form is readily downloadable

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)	PhP500.00	10 minutes	<i>Section Chief</i> Cash Section
3. Submit/file application documents at the Field Office Standards Section	<b>3.1 If Complete and Compliant:</b>  3.1.1 Review completeness and correctness of submitted application documents.	None	10 minutes	<i>Regional Director</i> DSWD Field Offices
	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	10 minutes	<i>Regional Director</i> DSWD Field Offices
	3.3 Endorse application documents to the head of Standards Section	None	10 minutes	<i>Regional Director</i> DSWD Field Offices
	3.4 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>Regional Director</i> DSWD Field Offices

	<b>3.5 If found incomplete or non-compliant,</b>  3.5.1 Communicate with the applicant citing reason/s for non-processing and denial.	None	2 hours	Regional Director DSWD Field Offices
	3.6 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>	Regional Director DSWD Field Offices
<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	2.1. Receive payment for the required processing fee and issue official receipt (OR)	PhP500.00	10 minutes	Section Chief Cash Section
3. Submit application documents through email/courier	<b>3.1 If Complete and Compliant:</b>  3.1.1. Reviews completeness and correctness of submitted applications documents.	None	10 minutes	Regional Director DSWD Field Offices

	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	10 minutes	<i>Regional Director</i> DSWD Field Offices
	3.3 Endorse application documents to the head of Standards Section	None	10 minutes	<i>Regional Director</i> DSWD Field Offices
	3.4 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>Regional Director</i> DSWD Field Offices
	<b>3.5 If found incomplete or non-compliant,</b>  3.5.1 Communicate with the applicant citing reason/s for non-processing and denial.	None	4 hours	<i>Regional Director</i> DSWD Field Offices

	3.6 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>Regional Director DSWD Field Offices</i>
<b>Note:</b> 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 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>Regional Director DSWD Field Offices</i>

	<b>4.2 If found eligible with complete and compliant requirements:</b>  4.2.1 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	None	2 hours	<i>Regional Director</i> DSWD Field Offices
	4.3 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	None	2 hours	<i>Regional Director</i> DSWD Field Offices

	4.4 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	None	1 hours	<i>Regional Director</i> DSWD Field Offices
	<b>4.5 If found non-compliant to eligibility and documentary requirements</b>  4.5.1 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.	None	4 hours	<i>Regional Director</i> DSWD Field Offices
	4.6 Review and sign the letter citing reasons for disapproval simultaneously providing technical assistance to address non-compliance and/or submit lacking requirements.	None	4 hours	<i>Regional Director</i> DSWD Field Offices

	4.7 The Regional Director shall review, sign & issue the Regional Solicitation Permit/Certificate of Authority to Conduct Fund Campaign		4 hours	<i>Regional Director</i> DSWD Field Offices
5. Receive Permit or Denial Letter via email, courier, or pick-up	5.1 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>Regional Director</i> DSWD Field Offices
	5.2 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>Regional Director</i> DSWD Field Offices
6. Fill out the Client Satisfaction Measurement Form	6.1 Administer the Client Satisfaction Measurement Form (either online or paper-based)	None	5 minutes	<i>Regional Director</i> DSWD Field Offices
<b>TOTAL</b>		<b>PhP500.00</b>	<b>2 Days</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*



## 11. Issuance of Certificate of Registration and License to Operate (CRLTO) to Private Social Welfare and Development Agencies (SWDAs)

The process of assessing the qualifications of a private agency or organization and determining whether its intended purpose is within the purview of SWD and authorizing it to operate as a SWDA, after determining that it has the capacity to operate administratively, technically, and financially.

Office or Division:	Standards Bureau - Standards Compliance Division
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business
Who may avail:	All non-stock, non-profit private organizations (“agencies”) that are planning to or are already engaged in Social Welfare and Development (SWD) activities.
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	
<p><b>Note to Applicant:</b> <i>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. 18, series of 2024.</i></p> <p><i>Moreover, scanned copies of documents will be accepted if applied via HELPS, but the original copy will be checked during the assessment/monitoring visit.</i></p>	
A. For Applicants Planning to Engage (Social Work Agency and Auxiliary SWDA)	
1. Application Form (Annex I) (1 Scanned Copy)*	<ul style="list-style-type: none"><li>• DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li><li>• DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li><li>• DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li></ul>
2. Copy of Certificate of Incorporation with the Securities and Exchange Commission (1 Scanned Copy)	<ul style="list-style-type: none"><li>• Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li><li>• Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)</li></ul>

<p>3. Updated Articles of Incorporation and by-laws wherein the applicant must be engaged mainly or generally in social welfare and development activities (1 Scanned Copy)</p>	<ul style="list-style-type: none"> <li>• Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)</li> </ul>
<p>4. For SWAs: Barangay Certification as proof of the existence of SWDA (1 Scanned Copy)</p> <p><u>For Auxiliary SWDAs:</u> Barangay Certification or written agreement of partnership or corporation, as the proof of the existence of SWDA (1 Scanned Copy)</p>	<ul style="list-style-type: none"> <li>• From the Barangay that has jurisdiction over the SWDA's declared address</li> <li>• From the partner agency or corporation</li> </ul>
<p>5. Manual of Operations containing the minimum prescribed content of the DSWD (Annex C) (1 Scanned Copy)</p> <p><i>Note: SWAs may opt to initially submit the version of their MOO containing the mandatory contents for RL (under item A of Annex C) during their RL application. However, the complete contents of the MOO, which includes the contents for accreditation (under item B of Annex C), should be submitted prior to the scheduled accreditation assessment visit, if applicable.</i></p>	<ul style="list-style-type: none"> <li>• DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>• DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>• DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
<p>6. Work and Financial Plan for at least two (2) years duly signed by the Head of Agency using the DSWD template (Annex D) (1 Scanned Copy)</p>	<ul style="list-style-type: none"> <li>• DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>• DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>• DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
<p>7. RLA Notarized Declaration Form Template (Annex N) (1 Scanned Copy)</p>	<ul style="list-style-type: none"> <li>• DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>• DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>• DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>

8. Proof of payment* (1 scanned copy)	Account details of GCash, Paymaya, and Landbank provided by the DSWD Central Office - Standards Bureau (SB)
*Applicable only during system downtime in which the applicants may submit their application documents with the proof of payment to the official email address of DSWD Standards Bureau (SB).	
<b>B. For Applicants Engaged Prior Its Application</b>	
<b>B.1. Social Work Agency (SWA)</b>	
1. Application Form (Annex I) (1 Scanned Copy)*	<ul style="list-style-type: none"> <li>DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
2. Copy of Certificate of Incorporation with the SEC (1 scanned copy)	<ul style="list-style-type: none"> <li>Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)</li> </ul>
3. Updated Articles of Incorporation and by-laws wherein the applicant must be engaged mainly or generally in social welfare and development activities (1 scanned copy)	<ul style="list-style-type: none"> <li>Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)</li> </ul>
4. Barangay Certification as the proof of the existence of SWDA (1 scanned copy)	<ul style="list-style-type: none"> <li>From the Barangay that has jurisdiction over the SWDA's declared address</li> </ul>
5. Manual of Operation (MOO) containing the minimum prescribed content per Annex C. (1 scanned copy)  <i>Note: SWAs may opt to initially submit the version of their MOO containing the mandatory contents for RL (under item A of Annex C) during their RL application. However, the complete contents of the MOO, which includes the contents for accreditation (under item B of Annex C), should be submitted prior to the</i>	<ul style="list-style-type: none"> <li>DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>

<i>scheduled accreditation assessment visit, if applicable.</i>	
6. Work and Financial Plan for at least two (2) years duly signed by the Head of Agency using the DSWD template (Annex D) (1 scanned copy)	<ul style="list-style-type: none"> <li>• DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>• DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>• DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
7. Financial Report using the DSWD template (Annex E) that must be based on the agency's approved Audited Financial Statement and prepared and certified true and correct by either the accountant, treasurer, bookkeeper or finance officer and noted by the Head of the Agency. (1 scanned copy)  <i>Proceeds from the public solicitation conducted shall be included in the financial report, if applicant SWA was issued with a solicitation permit by the DSWD.</i>	<ul style="list-style-type: none"> <li>• DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>• DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>• DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
8. For <u>Residential-Based</u> and <u>Center-Based</u> : <ul style="list-style-type: none"> <li>• Valid or updated Certificate of Occupancy (only for new buildings) or Annual Building Inspection Certificate (for old buildings) (1 scanned copy)</li> <li>• Water Potability Certificate valid for the past three (3) months or valid Sanitary Permit (1 scanned copy)</li> <li>• Valid or updated Fire Safety Inspection Certificate (FSIC) (1 scanned copy)</li> </ul> <u>For Community-Based</u> <ul style="list-style-type: none"> <li>• Valid or updated FSIC (1 scanned copy)</li> </ul> <i>Note: Permits that are named under a different establishment or entity due to rental or lease, shall be allowed as long as the indicated address in the submitted permits is the same with the applicant's declared address.</i>	<ul style="list-style-type: none"> <li>• Engineering Department of the Local Government Unit (LGU) that has jurisdiction over the SWDA's declared address</li> <li>• Health or Sanitary Department of the Local Government Unit (LGU) that has jurisdiction over the SWDA's declared address</li> <li>• Bureau of Fire Protection (BFP) that has jurisdiction over the SWDA's declared address</li> <li>• Bureau of Fire Protection (BFP) that has jurisdiction over the SWDA's declared address</li> </ul>

9. Updated Caseload Inventory using DSWD template (Annex F) (1 scanned copy)	<ul style="list-style-type: none"> <li>DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
10. Annual Accomplishment Report of the previous year using DSWD template (Annex G) (1 scanned copy)	<ul style="list-style-type: none"> <li>DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
11. RLA Notarized Declaration Form Template (Annex N) (1 scanned copy)	<ul style="list-style-type: none"> <li>DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
12. Proof of payment* (1 scanned copy)	Account details of GCash, Paymaya, and Landbank provided by the DSWD Central Office - Standards Bureau (SB)
*Applicable only during system downtime in which the applicants may submit their application documents with the proof of payment to the official email address of DSWD Standards Bureau (SB).	
<b>B.2. Auxiliary SWDA</b>	
1. Application Form (Annex I) (1 Scanned Copy)*	<ul style="list-style-type: none"> <li>DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
2. Copy of Certificate of Incorporation with the SEC (1 Scanned Copy)	<ul style="list-style-type: none"> <li>Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)</li> </ul>
3. Updated Articles of Incorporation and by-laws wherein the applicant must be	<ul style="list-style-type: none"> <li>Securities Exchange Commission (SEC) - Company Registration and Monitoring</li> </ul>

engaged mainly or generally in social welfare and development activities (1 scanned copy)	Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307  • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)
4. Barangay Certification or written agreement of partnership or corporation, as the proof of the existence of SWDA (1 scanned copy)	• From the partner agency or corporation
5. Manual of Operation (MOO) containing the minimum prescribed content per Annex C. (1 scanned copy)  <i>Note: SWAs may opt to initially submit the version of their MOO containing the mandatory contents for RL (under item A of Annex C) during their RL application. However, the complete contents of the MOO, which includes the contents for accreditation (under item B of Annex C), should be submitted prior to the scheduled accreditation assessment visit, if applicable.</i>	• DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a> • DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a> • DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a>
6. Work and Financial Plan for at least two (2) years duly signed by the Head of Agency using the DSWD template (Annex D) (1 scanned copy)	• DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a> • DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a> • DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a>
7. Financial Report using the DSWD template (Annex E) that must be based on the agency's approved Audited Financial Statement and prepared and certified true and correct by either the accountant, treasurer, bookkeeper or finance officer and noted by the Head of the Agency. (1 scanned copy)  <i>Proceeds from the public solicitation conducted shall be included in the financial report, if applicant SWA was issued with a solicitation permit by the DSWD.</i>	• DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a> • DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a> • DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a>
8. Annual Accomplishment Report of the previous year using DSWD template (Annex G)	• DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a>



(1 scanned copy)	<ul style="list-style-type: none"> <li>DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
9. RLA Notarized Declaration Form Template (Annex N) (1 scanned copy)	<ul style="list-style-type: none"> <li>DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
10. Proof of payment* (1 scanned copy)	<ul style="list-style-type: none"> <li>Account details of GCash, Paymaya, and Landbank provided by the DSWD Central Office - Standards Bureau (SB)</li> </ul>
*Applicable only during system downtime in which the applicants may submit their application documents with the proof of payment to the official email address of DSWD Standards Bureau (SB).	
<b>C. For Renewal of Registration and Licensing</b>	
<b>C.1. Private SWA</b>	
1. Application Form (Annex I) (1 Scanned Copy)**	<ul style="list-style-type: none"> <li>DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
2. Copy of Certificate of Incorporation with the SEC (1 Scanned Copy)*	<ul style="list-style-type: none"> <li>Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)</li> </ul>
3. Updated Articles of Incorporation and by-laws wherein the applicant must be engaged mainly or generally in social welfare and development activities* (1 Scanned Copy)*	<ul style="list-style-type: none"> <li>Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)</li> </ul>
4. Certification of No Derogatory Information (CNDI) issued by the SEC,	<ul style="list-style-type: none"> <li>Securities Exchange Commission (SEC) - Company Registration and Monitoring</li> </ul>

<p>issued within six (6) months from the time of filing of the application (1 Scanned Copy)</p> <p>In case the CNDI is not yet available, the latest submission of General Information Sheet (GIS) to the SEC shall be accepted, provided that:</p> <ul style="list-style-type: none"> <li>• There is a proof that the GIS has been received by the SEC; and</li> <li>• The CNDI will still be submitted on the next monitoring visit of the DSWD to the SWDA.</li> </ul>	<p>Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</p> <ul style="list-style-type: none"> <li>• Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)</li> </ul>
<p>5. Barangay Certification as the proof of the existence of SWDA (1 Scanned Copy)</p>	<ul style="list-style-type: none"> <li>• From the Barangay that has jurisdiction over the SWDA's declared address</li> </ul>
<p>6. Manual of Operation containing the minimum prescribed content per DSWD template (Annex C)* (1 Scanned Copy)</p>	<ul style="list-style-type: none"> <li>• DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>• DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>• DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
<p>7. Work and Financial Plan for at least two (2) years duly signed by the Head of Agency using the DSWD template (Annex D) (1 Scanned Copy)</p>	<ul style="list-style-type: none"> <li>• DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>• DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>• DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
<p>8. Financial Report using the DSWD template (Annex E) that must be based on the agency's approved Audited Financial Statement and prepared and certified true and correct by either the accountant, treasurer, bookkeeper or finance officer and noted by the Head of the Agency. (1 Scanned Copy)</p> <p><i>Proceeds from the public solicitation conducted shall be included in the financial report, if applicant SWA was issued with a solicitation permit by the DSWD.</i></p>	<ul style="list-style-type: none"> <li>• DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>• DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>• DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
<p>9. For Residential-Based and Center-Based:</p>	



<ul style="list-style-type: none"> <li>Valid or updated Certificate of Occupancy (only for new buildings) or Annual Building Inspection Certificate (for old buildings) <i>(1 Scanned Copy)</i></li> <li>Water Potability Certificate valid for the past three (3) months or Valid Sanitary Permit <i>(1 Scanned Copy)</i></li> <li>Valid or updated FSIC <i>(1 Scanned Copy)</i></li> </ul> <p><u>For Community-Based</u></p> <ul style="list-style-type: none"> <li>Valid or updated FSIC <i>(1 Scanned Copy)</i></li> </ul> <p><i>Note: Permits that are named under a different establishment or entity due to rental or lease, shall be allowed as long as the indicated address in the submitted permits is the same with the applicant's declared address.</i></p>	<ul style="list-style-type: none"> <li>Engineering Department of the Local Government Unit (LGU) that has jurisdiction over the SWDA's declared address</li> <li>Health or Sanitary Department of the Local Government Unit (LGU) that has jurisdiction over the SWDA's declared address</li> <li>Bureau of Fire Protection (BFP) that has jurisdiction over the SWDA's declared address</li> <li>Bureau of Fire Protection (BFP) that has jurisdiction over the SWDA's declared address</li> </ul>
<p>10. Updated Caseload Inventory using DSWD template (Annex F) <i>(1 Scanned Copy)</i></p>	<ul style="list-style-type: none"> <li>DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
<p>11. Annual Accomplishment Report of the previous year using DSWD template (Annex G) <i>(1 Scanned Copy)</i></p>	<ul style="list-style-type: none"> <li>DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
<p>12. RLA Notarized Declaration Form Template (Annex N) <i>(1 Scanned Copy)</i></p>	<ul style="list-style-type: none"> <li>DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
<p>13. Proof of payment** <i>(1 scanned copy)</i></p>	<ul style="list-style-type: none"> <li>Account details of GCash, Paymaya, and Landbank provided by the DSWD Central Office - Standards Bureau (SB)</li> </ul>

*\*No need to submit if there have been no updates since the last submission. Documents shall be validated instead during assessment and/or monitoring visits.*

*\*\*Applicable only during system downtime in which the applicants may submit their application documents with the proof of payment to the official email address of DSWD Standards Bureau (SB).*

### **C.2. Auxiliary SWDA**

1. Application Form (Annex I) (1 Scanned Copy)**	<ul style="list-style-type: none"> <li>• DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>• DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>• DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
2. Copy of Certificate of Incorporation with the SEC (1 Scanned Copy)	<ul style="list-style-type: none"> <li>• Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)</li> </ul>
3. Updated Articles of Incorporation and by-laws wherein the applicant must be engaged mainly or generally in social welfare and development activities* (1 Scanned Copy)	<ul style="list-style-type: none"> <li>• Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)</li> </ul>
4. Barangay Certification or written agreement of partnership or corporation, as the proof of the existence of SWDA (1 Scanned Copy)	<ul style="list-style-type: none"> <li>• From the partner agency or corporation</li> </ul>
5. Manual of Operation containing the minimum prescribed content per DSWD template (Annex C)* (1 Scanned Copy)	<ul style="list-style-type: none"> <li>• DSWD Harmonized Electronic License and Permit System (HELPS): <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>• DSWD Official Website: <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>• DSWD Standards Bureau Microsite: <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>

6. Work and Financial Plan for at least two (2) years duly signed by the Head of Agency using the DSWD template (Annex D) <i>(1 Scanned Copy)</i>	<ul style="list-style-type: none"> <li>• DSWD Harmonized Electronic License and Permit System (HELPS):  <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>• DSWD Official Website:  <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>• DSWD Standards Bureau Microsite:  <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
7. Financial Report using the DSWD template (Annex E) that must be based on the agency's approved Audited Financial Statement and prepared and certified true and correct by either the accountant, treasurer, bookkeeper or finance officer and noted by the Head of the Agency. <i>(1 Scanned Copy)</i>  <i>Proceeds from the public solicitation conducted shall be included in the financial report, if applicant SWA was issued with a solicitation permit by the DSWD.</i>	<ul style="list-style-type: none"> <li>• DSWD Harmonized Electronic License and Permit System (HELPS):  <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>• DSWD Official Website:  <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>• DSWD Standards Bureau Microsite:  <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
8. Updated Caseload Inventory using DSWD template (Annex F) <i>(1 Scanned Copy)</i>	<ul style="list-style-type: none"> <li>• DSWD Harmonized Electronic License and Permit System (HELPS):  <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>• DSWD Official Website:  <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>• DSWD Standards Bureau Microsite:  <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
9. Annual Accomplishment Report of the previous year using DSWD template (Annex G) <i>(1 Scanned Copy)</i>	<ul style="list-style-type: none"> <li>• DSWD Harmonized Electronic License and Permit System (HELPS):  <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>• DSWD Official Website:  <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>• DSWD Standards Bureau Microsite:  <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
10. RLA Notarized Declaration Form Template (Annex N) <i>(1 Scanned Copy)</i>	<ul style="list-style-type: none"> <li>• DSWD Harmonized Electronic License and Permit System (HELPS):  <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a></li> <li>• DSWD Official Website:  <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a></li> <li>• DSWD Standards Bureau Microsite:  <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a></li> </ul>
11. Proof of payment** <i>(1 scanned copy)</i>	<ul style="list-style-type: none"> <li>• Account details of GCash, Paymaya, and Landbank provided by the DSWD Central Office - Standards Bureau (SB)</li> </ul>
<i>*No need to submit if there have been no updates since the last submission. Documents shall be validated instead during assessment and/or monitoring visits.</i>	

<b>**Applicable only during system downtime in which the applicants may submit their application documents with the proof of payment to the official email address of DSWD Standards Bureau (SB).</b>	
<b>D. Additional Requirements for applicants applying for Perpetual Validity of CRLTO and/or Financial Subsidy</b>	
1. Confirmation Report stating that the SWDA has received positive findings from all the monitoring visits conducted by the DSWD from the time it was issued with the CRLTO. <i>(1 scanned copy)</i>	<ul style="list-style-type: none"> <li>Monitoring Section of DSWD Central Office - Standards Bureau (SB)</li> </ul>
2. Scanned copy or photo of the award/recognition given to the SWDA within the validity period of the CRLTO. <i>(1 scanned copy)</i>	<ul style="list-style-type: none"> <li>DSWD Central Office - Standards Bureau (SB)</li> <li>Government Agencies</li> <li>Local Government Units</li> <li>Other entities</li> </ul>
3. Accomplished financial report reflecting a good financial management of 80/20 financial utilization using DSWD template (Annex E) covering the previous 2-year operations of the SWDA. <i>(1 scanned copy)</i>	<ul style="list-style-type: none"> <li>DSWD Harmonized Electronic License and Permit System (HELPS):  <a href="https://helps.dswd.gov.ph/">https://helps.dswd.gov.ph/</a> </li> <li>DSWD Official Website:  <a href="https://www.dswd.gov.ph/">https://www.dswd.gov.ph/</a> </li> <li>DSWD Standards Bureau Microsite:  <a href="https://standards.dswd.gov.ph/">https://standards.dswd.gov.ph/</a> </li> </ul>
4. Screenshot/photo of the SWDAs positive public rating as reflected in at least two (2) of their public pages via online platforms (e.g. official website or social media accounts). <i>(1 scanned copy)</i>	<ul style="list-style-type: none"> <li>Applicant SWDA</li> </ul>
5. Scanned copy of at least five (5) trainings attended by the SWDA's core staff training certificates issued within the three (3) year validity of its CRLTO. <i>(1 scanned copy)</i>	1. Applicant SWDA
6. Scanned copy of the documentation showing that the SWDA has at least one good practice in its agency, implemented within the validity period of its CRLTO. <i>(1 scanned copy)</i>	2. Applicant SWDA
7. At least one (1) scanned copy of the MOU/A with partners that supports the SWDA's programs and services, valid during the time of renewal. <i>(1 scanned copy)</i>	3. Applicant SWDA or partner agency

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. APPLICATION IS RECEIVED VIA DSWD HELPS</b>				
1. Accomplish the application form, upload the required documents, pay the processing fee through any of the DSWD-authorized online platforms and submit the application through the system.	1.1. Provide a pop-up notification for the list of requirements 1.2. Link the payment to online banking platforms and provide proof of payment 1.3. The system receives an application that will provide an auto-generated application control number.	₱2,000	20 minutes <sup>19</sup>	<i>DSWD HELPS</i>
2. Wait for the assessment result	2.1. The system transmits the application to the concerned assessor/ Technical Staff and Section Chief for appropriate action.	None	20 minutes	<i>System Administrator Office of the Bureau Director Standards Bureau</i>
	2.2. Review/assess the endorsed application. He/She then prepares an assessment report indicating findings and recommendations as to completeness, correctness, and compliance of payment and requirements. The assessed application shall	None	3 days	<i>Concerned Technical Staff Standards Bureau</i>

<sup>19</sup> Client step, not to be included in the agency processing time

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	be endorsed to the Section Chief for review and approval.			
	2.3. Receive notification of an assessment for review/approval.  If the application is non-compliant at the Section Head's level, it shall be disapproved and returned to the applicant. The areas for compliance will be sent via email and shall be complied within the prescribed compliance period*	None	8 hours	<i>Section Head</i> Standards Bureau
	2.4. The Division Chief receives notification of an application assessed for review/approval and reviews the endorsed application.	None	7 hours, 40 minutes	<i>Division Chief,</i> Standards Bureau
	2.5. The SB Bureau Director receives notification of an application assessed for review/approval.  If the application is non-compliant at the Bureau	None	8 hours	<i>Bureau Director</i> Standards Bureau

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Director's level, it shall be disapproved and returned to the applicant. The areas for compliance will be sent via email and shall be complied within the prescribed compliance period*			
3. Receive assessment result/certificate of registration and license to operate (CRLTO) and link of the Client Satisfaction Measurement Form (CSMF)	3.1. Receive the notification on the endorsed application, review and approve the same.  If the application is non-compliant at the Undersecretary's level, it shall be disapproved and returned to the applicant. The areas for compliance will be sent via email and shall be complied within the prescribed compliance period*	None	8 hours	<i>Undersecretary Supervising the Standards Bureau</i>
<b>TOTAL:</b>		<b>₱2,000</b>	<b>7 days</b>	<b>None</b>
<b>*Compliance period for non-compliant applicants:</b>  <b>For Newly- Established SWDAs:</b> The applicant will be given thirty (30) calendar days to comply with the unmet requirements and re-apply without needing to pay the ₱2,000.00 processing fee. Re-application beyond the said period shall require the payment of the processing fee.				



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>For Engaged SWDAs:</b> The applicant will be given thirty (30) calendar days to comply with the unmet requirements and re-apply without needing to pay the ₱2,000.00 processing fee. Re-application beyond the said period shall require the payment of the processing fee. During this period, the operations of the SWDA will be suspended and the SWDA will not be allowed to accept new beneficiaries.				
<i>Note: In case of the unavailability of the DSWD HELPS platform:</i> <ul style="list-style-type: none"> <li>An official announcement from the DSWD regarding the downtime shall be issued. During this period, applicants can still submit their duly accomplished application form and requirements to the SB's official email address. The application form and templates can be downloaded from the DSWD website or by requesting a copy from the SB/FO</li> <li>Applications received through email due to the unavailability of DSWD HELPS shall be reviewed and assessed manually following the prescribed process flow and processing time.</li> <li>A confirmation letter will be issued to the applicant as proof of the result of their application while waiting for the availability of HELPS. The electronic certificates for compliant applications will be issued immediately once the DSWD HELPS is available.</li> </ul>				
1. Accomplish the application form, upload the required documents, pay the processing fee through any of the DSWD-authorized online platforms and submit the application and proof of payment through the email of the Standards Bureau.	1.1. Provide a copy of the application form (and other templates as applicable) and list of requirements 1.2. Provide payment details	₱2,000	20 minutes <sup>20</sup>	N/A
2. Wait for the assessment result	2.1. Receive application documents, encode to the document tracking system, assign application control number, and endorse to the	None	5 minutes	Admin Staff Standards Bureau

<sup>20</sup> Client step, not to be included in the agency processing time



	concerned division.			
	2.2. The Division Chief reviews the application and assigns the application to the concerned section.	None	10 minutes	<i>Concerned Division Chief Standards Bureau</i>
	2.3. The Section Chief receives the application via email and assigns it to the assessor/ Technical Staff for appropriate action.	None	10 minutes	<i>Concerned Section Chief Standards Bureau</i>
	2.4. The assessor/ Technical Staff receives the endorsed application and reviews/ assesses the same. A confirmation letter shall be prepared indicating findings and recommendations as to completeness, correctness of requirements and payment, for endorsement to the Section Chief for approval.	None	3 days	<i>Concerned Technical Staff Standards Bureau</i>
	2.5. The Section Chief receives the confirmation letter indicating findings and recommendations as to completeness, correctness of requirements and	None	7 hours	<i>Concerned Section Chief Standards Bureau</i>

	payment for review/approval via email.			
	2.6. The Division Chief receives the confirmation letter indicating findings and recommendations as to completeness, correctness of requirements and payment for review/approval via email.	None	7 hours, 30 minutes	<i>Concerned Division Chief Standards Bureau</i>
3. Receive the signed confirmation letter and link of the Client Satisfaction Measurement Form (CSMF)	3.1. Receive the endorsed confirmation letter for review and approval.	None	8 hours	<i>Undersecretary Supervising the Standards Bureau</i>
	3.2. Sign the confirmation letter indicating whether the applicant has complied with the set criteria and requirements or has areas for compliance within the prescribed compliance period*			
	3.3. Forward the signed Confirmation Letter to the applicant via the SB email address together with the Client Satisfaction Measurement Form (CSMF)	None	55 minutes	<i>Concerned Outgoing Administrative Staff Standards Bureau</i>
<b>TOTAL:</b>		<b>₱2,000</b>	<b>7 days</b>	<b>None</b>

**\*Compliance period for non-compliant applicants:**

For Newly- Established SWDAs: The applicant will be given thirty (30) calendar days to comply with the unmet requirements and re-apply without needing to pay the ₱2,000.00 processing fee. Re-application beyond the said period shall require the payment of the processing fee.

For Engaged SWDAs - the applicant will be given thirty (30) calendar days to comply with the unmet requirements and re-apply without needing to pay the ₱2,000.00 processing fee. Re-application beyond the said period shall require the payment of the processing fee. During this period, the operations of the SWDA will be suspended and the SWDA will not be allowed to accept new beneficiaries.

## 12. Pre-Accreditation Assessment of Social Welfare and Development Programs and Services Licensed Private

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>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR) <i>(kahit saang tanggapan ng DSWD (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR</i></li> <li><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	<ul style="list-style-type: none"> <li><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>

<p>Field Office covering the Area of Operation (1 original copy)</p> <p>b. For Renewal, submit self-pre-assessment tool signed by the SWAs Head of Agency or authorized representative (1 original copy).</p>	<ul style="list-style-type: none"> <li> <b>Assessment Tools</b> <p><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></p> <p><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></p> <p><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-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</a></p> <p><i>For Senior Citizens Center</i>  <a href="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</a></p> <p><i>For Child Placement Services</i>  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-103_REV-00_ASSESSMENT-TOOL-FOR-ACCREDITATION-OF-CHILD-PLACEMENT-SERVICES.doc">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-103_REV-00_ASSESSMENT-TOOL-FOR-ACCREDITATION-OF-CHILD-PLACEMENT-SERVICES.doc</a></p> <p><i>For Special Drugs Education Center</i>  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-106_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-SPECIAL-DRUGS-EDUCATION-CENTER.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-106_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-SPECIAL-DRUGS-EDUCATION-CENTER.docx</a></p> <p><i>For STACs and Hospices, Physical and Rehabilitation Centers, Providing Free and/or</i></p> </li> </ul>
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	<p><i>Socialized Stimulation, Therapeutic and Physical Rehabilitation Services</i>  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-107_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-STIMULATION-AND-THERAPEUTIC-ACTIVITY-CENTERS.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-107_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-STIMULATION-AND-THERAPEUTIC-ACTIVITY-CENTERS.docx</a></p> <p><i>For Reception and Action Center (RAC), Drop-In and other Centers Providing Similar Programs and Services</i>  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-096_REV-00_ACCREDITATION-TOOL-FOR-RECEPTION-AND-ACTION-CENTERS.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-096_REV-00_ACCREDITATION-TOOL-FOR-RECEPTION-AND-ACTION-CENTERS.docx</a></p> <p><i>For NVRC, AVRC and other Centers Providing Similar Programs and Services</i>  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-095_REV-00_ACCREDITATION-ASSESSMENT-TOOL-FOR-NATIONAL-VOCATIONAL.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-095_REV-00_ACCREDITATION-ASSESSMENT-TOOL-FOR-NATIONAL-VOCATIONAL.docx</a></p>
<p>3. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others (1 original copy)</p> <p>4. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations (1 original copy of Profile)</p> <p><i>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.</i></p>	<ul style="list-style-type: none"> <li>• <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-049_REV-01_MANUAL-OF-OPERATION.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-049_REV-01_MANUAL-OF-OPERATION.docx</a></li> <li>• The Approved Form for the Profile of Employees and Volunteers is incorporated in the Revised Application Form for Accreditation  <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><i>For Applicant SWA's implementing Child Placement Services:</i></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>	
<b>B. Documents Establishing Corporate Existence and Regulatory Compliance</b>	
<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><i>(not applicable for Public SWDA)</i></p>	<ul style="list-style-type: none"> <li>● <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</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> <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>• <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>• <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>• <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>
<p>12. Audited Financial Report of the previous year (1 photocopy)</p>	<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>• <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>
<p>13. For applicants with past and current partnership with the DSWD that involved transfer of funds (1 photocopy of Certificate).</p>	<p>Certification from DSWD Office that the applicant is free from any financial liability/obligation</p>

14. Processing Fee - ₱1,000.00 (1 Photocopy of Receipt) • Not applicable to Public SWDA	Cashier Division, DSWD Central/Field Offices
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**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators on the Accreditation Tools based on DSWD Memorandum Circular No. 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	Regional Director DSWD Field Offices
2. Submit the application documents, get a stamped receiving copy of the documents submitted and reference number for follow up of the request.	2.1 Receive the documentary requirements, stamped the receiving copy and provide the applicant SWDA with an application reference number for easy tracking.	None	25 minutes	Regional Director DSWD Field Offices
3. Await the result of the documents review and notice of pre-accreditation assessment.	3.1 Conduct desk review of the documentary requirements:  3.2 Desk Review:  If complete, prepares acknowledgment letter indicating the schedule of the pre-assessment;  If Incomplete, prepare an acknowledgment	None  None	6 days  7 hours 30 minutes	Regional Director DSWD Field Offices



	t letter indicating the checklist of documents to be submitted			
<p>4. Receive the acknowledgment letter from the DSWD Field Office:</p> <p><i>Note: If the acknowledgement letter indicates that the submitted documents are complete and compliant, confirm the schedule of the pre-accreditation assessment to the DSWD Field Office.</i></p> <p><i>If the acknowledgement letter indicates that the submitted documents submitted are incomplete and non-compliant, comply and submit the lacking requirements.</i></p>	<p>4.1 Prepare necessary documents: pre-assessment tool, powerpoint presentation, special order, etc.</p>	None	Not Applicable (Depends on the SWDA)	Regional Director DSWD Field Offices
<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</p> <p>5.1.1 Interview with the staff 5.1.2 Review of documents 5.1.3 Ocular Inspection</p>	None	2 days	Regional Director DSWD Field Offices

	5.1.4 Action Planning/ Exit Conference			
6. Wait for the result of the assessment.	6.1 Prepare Confirmation Report	None	4 days	<i>Regional Director</i> DSWD Field Offices
	6.2 Review and approval of the confirmation report	None	4 days	<i>Regional Director</i> DSWD Field Offices
	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>Regional Director</i> DSWD Field Offices
	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>Regional Director</i> DSWD Field Offices
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>Regional Director</i> DSWD Field Offices
<b>TOTAL</b> <b>Social Work Agency:</b>		<b>None</b>	<b>20 working days</b>	

Senior Citizen Center:	None	19 working days	
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*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.*

# **SUSTAINABLE LIVELIHOOD PROGRAM (SLP)**

## **EXTERNAL SERVICES**

## 1. Grievance Management Process

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

Office or Division:	Sustainable Livelihood Program – Grievance Management Unit (GMU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All DSWD FOs, DSWD OBSUs, or other Agencies/Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Copy of Filled-up SLP Grievance Form – for walk-in clients;		SLP Helpdesk 3rd Floor, Mahusay Building		
2. One (1) Copy of complaint letter received from OBSUs, NGAs, NGOs, concerned citizen, social media and others; and				
3. One (1) Photocopy each of supporting documents ➤ Clients Testimony ➤ Witness Testimony (if necessary) ➤ Barangay/Police Report (if necessary)				
ACTIVITIES TO BE UNDERTAKEN BY THE SLP-NPMO/RPMO:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The clients shall ratify or concur on the Data Privacy Consent's content.	1. Explain to and request the client to sign or place his/her thumb mark on the Data Privacy Act (DPA) of 2012	None	3 Minutes	Grievance Management Officer (GMO)/ Technical Officer (TO) of the day Sustainable Livelihood Program
2. Fill-up the walk-in logbook	2. Instruct the client to register in the Walk-in Clients Log Book.	None	2 minutes	GMO/ TO Sustainable Livelihood Program
	2.1. Conduct the initial interview on the complaint.	None	10 minutes	

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

	the client/s as necessary.			
	5.4. Encode the details in the SLP GMS and EDTMS	None	6 minutes	GMO/ TO Sustainable Livelihood Program
	5.5. Refer/ Endorse the Grievance for verification to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs and other institutions.	None	8 hours	
	5.6. Monitor and follow-up feedback/ updates to concerned FOs	None	3 days (simple) 7 days (complex) 10 days (highly technical)	
	5.7. Classify the Complaint / Grievance.	None	3 Minutes	GMUH Grievance Management Unit
<b>FOR GRIEVANCES AT THE SLP- REGIONAL LEVEL:</b>				
	5.8. Processing of Grievance  <b>For Non-Cognizable Grievance</b> (Simple Transactions) - Does not require verification  The GRMO shall provide technical assistance, explain and orient on program implementation.	None	7 days	Fact Finding Team  (For Non-cognizable Grievance)
	<b>For Cognizable Grievance</b> (Highly	None	10 days	SLP Regional Grievance

	<p>Technical Transactions)</p> <p>The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance.</p> <p>For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall collaborate to include the deployment of Fact-Finding Team.</p> <p>Gather data and other essential information in order to determine the reasons/ factors that trigger the filing of grievance.</p>			<p>Management Committee</p> <p>(For Cognizable Grievance)</p>
	<p>5.9. The Fact-finding team shall conduct field visits for assessment/ validation, investigation and other duties and responsibilities under GMP.</p>	None	3 days	<p>SLP Regional Grievance Management Committee</p>
	<p>5.10. Include in the feedback other essential information,</p>	None	3 days	<p>Fact Finding Team</p>



	reasons or factors that trigger the filing of grievance.			
	5.11. Provide recommendation and decision for endorsement to concerned OBSUs towards the resolution of the grievance.	None	1 day	
	5.12. Provide feedback to the complainant on the action taken.	None	1 day	
	5.13. The SLP RGMC shall endorse unresolved grievances to the DSWD FO Regional Grievance Committee for resolution.	None	1 day (FO RGC)	
	5.14. The SLP RGMC shall endorse gathered information/ documentation to Management (FO RGMC/ AG-AC/RD)  5.14.1. Endorse the gathered documentation for submission to the Office of the Secretary  5.14.2. Process the gathered SLP RGMC information or	None	1 day	RGMO  SLP RGMS/ AG-AG

	<p>documentation based on the existing guidelines.</p> <p>LGU Employees - Endorse to the Local Government Unit – Local Chief Executives</p> <p>5.14.3. Endorse SLP RGMC information/ documentation in the form of Grievance Management Report to the Regional Director for action.</p> <p>5.14.4. Endorse SLP RGMC information/ documentation in the form of Grievance Management Report for submission to the Regional Director following the RA No. 6713 and to the DSWD Regional Grievance Committee.</p>			
	5.15. Issuance of Resolution based on the decision by the authority.	None	2 days	RGMO

	<p>If Resolution was issued by the:</p> <p><b>PC</b> – Appeal processed by the SLP RGMC</p> <p><b>SLP RGMC or SLP RPMO</b> – The appeal shall be processed by the SLP NPMO GMC</p> <p><b>SLP NPMO GMC</b> – Appeal process by Office of the Secretary or OBSUs concerned.</p>			
	<p>5.16. Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/ parties.</p> <p>5.16.1 Encode in the SLP Grievance Tracker.</p>	None	1 day	RGMO
<b>FOR GRIEVANCES AT THE SLP- PROVINCIAL LEVEL:</b>				
	<p>5.8 Processing of Grievance.</p> <p><b>For Non-Cognizable Grievance</b> (Simple Transactions)</p>	None	7 working days	<p>Fact Finding Team</p> <p>(For Non-Cognizable Grievance)</p>

	<p>The Non-Cognizable (invalid) grievance does not require verification</p> <p>The GRMO shall provide Technical Assistance, simple explanation, and orientation on program implementation.</p>			
	<p><b>For Cognizable Grievance</b> (Highly Technical Transactions)</p> <p>The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance.</p> <p><b>For grievances that need further assessment,</b> the SLP Regional Grievance Management Committee (RMGC) shall be activated to include the deployment of Fact-Finding Team.</p> <p>5.8.1 Gathering of data and other essential information in order to determine the reasons/factors that trigger the</p>	None	10 days	SLP Regional Grievance Management Committee (For Cognizable Grievance)

	filing of grievances.			
	<p>5.9. Assess grievances and sort based on the validity or gravity.</p> <p>5.19.1 Ensure the accomplished forms, prepare letters of acknowledgment.</p> <p>For Non – cognizable Grievance (invalid) - Does not require verification</p> <p>5.9.2 Encode in the Database.</p>	None	1 day	PGMO
	<p>5.10. Non-Cognizable Grievance (Simple Transactions)</p> <p>5.10.1 The PGMO shall provide technical assistance, explain and orient on program implementation</p>	None	1 day	PGMO
	5.10.2 Endorse all major grievances to RPMO.	None	1 day	PGMO
	5.11 Gather data and other essential information to determine the	None	4 days	PGMO

	reasons or factors that trigger the filing of grievance.			
	5.12. Endorse data gathered and other essential information to the RPMO.	None	1 day	PGMO
	5.13. Provide feedback to the complainant on the actions taken.	None	1 day	PGMO
	5.14. Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed by the involved persons/ parties.  5.14.1 Encode in the SLP Grievance Tracker.	None	1 day	PGMO
<b>FOR GRIEVANCES AT THE SLP- MUNICIPAL LEVEL:</b>				
	5.8. Assess grievances (e.g. involvement of PDO) and sort based on the validity or gravity.  5.8.1 Secure the accomplished forms, prepare letter of	None	2 hours	PGMO

	acknowledgement.  5.8.2 Encode to the Database.			
	5.9 Non-Cognizable Grievance (Simple Transactions)  The FPDO shall provide technical assistance, explain, and orient on program implementation.	None	3 days	PGMO
	5.10 Endorse all major grievances to the RPMO	None	1 day	PGMO
	5.11 Gather data and other essential information to determine the reasons or factors that trigger the filing of grievance.  5.11.1. The PGO shall check the involvement of the PDO.	None	1 day	PGMO
	5.12. Provide feedback to the complainant on the action taken.	None	1 day	PGMO

	5.13 Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed by the involved persons/ parties.  5.14.1. Encode in the SLP Grievance Tracker.	None	1 day	PGMO
Activities to be undertaken by the SLP-NPMO/RPMO	None	For Simple - 4 Days and 1 Hour For Complex - 8 Days and 1 Hour For Highly Technical - 11 Days and 1 Hour		
For Grievances at the SLP- Regional Level	None	30 Days		
For Grievances at the SLP- Provincial Level	None	27 Days		
For Grievances at the SLP- Municipal Level	None	7 days and 2 Hours		
*The processing of grievances is based on the Guidance Note on the Grievance Management Process of the Sustainable Livelihood Program.				



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

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

Office or Division:	Sustainable Livelihood Program - National Program Management Office – Referral Management Section Sustainable Livelihood Program - Regional Program Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	All Qualified Walk-in Program Participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Photocopy of any valid identification of the client/person applying for Livelihood Assistance Grants		Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others		
ACTIVITIES TO BE UNDERTAKEN BY THE SLP-NPMO/RPMO:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the application for livelihood assistance from SLP-NPMO, OBSUs, NGAs, NGOs, CSOs, LGU, and other institutions through email.	1. The PDO/RMO shall acknowledge the receipt of individual referral applications for livelihood assistance through email.	None	10 minutes	Project Development Officer (PDO) National Program Management Office (NPMO)
	1.1. The PDO/RMO shall check and review the completeness			Referral Management Officer (RMO) Regional Program Management Office (RPMO)
				PDO, NPMO or RMO, RPMO

	of the client's information and validate lacking information, if any.			
2. Wait for the call/email/text or personal visit of the PDO from the SLP-RPMO.	<p>2. <b>For the SLP-NPMO:</b></p> <p>2.1. The PDO shall prepare the endorsement memorandum to be signed by the National Program Manager to the DSWD-FO through the SLP-RPMO with complete attachments.</p> <p>2.2 The PDO shall prepare a letter/ memorandum to be signed by the National Program Manager informing the referring party that the referral has been endorsed to the DSWD-FO through the SLP-RPMO.</p> <p>2.3 <b>For the SLP-RPMO:</b></p> <p>2.3.1. Once received by the SLP-RPMO,</p>	None	6 hours	Project Development Officer (PDO) or National Program Manager NPMO

	<p>the RMO shall acknowledge receipt of individual referral applications for livelihood assistance from <b>SLP-NPMO</b> through email. The RMO shall review the completeness of the client's information as necessary and coordinate with the referring party.</p> <p>2.3.2 The RMO shall undertake name-matching to the endorsed list of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP.</p> <p>For those not found in the List of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP, the RMO shall conduct name-matching with the Listahanan 3 Database.</p> <p><b>For those tagged as non-poor in</b></p>			
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	<p><b>the Listahanan -</b> The RMO shall prepare a letter for endorsement of the client to stakeholders for review of the RPC and for approval by the Regional Director (RD).</p> <p><b>For those found in the endorsed list of 4Ps targets of SLP and tagged “No Match” in the Listahanan 3 Database -</b> The RMO shall prepare a memorandum addressed to the Provincial Coordinator (PC) to refer the clients that are found in the endorsed list of 4Ps targets of SLP and those tagged as “no-match” for the conduct of SLP Means Test for onward submission to Regional Program Coordinator (RPC).</p>			
	<p>2.4. The RMO shall encode the details of the client in the SLP Information System (SLPIS)</p>	None	30 minutes	RMO RPMO

	2.5. The RMO shall email, text, or call the referring party and clients to inform them that the application was endorsed to the concerned SLP Provincial Office for the conduct of succeeding steps.	None	10 minutes	RMO RPMO
<b>ACTIVITIES TO BE UNDERTAKEN BY THE SLP-RPMO/PROVINCIAL OFFICE</b>				
3. Wait for the call/email/text or personal visit of the IPDO from the SLP-Provincial Office.	3. The PC shall acknowledge receipt of the memorandum from the RPC through email.	None	10 minutes	PC - RPMO
	3.1. The PC shall review the completeness of the client's information.  3.1.1 The PC shall coordinate with the Implementing Project Development Officer (IPDO) to conduct succeeding steps for the referred applicant	None	2 hours	PC - RPMO
	3.2. The IPDO shall email, text, or call applicant/s to inform them	None	15 minutes	IPDO - RPMO

	that the application was received by the concerned SLP Provincial Office and there shall be an assessment to be conducted.			
4. Undergo the SLP Means Test	<p>4. <b>If the referred client is tagged as no-match in the Listahanan 3 Database:</b></p> <p>4.1. The IPDO shall administer the SLP Means Test to determine the client's qualification to the program. The SLP Means Test shall be approved by the Provincial Coordinator. The PC shall provide feedback to the RPC on the result of SLP Means Test.</p> <p><b>If qualified in the SLP Means Test -</b> proceed to client step 5.</p> <p><b>If not qualified in the SLP Means Test -</b> After the</p>	None	6 hours	IPDO/PC - RPMO

	approval of the PC of the SLP Means Test, the IPDO shall inform the client on the result. The PC shall inform the RMO for the latter to prepare letter for endorsement of the client to stakeholders to be reviewed by the RPC and to be approved by the RD			
5. Accomplish the SLP Data Privacy Consent Form	<p>5. <b>If the referred client is found in the endorsed list of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP, tagged as Poor in the Listahanan and tagged as “no-match” in the Listahanan but qualified in the SLP Means Test:</b></p> <p>5.1. The IPDO shall explain the data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent</p>	None	10 minutes	IPDO – RPMO

	Form before proceeding with the SLP processes for referrals.			
	5.2. The IPDO shall assist in the administration of the Data Privacy Consent Form. Once the client concurs, he/she shall sign or place his/her thumb mark in the consent form			
6. Participate in the SLP Orientation	6. The IPDO shall conduct a brief orientation to the client on the general description of SLP, Program Tracks, Program Modalities, and Program Eligibility Requirements.	None	30 minutes	IPDO - RPMO
7. Accomplish the Letter of Intent or SLP Waiver Form.	7. The client shall accomplish the <b>Letter of Intent (LOI)</b> signifying the interest to pursue engagement with SLP as program participants while for clients who decided not to proceed with	None	15 minutes	IPDO - RPMO



	the succeeding activity must sign the SLP <b>Waiver Form.</b>			
8. Accomplish the SLP Profile Form	8. The IPDO shall assist the client in accomplishing the SLP Profile Form.	None	20 minutes	IPDO - RPMO
9. Accomplish the Livelihood Skills Assessment Form (LSAF)	<p>9. The IPDO shall assist the administration of the Livelihood Skills Assessment Form (LSAF).</p> <p>For those who passed the LSAF and decided to continue, proceed to client step 10.</p> <p>The clients who decided not to proceed to the succeeding activity must sign the SLP <b>Waiver form</b></p>	None	6 hours	IPDO - RPMO
10. Participate in the Micro-Enterprise Development Training 1 (MEDT1) and Basic Employment Skills Training (BEST1)	<p>10. Conduct of MEDT1 or BEST1</p> <p><b>For the clients qualified for MD Track</b> - The IPDO shall conduct MEDT 1 for all MD Track.</p> <p><b>For the clients qualified for EF track</b> - The IPDO shall conduct</p>	None	4 hours	IPDO / Capacity Building Project Development Officer (CPDO)

	BEST 1 for all EF Track.			
	<p><b>For the participants who decided not to proceed</b> - The clients must sign the SLP Waiver form.</p> <p><b>Note:</b> In case that the IPDO may not be able to act as the Subject Matter Expert (SME), the CPDO may act as the SME, if the CPDO will not be available, the CPDO must coordinate with the PC for the identification of SME from the pool of business development partners.</p>			
	10.1. The IPDO shall update the client's information in the SLP Information System (SLPIS).	None	30 minutes	IPDO - RPMO
11. Prepare and sign the Modality Application Form (MAF)	11. The IPDO shall guide/assist the client in the preparation of the MAF.	None	2 hours	IPDO RPMO
	12. The IPDO shall prepare the attachments to the Mungkahing Proyekto (MP) or Project Proposal such	None	6 hours	IPDO RPMO

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

	<b>12.3. Project Proposal Approval</b>  The RD shall approve the MP prior to processing.	None	2 days	RD - RPMO
	<b>12.4. Project Proposal Processing</b>  After the approval of the RD, the project proposal shall undergo review by the Finance Management Division (FMD) of the FO to ensure compliance to accounting and auditing procedures. Then, prepare the Obligation Request.			
	<b>12.5. Process the Disbursement Voucher.</b>	None	2 days	Finance Management Division (FMD)
	<b>12.6. Preparation for Grant Releasing</b>  12.6.1. The IPDO shall monitor the issuance of the approved check for disbursement.  12.6.2. The IPDO shall notify the	None	1 day	IPDO - RPMO

	program participant/s for the release of the check through text, email, call, visit, etc.			
	<b>12.7. Grant Releasing</b>  12.7.1. The IPDO to coordinate with the client for the schedule of grant releasing  12.7.2. The IPDO to conduct Financial Literacy Training before the grant releasing  12.7.3. The client shall receive the grant in the form of cash through cash payout or via check through disbursement vouchers.	None	1 day	IPDO – RPMO (For Step 12.7.1)  Special Disbursement Officer (SDO) / RMO / IPDO / RPC / PC – RPMO (For Step 12.7.3)
13. Fill out the Client Satisfaction Measurement Form (CSMF)	13. Administer the CSMF with assistance from the IPDO.	None	5 minutes	IPDO - RPMO
	13.1 The IPDO shall update the client's information to the SLP IS.	None	30 minutes	IPDO - RPMO
<b>Activities to be undertaken by SLP - NPMO/SLP - RPMO</b>		<b>None</b>	<b>7 hours</b>	

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

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

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

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

	data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent Form.			
	<p>1.2. Request client to fill-out attendance sheet.</p> <p><b>For the walk-in clients from the SLP NPMO</b> - the PDO shall request the client to fill-out the attendance sheet.</p> <p><b>For the walk-in clients from the SLP RPMO</b> - the RMO shall request the client to fill-out the attendance sheet.</p>	None	30 minutes	PDO NPMO
2. Participate in the SLP Orientation	<p>2.1. The PDO/RMO shall conduct a brief orientation to the client on the general description of SLP</p> <p>2.1.1 Facilitate the administration of the Walk-in Client Information Sheet (WCIS) to gather basic information of the clients.</p>	None	1 hour	PDO NPMO  RMO RPMO
3. Claim the SLP Reference Slip	3.1 The PDO/RMO shall issue the SLP Reference Slip and inform the	None	10 minutes	PDO NPMO  RMO RPMO

	client of the next steps.			
4. Fill-out the Client Satisfaction Measurement Form (CSMF)	4.1. Administer the CSMF with assistance from the PDO/RMO.	None	5 minutes	PDO NPMO  or  RMO RPMO
	<p>4.2. <b>For the SLP-NPMO:</b>  4.2.1. The PDO shall prepare the endorsed memorandum to be signed by the National Program Manager to the DSWD-FO through the SLP-RPMO with complete attachments.</p> <p><b>For the SLP-RPMO:</b>  4.2.2. Once received by the SLP-RPMO, the RMO shall acknowledge receipt of individual referral applications for livelihood assistance from <b>SLP-NPMO</b> through email. The RMO shall check and review the completeness of the client's information as necessary and coordinate with the referring party.</p>	None	6 hours	<p>PDO / SLP NPM – NPMO  (For Step 4.2.1)</p> <p>RMO, PC, RPC, and RD - RPMO  (For Step 4.2.2)</p>



	<p>4.2.3. The RMO shall undertake name-matching to the endorsed list of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP.</p> <p><b>For those not found in the List of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP</b> - The RMO shall conduct name-matching with the Listahanan 3 Database.</p> <p><b>For those tagged as non-poor in the Listahanan</b> - The RMO shall prepare a letter for endorsement of the client to stakeholders for review of the RPC and for approval by the Regional Director (RD).</p> <p><b>For those found in the endorsed list of 4Ps Targets of SLP and tagged as "No Match" in the Listahanan 3 Database</b> - The RMO shall prepare a</p>			RMO, PC, RPC, and RD - RMO
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	memorandum addressed to the Provincial Coordinator (PC) to refer the			
	4.3. The RMO shall encode the details of the client in the SLP Information System (SLPIS)	None	30 minutes	RMO RPMO
	4.4. The RMO shall email, text, or call the clients to inform them that the application was endorsed to the concerned SLP Provincial Office for the conduct of succeeding steps.	None	10 minutes	RMO RPMO
<b>ACTIVITIES TO BE UNDERTAKEN BY THE SLP-RPMO/PROVINCIAL OFFICE</b>				
5. Wait for the call/email/text or personal visit of the IPDO from the SLP Provincial Office.	5.1. The PC shall acknowledge receipt of the memorandum from the RPC through email and review the completeness of the client's information.	None	2 hours	Program Coordinator RPMO
	5.1.1 The PC shall coordinate with the Implementing Project Development Officer (IPDO) to assess the referred client.			—
	5.2. The IPDO shall email, text, or call clients to	None	15 minutes	PC / IPDO - RPMO  Implementing Project

	inform them that the application was received by the concerned SLP Provincial Office and there shall be an assessment to be conducted.			Development Officer RPMO
6. Undergo the SLP Means Test	<p>6.1 Actions to be undertaken by the IPDO after receipt of the referred walk-in client:</p> <p><b>If no-match in the Listahanan 3 Database</b> - The IPDO shall conduct the SLP Means Test to determine the client's qualification to the program. The SLP Means Test shall be approved by the Provincial Coordinator. The PC shall provide feedback to the RPC on the result of SLP Means Test.</p> <p><b>If qualified in the SLP Means Test</b> - proceed to client step 7.</p> <p><b>If not qualified in the SLP Means Test</b> - After the approval of the PC of the SLP Means Test, the IPDO shall inform the client on the</p>	None	6 hours	RMO, IPDO, PC, RPC, and RD - RPMO

	result. The PC shall inform the RMO for the latter to prepare a letter for endorsement of the client to stakeholders to be reviewed by the RPC and to be approved by the Regional Director (RD).			
7. Accomplish the SLP Data Privacy Consent Form	The IPDO shall explain the data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent Form before proceeding with the SLP processes for referrals.	None	10 minutes	Implementing Project Development Officer RPMO
	7.2 The IPDO shall assist in the administration of the Data Privacy Consent Form. Once the client concurs, he/she shall sign or place his/her thumb mark in the consent form.	None	15 minutes	Implementing Project Development Officer RPMO
8. Participate in the SLP Orientation	8.1 The IPDO shall conduct a brief orientation to the client on the general description of SLP, Program Tracks, Program Modalities, and Program Eligibility Requirements.	None	30 minutes	Implementing Project Development Officer RPMO

9. Accomplish the Letter of Intent or SLP Waiver Form	9.1 The client shall accomplish the Letter of Intent (LOI) signifying the interest to pursue engagement with SLP as program participants, while clients who decided not to proceed with the succeeding activity must sign the SLP Waiver Form.	None	15 minutes	Implementing Project Development Officer RPMO
10. Accomplish the SLP Profile Form	10.1 The IPDO shall assist or guide the client in accomplishing the SLP Profile Form.	None	20 minutes	Implementing Project Development Officer RPMO
11. Accomplish the Livelihood Skills Assessment Form (LSAF)	11.1. The IPDO shall administer the Livelihood Skills Assessment Form (LSAF).  For the clients who passed the LSAF and decided to continue, proceed to client <b>step 8</b> . The clients who decided not to proceed to the succeeding activity must sign the SLP <b>Waiver form</b> .	None	6 hours	Implementing Project Development Officer RPMO
12. Participate in the Micro-Enterprise Development Training 1 (MEDT1) and Basic Employment	12.1. Conduct of MEDT 1 or BEST1.  <b>For clients who are qualified for MD Track - The</b>	None	4 hours	IPDO / Capacity Building Project Development Officer (CPDO) - RPMO

Skills Training (BEST1)	<p>IPDO shall conduct the MEDT 1 for all MD Track.</p> <p><b>For clients who are qualified for EF track</b> - The IPDO shall conduct the BEST 1 for all EF Track.</p> <p><b>For the clients who decided not to proceed</b> - The clients must sign an <b>SLP Waiver form</b></p> <p><b>Note:</b> In case that the IPDO may not be able to act as the Subject Matter Expert (SME), the CPDO may act as the SME, if the CPDO will not be available, the CPDO must coordinate with the PC for the identification of SME from the pool of business development partners.</p>			
	12.2. The IPDO shall update the client's information in the SLP IS.	None	30 minutes	Implementing Project Development Officer RPMO
13. Prepare and sign the Modality Application Form (MAF)	13.1 The IPDO shall guide/assist the client in the preparation of the MAF.	None	2 hours	Implementing Project Development Officer RPMO

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

	the MP as to completeness of attachment and compliance to program standards. After which, it shall be forwarded to RD for approval.			
	<p>14.4. The RD shall approve the MP prior to processing.</p> <p>14.4.1 After the approval of the RD, the project proposal shall undergo review by the Finance Management Division (FMD) of the FO to ensure compliance to accounting and auditing procedures. Then, prepare the Obligation Request.</p>	None	2 day	Regional Director RPMO
	14.5. Process the Disbursement Voucher	None	2 day	Finance Management Division (FMD)
	<p><b>14.6. Preparation for Grant Releasing</b></p> <p>14.6.1. Monitor the issuance of the approved check for disbursement.</p>	None	2 day	Implementing Project Development Officer RPMO



	14.6.2. Notify the program participants for the release of the check through text, email, call, visit, etc.			
	<p><b>14.7. Grant Releasing</b></p> <p>14.7.1. The IPDO to coordinate with the client for the schedule of grant releasing.</p> <p>14.7.2. The IPDO shall conduct Financial Literacy Training.</p> <p>14.7.3. The clients shall receive the grant in the form of cash through cash payout or via check through disbursement vouchers.</p>			<p>IPDO – RPMO (For Step 14.7.1.)</p> <p>Special Disbursement Officer (SDO) / RMO / IPDO / RPC / PC – RPMO (For Step 14.7.3.)</p>
15.Fill out the Client Satisfaction Measurement Form (CSMF)	15. 1 The client shall fill-out the CSMF with assistance from the IPDO.	None	5 minutes	Implementing Project Development Officer RPMO
	15. 2 The IPDO shall update the client's information to the SLP IS.	None	30 minutes	Implementing Project Development Officer RPMO
<b>Activities to be undertaken by SLP - NPMO/SLP – RPMO</b>		<b>None</b>	<b>1 day, 1 hour and 15 minutes</b>	

<b>Activities to be undertaken by SLP – RPMO</b>	<b>None</b>	<b>11 days 2 hours and 5 minutes</b>
<b>TOTAL:</b>	<b>None</b>	<b>12 days and 4 hours</b>

## **CENTRAL OFFICE**

## **INTERNAL SERVICES**

# **ADMINISTRATIVE SERVICE (AS)**

## **INTERNAL SERVICE**

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

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

<b>Office or Division:</b>	DSWD Central Office Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)	
	DSWD Field Office – Property and Supply Section (PSS)	
<b>Classification:</b>	Complex Transaction	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Employees who are:	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP).		1. From PSAMD Office through PREMIS
2. One (1) original copy of duly notarized Affidavit of Loss		2. To be prepared by the client without any prescribed format
3. One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person.		3. To be prepared by the client without any prescribed format
4. One (1) original copy of Police Report		4. To be prepared by the client without any prescribed format
5. One (1) original copy Comments of the Head Cluster/Regional Director		5. To be prepared by the client without any prescribed format
6. One (1) original copy of Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency.		6. To be prepared by the client without any prescribed format
7. One (1) original copy of Inspection Report of Damaged Property.		7. To be prepared by the client without any prescribed format
8. One (1) photocopy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)		8. From Property Office

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

	HOBS to require submission of the identified lacking documentary requirement/s.  <ul style="list-style-type: none"> <li>The Memorandum shall be signed by the Administrative Service Director/ Administrative Division Chief</li> <li><b>If complete,</b> proceed to the next step</li> </ul>			
	1.2. Prepare recommendation/ comments addressed to COA, copy furnished the Accountable Officer and HOBS concerned, to be signed by the Undersecretary for GASSG/Regional Director  1.2.1. The Administrative Service Director and Head/ Administrative Division Chief and Head of	None	5 Days          5 days (May be extended depending on the number of transactions being handled and the availability of documents and information to	Division Chief <i>Property Supply and Asset Management Division</i>          Director <i>Administrative Service Director</i>  <i>or</i>  Division Chief <i>Administrative Division</i>

	Property Office shall affix his/her initial on the draft Recommendation/ Comment;  1.2.2. The draft Recommendation/ Comment shall be properly endorsed by the aforementioned officials, with sufficient information as to the compliance of the Request to all the documentary requirements  1.2.3. Property personnel shall submit the original copy to COA and photocopy to the Accountable Officer and HOBS/HODS concerned.		support the issuance of recommendation.)	Head Property Office
<b>TOTAL:</b>		<b>None</b>	<b>5 Days, 2 Hours, 5 Minutes</b>	

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



1. Forward copy of COA decision on the request for relief from property accountability	1. Property personnel will receive copy of COA decision on the accountable officer's Request for Relief from Property Accountability	None	5 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division
	1.2. The property personnel shall review the Decision of COA to determine the appropriate assistance to be provided to the accountable officer, as follows:  1.2.1. <b>If Relief is Granted -</b> Prepare Memorandum to Finance Office endorsing the COA decision and request the dropping of the lost property from the Books of Accounts for signature of Administrative Service Director/ Concerned Division Chief in Field Office, copy furnished the Accountable	None	3 Days  (May be extended depending on the number of transactions being handled)	<i>Division Chief</i> Property Supply and Asset Management Division

	<p>Officer through the HOBS /HODS</p> <p>(Update records/PREMIS)</p> <p>1.2.2. <b>If Relief is Denied</b> – Property personnel will prepare memorandum informing the Accountable Officer of the “Money Value” to be settled and processes for replacement or payment, as the case maybe, in accordance with the existing guidelines.</p> <p>1.2.3. <b>Replacement Pagpapalit</b> – Accountable Officer to submit to Property Office through a memorandum the details of the proposed item/s with same or higher specifications as</p>			
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	replacement to the lost property  <b>1.2.4. Payment</b> –Accountable Officer to settle/pay the “money value” of the lost property based on the existing COA accounting rules and guidelines			
2. For Replacement: Present replacement unit for the lost property.	2. Inspect/Validate the offered replacement item/s  <ul style="list-style-type: none"> <li>• <b>If Non-Compliant</b>, Inform the Accountable Officer of the reason/s for non-compliance and require to meet the needed requirements</li> <li>• <b>If Compliant</b>, Proceed to next step</li> </ul>	None	4 Hours  (May be extended depending on the number of transactions being handled.)	<i>Division Chief</i> Property Supply and Asset Management Division
	2.1. Once the replacement unit is compliant with the approved recommendation, the Property Personnel shall:	None	4 Hours  (May be extended depending on the number of transactions being handled.)	<i>Division Chief</i> Property Supply and Asset Management Division

	<p>a. Accept replacement unit upon concurrence of COA Representative and Prepare necessary documentation /update record in PREMIS</p> <p>b. Prepare Memorandum to Finance and Management Service (FMS)/Finance and Management Division (FMD) and COA on the acceptance of offered replacement items for reference and recording in the Books of Accounts</p>			
<p>3. For Reimbursement: Request for Assistance for securing the Order of Payment from Accounting Division/Accounting Section and pay the money value of the lost property in accordance with</p>	<p>3. The accountable officer, through the assistance of property personnel, shall secure from the Accounting Division/Section an Order of Payment and pay to the Cash Division/Section the Money Value of the lost</p>	None	2 Hours	<p><i>Division Chief</i> Property Supply and Asset Management Division</p>

the approved recommendation  <i>(Upon receipt of the Official Receipt (OR), forward original copy to property office for facilitation of cancellation of property accountability in the the property records)</i>	property in accordance with the approved recommendation.			
3. Fill-out CSMF	3. Upon completion of the process, the Property Personnel shall administer CSMF (either online or paper-based) from the client/accountable officer through the prescribed customer feedback form	None	5 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division
<b>TOTAL:</b>		<b>None</b>	<b>For Replacement - 3 Days, 8 Hours, 10 Minutes</b>  <b>For Reimbursement -3 Days, 2 Hours, 10 Minutes</b>	

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

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

<b>Office or Division:</b>	DSWD Central Office Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
	DSWD Field Office – Property and Supply Section (PSS)

<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) copy of duly accomplished Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP), with proof of submission to COA  2. One (1) original copy of Memorandum requesting reimbursement/replacement of item lost endorsed by Undersecretary concern to Undersecretary for GASSG		1. From PSAMD Office through PREMIS  2. To be prepared by the Client without any prescribed format		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. End User shall request to the Undersecretary for GASSG / Regional Director re replacement or reimbursement of lost, damaged or destroyed properties.	1. The Undersecretary for GASSG (USGASSG) or RD shall forward the request to the Property, Supply and Asset Management Division (PSAMD) / Property and Supply Section (PSS).  1.1. PSAMD/PSS shall assign to action officer the request for review  1.2. Review the request and determine the completeness of data and attachments  • <b>If not complete –</b>	None	20 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division  <i>Head</i> <i>Property Office</i>

	<p>Prepare a Memorandum to the Accountable Officer thru the HOBS/HODS concerned to require submission of the identified lacking requirement/s</p> <p><i>(The Memorandum shall be signed by the Administrative Service Director/Administrative Division Chief)</i></p> <ul style="list-style-type: none"> <li>• <b>If Complete</b> – Proceed to the next step</li> </ul>			
	<p>1.3. The Property Personnel shall prepare a recommendation addressed to the Undersecretary for GASSG/Regional Director for the replacement or payment of the lost property to be coursed through the Accounting Office for concurrence as to the computation of the Money Value</p>	None	<p>5 Days (May be extended depending on the number of transactions being handled and the availability of signatories of approving officials)</p>	<p><i>Division Chief</i> Property Supply and Asset Management Division</p>

	<p>1.4. The property personnel shall receive of the decision (approval/disapproval) from the Undersecretary for GASSG/Regional Director on the request, the Property personnel shall assess the same and advise the accountable officer through the HOBS/HODS for the next steps to be undertaken:</p> <ul style="list-style-type: none"> <li>• <b>If the request is disapproved,</b> prepare a Memorandum informing the Accountable Officer of the disapproval of the request and/or require compliance with the lacking requirements, within 7 working days upon receipt of the Memorandum.</li> </ul>	None	2 Days (May be extended depending on the number of transactions being handled)	<i>Division Chief</i> Property Supply and Asset Management Division
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	<p>1.4.1. Upon receipt of the lacking requirements or compliance with the instructions of the Undersecretary for GASSG/Regional Director, repeat the 3<sup>rd</sup> step of this Citizen's Charter</p> <ul style="list-style-type: none"> <li>• <b>If the request is approved,</b> prepare Memorandum to Accountable Officer through his head informing the approval of the request for reimbursement/replacement of the lost property and the steps to be undertaken for the execution of the decision (e.g. submission of the replacement unit and TA Report, if applicable) or payment of the money value to the Cash Division/Section within 15</li> </ul>			
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	calendar days from receipt of the decision  <i>(Proceed to next          step)</i>			
2. Present replacement unit/Settle the money value of the lost property	2. Inspect/Validate the offered replacement item/s  <ul style="list-style-type: none"> <li>• <b>If Non-Compliant</b>, Inform the Accountable Officer of the reason/s for non-compliance and to meet the needed requirements.</li> <li>• <b>If Compliant</b>, proceed to the next step.</li> </ul> 2.1. replacement unit is compliant with the approved recommendation, the Property Personnel shall: <ul style="list-style-type: none"> <li>a. Accept replacement unit</li> <li>b. Prepare necessary documentation /update record in PREMIS</li> </ul>	None	8 Hours (May be extended depending on the number of transactions being handled)	<i>Division Chief</i> Property Supply and Asset Management Division

	c. Prepare Memorandum to Finance and Management Service (FMS)/ Finance and Management Division (FMD) and copy furnish Accountable Officer on the acceptance of the offered replacement items for reference and recording in the Books of Account			
	2.2. Reimbursement - The accountable officer, through the assistance of property personnel shall secure from the Accounting Division/Section the order of payment and pay to the Cash Division/Section the money value of the lost property in accordance with the approved recommendation	None	2 Hours	<i>Division Chief</i> Property Supply and Asset Management Division
3. Fill-out CSMF	3. Upon completion of the process, the Property personnel shall	None	5 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division

	administer the CSMF (either online or paper-based) from the client/accountable officer through the prescribed customer feedback form			
<b>TOTAL:</b>		<b>None</b>	For Replacement - <b>7 Days, 12 Hours, 25 Minutes</b>  For Reimbursement - <b>7 Days, 7 Hours, 25 Minutes</b>	

### 3. Issuance of Sticker Pass

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

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

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

	<p>accountable person under regular / contractual / coterminous / casual employee expiration date shall be at the end of every semester and for COS workers, expiration date shall be the end of every quarter. For personal property expiration date shall be similar to the DSWD property with regular accountable person</p> <p>1.2.1. Ensure that the client has provided their satisfaction feedback in PREMIS which will automatically generate the name of service provider once request was approved.</p>			
	<p>1.3. Generate and print sticker pass and forward to Head of Property Office together with the Sticker Pass request for approval of the request and for</p>	None	30 Minutes	<p><i>Division Chief</i> Property Supply and Asset Management Division</p>

	signature of the generated Sticker Pass			
	1.4. Approve Sticker Pass Request and sign printed Sticker Pass	None	15 Minutes	Head <i>Property Office</i>
	1.5. Attach signed sticker pass to the submitted sticker pass request and file in the data file folder according to numerical sequence	None	15 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division
2. Claim Sticker Pass	2. Validate presented property vis-à-vis the details of property indicated in the request for issuance of sticker pass and in the printed sticker pass.	None	30 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division
	<ul style="list-style-type: none"> <li>• <b>If incorrect details</b>, inform the requester and request for the right item.</li> <li>• <b>If correct details</b>, Attach sticker pass in the most visible and secure area of the property and present, the submitted sticker pass request for signature or</li> </ul>	None	30 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division

	requester as received sticker			
	2.1. Update PREMIS and marked sticker pass as claimed	None	30 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division
	<b>TOTAL:</b>	<b>None</b>	<b>4 Hours, 5 Minutes</b>	

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

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

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



equipment/supply shall be assigned.			and volume of items)	
2. Process the signing of FETS of the recipient office or accountable person for the re-issuance of item or equipment	2. Inform requesting Office on the availability/non-availability of items  2.1. Request approval of FETS for confirmation of transfer  2.2. AS Property Officer shall inform the OBS non-availability of equipment	None	120 Minutes (Processing of request may take longer hours depending on technicality of details, availability and volume of items)	<i>Division Chief</i> Property Supply and Asset Management Division
3. Recording of re-Issuance through PREMIS	3. Update PREMIS and generate PAR/ICS and barcode	None	90 Minutes (Updating of PREMIS and generation of PAR/ICS and barcode may take longer hours depending on technicality of details, availability and volume of items)	<i>Division Chief</i> Property Supply and Asset Management Division
	3.1. Transfer accountability through updating of database and issuance of PAR or ICS	None	45 Minutes (Processing and approval of request may take longer hours depending on	<i>Division Chief</i> Property Supply and Asset Management Division

			technicality of details and volume of items)	
	3.2. Attach generated barcode sticker on the requested item	None	15 Minutes (Barcode placement may take longer hours depending on the volume of items)	<i>Division Chief</i> Property Supply and Asset Management Division
	3.3. Physical issuance of item or equipment and filing of PAR or ICS	None	60 Minutes (Issuance of item/s may take longer hours depending on volume of items and response of the end-user or requesting office)	<i>Division Chief</i> Property Supply and Asset Management Division
	3.4. Provide customer feedback form to the requesting party for the the service provided	None	5 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division
<b>TOTAL:</b>		<b>None</b>	<b>6 Hours, 35 Minutes</b>  (Total time for continuous and non-continuous transactions and may take longer time depending on volume, technicality, documents, and available resources)	

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

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

<b>Office or Division:</b>	DSWD Central Office Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
	DSWD Field Office – Property and Supply Section (PSS)			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Three (3) copies of duly accomplished RIS of concerned Offices		1. RIS template issued to respective Offices with prescribed format;		
2. One (1) Photocopy of approved PPMP of requesting Office		2. Designated Supply/Property Officer of respective Office, Bureaus, Services, Units;		
3. One (1) Photocopy of approved Technical Assistance Request, if required		3. Focal person of concerned technical support office such as AS-BGMD/GSS, ICTMS/RICTMU, SMS, among others, depending on the nature of technical assistance request without any prescribed format		
4. One (1) Photocopy of project proposal, if required		4. Focal person of proponent Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly approved Requisition Issue Slip (RIS) to Procurement Management Division (PMD)/Procurement Management Section (PMS) including required attachment such as Project Procurement	1. The Property Officer shall receive and validate the accuracy and completeness of all attached documents.  1.1. Upon receipt of RIS from PMD/PMS the Property Officer shall	None	20 Minutes (per submitted RIS)	<i>Division Chief</i> Property Supply and Asset Management Division

Management Plan (PPMP) and Technical Assistance Request (TAR)	<p>review and verify the completeness of information and attachments as follows:</p> <ul style="list-style-type: none"> <li>a. Photocopy of approved PPMP</li> <li>b. Inventory of Supplies on-hand duly noted by the requesting Office's Head;</li> <li>c. Technical Report from concerned Offices, if necessary;</li> <li>d. Pre-repair inspection, if necessary</li> </ul> <p>1.2. Property/Supply Staff shall return the RIS should the following be encountered:</p> <ul style="list-style-type: none"> <li>a. Incomplete documents</li> <li>b. Issuance will result in surplus of</li> </ul>			
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	inventory of the requesting office.  c. Item requested is not the intended item for replacement  d. The specification of the item requested is not the same as provided in the Technical Report.			
	1.3. Property Officer shall check completeness of document  <ul style="list-style-type: none"> <li>● <b>If no</b>, request for the lacking document(s);</li> <li>● <b>If yes</b>, assign the RIS number, encode the RIS details in the monitoring tool, check the items if included in the Approved PPMP and proceed to the next step.</li> </ul>	None	30 Minutes (per submitted RIS)	Division Chief Property Supply and Asset Management Division
	1.4. Supply Officer shall check	None	80 Minutes	Division Chief

	availability of Supplies  1.4.1. Assess the availability of the requested supplies. Fill-out the RIS Form. Put “√” for available items and/or “X” for items that are not available.  <ul style="list-style-type: none"> <li>• <b>If not available,</b> prepare a Memorandum for the end-user returning the RIS with instruction to prepare Purchase Request (PR) to procure those marked as unavailable items.</li> <li>• <b>If available,</b> request the approval of the Division/Section Chief in the RIS for the issuance of the item/s.</li> </ul> 1.4.2. Indicate the quantity issued in the “issued-qua		(per submitted RIS and actual availability verification)	Property Supply and Asset Management Division
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	ntity” column and any remarks in the “issued-remarks” column.			
	<p>1.5. Prepare the items to be issued by observing the First In First Out (FIFO)/ First Expired First Out (FEFO) method. Issue and sign the “Issued by” portion.</p> <p>1.5.1. Goods to be issued must be recorded in the Stock and Bin Card and existing database.</p> <p>1.5.2. The property staff shall issue the available requested items to the end user.</p> <p>1.5.3. The End-User shall validate the quantity and</p>	None	<p>4 Hours (Average working hours per RIS, however, transactions time may differ due to volume or quantity of items, distance of origination and destination, response time of the end user or requesting office)</p>	<p><i>Division Chief</i> Property Supply and Asset Management Division</p>

	<p>specification of received items. If accurate/in order, sign the "received by" portion of RIS.</p> <p>1.5.4. The property/ supply staff shall retain the original copy of the duly signed RIS for preparation of Report of Supplies and Materials Issued (RSMI), while the 2nd copy shall be given to the end-user.</p>			
	1.6. The property staff shall provide CSMF to the client for the service provided.	None	5 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division
	1.7. After completion of the issuance of expendable/consumable supplies, the concerned property personnel	None	60 Minutes (Average time per RIS, depending on volume of transactions and simplicity or complexity of information)	<i>Division Chief</i> Property Supply and Asset Management Division



	shall prepare monthly RSMI to be submitted to the Accounting Division/Section			
	<b>TOTAL:</b>	<b>None</b>	<b>7 Hours, 25 Minutes</b>  (Average working hours and not a continuing process per step and applicable to 1-10 types of items for less than 50 total quantity of items)	

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

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

<b>Office or Division:</b>	DSWD Central Office Administrative Service – Property Supply and Asset Management Division (AS-PSAMD) DSWD Field Office – Property and Supply Section (PSS)
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees
<b>CHECKLIST OF REQUIREMENTS</b>	
1. 1 Copy of Purchase Order (PO) 2. 1 Copy of Contract (if applicable) 3. 1 Copy of Sales Invoice / Delivery Receipt (SI/DR)	<b>WHERE TO SECURE</b> 1. Procurement Management Service -Contract Monitoring Division

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

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

	<i>electronically, a property number shall be automatically generated by the system for property identification.)</i>			
	1.7. The Property Personnel shall print the property label/barcode to be placed in the most visible and secured part of the property and print the PAR/ICS and Undertaking (if with secondary end-user) for Approval of the Head of Property Office	None	10 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division
	1.8. The property officer shall prepare Memorandum to endorse the approved PAR/ICS and Undertaking (if with secondary end user) forms with attached routing slip and CSMF to the identified end user	None	15 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division
	1.9. Issuance of Semi expendable	None	1 Day	<i>Division Chief</i> Property Supply and Asset

	property, the property personnel shall prepare the Report of Semi-Expendable Property Issued (RSPI) to report the issued property and forward to Accounting Division/Section/ Unit			Management Division
	1.10 Scan barcode PAR/ICS to update the following information of the property in PREMIS: <ul style="list-style-type: none"> <li>• Date the PAR/ICS was returned with signature of the End-User</li> <li>• Date of approval of PAR/ICS</li> </ul>	None	10 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division
	1.11. The copy of PAR/ICS and undertaking (if with secondary accountable person) shall be filed for reference	None	5 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 1 Hour, 5 Minutes</b>	

## 7. Request for Air Transport Service

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

Office or Division:	Administrative Service (AS) – General Services Division (GSD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of the duly approved Air Transport Order (ATO)		AS-GSD/GSS or DSWD Resource Site		
2. One (1) copy of the Approved Air Transport Reservation Request Form				
3. One (1) photocopy of Authority to Travel		Requesting Office		
4. Justification (if applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Booking process:  1. Submit one (1) copy of the approved Air Transport Order (ATO) to GSD/GSS together with the approved ATRR and Travel Authority.	1. Receive the ATO with the attached documents and endorse it to the GSD/GSS System Administrator.	None	2 minutes	Division Chief General Services Division
	1.2. Review as to completeness of details and required documents.	None	10 minutes	Division Chief General Services Division
	1.3. If found in order, the System Administrator affixes his/her signature to verify the ATO.	None	5 minutes	Division Chief General Services Division

	1.3.1. If not, return the ATO to the concerned OBS to comply with the required details/documents.			
	<p>1.4. Provide the ATRO with access to the corporate account through the service provider's 24/7 online portal system.</p> <p>1.4.1. Return the verified ATO to the concerned OBS to proceed with the booking process through the online portal system.</p>	None	5 minutes	<p><i>Division Chief</i> General Services Division</p>



<p>2. Book the requested flight based on the details provided in the ATO.</p>	<p>2. Monitor the flight booking/reservation through the online portal system.</p> <p>2.1. Provide the passenger/s with the Electronic Ticket Transaction Receipt (e-ticket).</p> <p>2.2. Inform the passenger/s of the airline policies relating to their service availment.</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Division Chief</i> General Services Division</p>
<p><b>If with flight changes:</b></p> <p>3. The passenger or their representative shall inform the Air Transport Reservation Officer (ATRO) at least four (4) hours before the flight regarding the flight rebooking or cancellation and request for system access to facilitate the rebooking of the flight.</p>	<p>3. Provide system access to the corporate account through the service provider's 24/7 online portal system.</p> <p>3.1. The ATRO shall inform the General Services Division/General Services Section (GSD/GSS) System Administrator about the rebooking/cancellation and request for system</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Division Chief</i> General Services Division</p>

	<p>access to facilitate the rebooking through the online portal system.</p> <p>3.2. To cancel the booked flight, the ATRO shall contact the service provider's hotline number to request the cancellation.</p>			
<p>4. Monitor the flight rebooking through the online portal system and coordinate with the ATRO through email/hangouts for flight cancellation.</p>	<p>4. The ATRO shall facilitate the rebooking through the portal system or contact the hotline number for cancellation of the flight.</p> <p>4.1. The ATRO shall issue the rebooked flight ticket to the requesting passenger.</p> <p><i>(For the refund of airfare of the canceled flight, the ATRO shall contact the service provider through email to request the issuance of the refund record required for the payment process.)</i></p>	None	1 Hour	<p><i>Division Chief</i> General Services Division</p>

5. Secure a copy of the justification for the rebooked/cancelled flights and other required documents.	5. The ATRO shall update the GSD/GSS System Administrator regarding the flight changes/cancellations made including the charges incurred.	None	10 minutes	<i>Division Chief</i> General Services Division
6. Accomplish the Client Satisfaction Measurement Form (CSMF)	6. Secure the accomplished CSMF.	None	5 minutes	<i>Division Chief</i> General Services Division
<b>TOTAL:</b>		<b>None</b>	<b>2 hours and 37 Minutes</b>	

## 8. Request for Dormitory Accommodation

DSWD provides temporary accommodation in the Central Office through its dormitories for all DSWD Officials and Employees from the Central Office and Field Offices.

<b>Office or Division:</b>	Administrative Service (AS) – General Services Division (GSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All DSWD Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Submit one (1) copy of the duly accomplished Request for Dormitory Accommodation Form		AS-GSD or DSWD Resource Site		
<b>UPON CHECK-IN</b>		AS-GSD		
<b>PRIOR CHECK-OUT</b>		FMS – Accounting Division FMS – Cash Division AS-GSD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit one (1) copy of the accomplished Request for Dormitory Accommodation Form through email at <a href="mailto:gsd@dswd.gov.ph">gsd@dswd.gov.ph</a> or Hard copy endorsed to GSD.	1. Receive and assign a control number to the submitted request form and/or send an acknowledgment email to the Requesting Party.	None	3 minutes	<i>Division Chief</i> General Services Division
	1.1. Confirm the availability/ non-availability of the Dormitory to the Requesting Party and provide recommendation for approval/ disapproval to the Chief of General Services Division.	None	10 minutes	<i>Division Chief</i> General Services Division
	1.2. Affix his/her signature and endorse the request to the Director IV of Administrative Service for approval/ disapproval.	None	5 minutes	<i>Chief/ Officer-in-Charge</i> General Services Division
	1.3. Sign the request form and return the approved/ disapproved request to the GSD	None	5 minutes	<i>Director</i> Administrative Service

2. Secure a billet form to the AS-GSD	2. Provision of Service  2.1. Issue a billet form signed by the Dormitory Manager and Chief/OIC of GSD	None	3 minutes	<i>Division Chief</i> General Services Division
3. Present the Billet Form and request an Order of Payment to the FMS – Accounting Division	3. Issue an Order of Payment and attach the Billet Form presented	None	15 minutes	<i>Division Chief</i> General Services Division
4. Pay the required fees at the Financial Management Service – Cash Division  <i>*Make sure to secure Official Receipt that will be issued upon payment</i>	4. Accept the payment based on the Order of Payment  4.1. Issue the Official Receipt (OR)	300.00 – DSWD Official/ Employees  500.00 – Non-DSWD Government Personnel	15 minutes	<i>Division Chief</i> General Services Division
5. Return to the AS-GSD for the processing and release of Clearance or Certification	5. Secure the copy of the OR and issue a clearance/ certificate to the Client	None	15 minutes	<i>Division Chief</i> General Services Division
6. Accomplish the Client Satisfaction Measurement Form (CSMF) through online or pen and paper.	6. Secure the accomplished CSMF	None	2 minutes	<i>Division Chief</i> General Services Division
	<b>TOTAL:</b>	<b>None</b>	<b>1 Hour and 13 Minutes</b>	

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

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

<b>Office or Division:</b>	Administrative Service (AS) – General Services Division (GSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All DSWD Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Submit one (1) copy of the duly accomplished Request for Use of Conference Room Form		AS-GSD or DSWD Resource Site		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. Request For Use Of Dswd Conference Rooms Through Manual Form</b>				
1. Submit one (1) copy of the accomplished Request Conference Room Form through email at <a href="mailto:gsd@dswd.gov.ph">gsd@dswd.gov.ph</a> or Hard copy endorsed to GSD.	1. Receive and assign a control number to the submitted request form and/or send an acknowledgment email to the Requesting Party.	None	3 minutes	Chief / Officer-in-charge General Services Division
	1.1. Confirm the availability/non-availability of the Conference Room to the Requesting Party and provide recommended approval/disapproval to the Chief of General Services Division.	None	10 minutes	Chief / Officer-in-charge General Services Division
	1.2. Affix his/her signature and	None	5 minutes	Chief / Officer-in-charge

	endorse the request to the Director IV of Administrative Service for approval/ disapproval.			General Services Division
	1.3. Sign the request form and return the approved/ disapproved request to the GSD	None	5 minutes	Director Administrative Service
	1.4. Transmit the approved or disapproved request to the Client through email	None	5 minutes	<i>Dormitory Manager I or II,</i> General Services Division
2. Wait for the email if the request is approved or disapproved.  • <b>If approved,</b> acknowledge and/or confirm receipt of email  • <b>If disapproved,</b> request a certification of non-availability of conference room	2. Inform the client of the request through email.  • <b>If disapproved,</b> issue a certificate of non-availability of conference room.	None	5 minutes	<i>Chief / Officer-in-charge</i> General Services Division
3. Before the actual event, check the arrangement set up	3. Before the actual event, check that all event requirements are arranged as requested.	None	10 minutes	Dormitory Manager I or II General Services Division

	3.1. Provision of Service			
4. Accomplish the Client Satisfaction Measurement Form (CSMF) through online or pen and paper.	4. Secure the accomplished CSMF	None	2 minutes	Chief / Officer-in-charge General Services Division

#### B. Request for Use of DSWD Conference Rooms Through General Services E-Ticketing System (GSETS)

1. Submit a request for the Use of DSWD Conference Room through the GSETS three (3) days prior the activity	1. Receive the request submitted through the GSETS	None	3 minutes	Chief / Officer-in-charge General Services Division
	1.1. Confirm the availability/non-availability of the Conference Room to the Requester through GSETS	None	5 minutes	Chief / Officer-in-charge General Services Division
	1.2. Transmit the approved or disapproved request to the Client through email	None	5 minutes	Chief / Officer-in-charge General Services Division
2. Wait for the email if the request is approved or disapproved.  • If approved, acknowledge and/or confirm	2. Inform the client of the request through email.  • If disapproved, issue a	None	5 minutes	Chief / Officer-in-charge General Services Division



receipt of email  • <b>If disapproved,</b> request a certification of non-availability of conference room	certificate of non-availability of conference room.			
3. Before the actual event, check the arrangement set up	3. Before the actual event, check that all event requirements are arranged as requested  3.1. Provision of Service	None	10 minutes	<i>Chief / Officer-in-charge</i> General Services Division
4. Accomplish the Client Satisfaction Measurement Form (CSMF) through online or pen and paper.	4. Secure the accomplished CSMF	None	2 minutes	<i>Chief / Officer-in-charge</i> General Services Division
	<b>TOTAL:</b>	<b>None</b>	For request through manual forms - <b>45 minutes</b>	
	<b>TOTAL:</b>	<b>None</b>	For request through GSETS - <b>30 minutes</b>	

## 10. Request for Use and Monitoring of Vehicle

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

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

<b>Office or Division:</b>	AS – GSD - Transport Management Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G Government-to-Government			
<b>Who may avail:</b>	All DSWD personnel regardless of nature of employment or rank			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished one (1) copy of Request for Use of Service Vehicle Form (AS-TMS-01) to be received by the AS-GSD. <ul style="list-style-type: none"> <li>a. Original Copy for GSD</li> <li>b. receiving copy for the OBS concerned (photocopy)</li> </ul> 2. General Services Electronic Ticketing System (GSETS)		AS-GSD General Services Electronic- Ticketing System (GSETS) DSWD Resource Site		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the filled-out Request Form (AS-TMS-01) together with the receiving copy to the AS-GSD and/or request thru General Services Electronic Ticketing System (GSETS).  <i>Note: Submission of request must be at least 2 days prior to the actual travel.</i>	1. Receives and stamps "Received" in the receiving copy.  1.1. Review/validate the received request if properly accomplished; special directives or emergency requests may be received through the accomplishment of the Vehicle Request Form.	None	2 minutes          3 minutes	<i>Division Chief</i> General Services Division
2. Coordinates / follows up with the GSD/GSS regarding their request.  <i>Note: If the vehicle is not available, please proceed to Step 3.</i>	2. Request shall be forwarded within the same day to the technical staff or personnel in charge for evaluation of the request.	None	3 minutes	<i>Division Chief</i> General Services Division

<i>Otherwise, proceed to Step 4.</i>	2.1. Review the current schedule of availability of vehicle;  <i>Note: If the vehicle is not available, proceed to Step 3. Otherwise, proceed to Step 4</i>		3 minutes	
	2.2. If the vehicle is not available, inform the end-user thru phone call or email. The technical staff or personnel in charge prepares certification of non-availability of vehicle		10 minutes	
3. Receives the Certification of non-availability of vehicle.  <i>(End of transaction if vehicle is not available)</i>	3. The GSD Chief / GSS Head reviews and signs the certification  3.1. Issue the certification to support the reimbursement claims for use of public transport of the end-user	None	2 minutes  2 minutes	<i>Division Chief</i> General Services Division
4. Receives the confirmation of travel details from the	4. If vehicle is available, the technical staff or personnel in charge	None	2 minutes	<i>Division Chief</i> General Services Division

GSD/GSS personnel.	identifies the appropriate vehicle to accommodate the request through number of passengers and destination;  4.1. The technical staff or personnel in charge prepares Trip ticket for trips within Metro Manila;		15 minutes	
	4.2. The technical staff or personnel in charge prepares Travel Order and Trip ticket in case of out of town trip;	None	15 minutes	<i>GSD/GSS technical staff or personnel in charge</i>
	4.3. The GSD Chief / GSS Head reviews and signs the Trip Ticket and the Travel Order shall be signed by the Central Office Administrative Service Director /	None	2 minutes	<i>Division Chief General Services Division</i>  <i>or</i>  <i>Director Administrative Service</i>  <i>or</i>  <i>Division Chief Administrative Division</i>

	FO Administrati ve Division Chief			
	4.4. Upon approval of the Trip Ticket and/or Travel Order, the technical staff or personnel in charge shall immediately coordinate with requesting party/end-user for the confirmation of the travel details thru phone call and issue to the driver the Trip Ticket and/or Travel Order.		10 minutes	<i>Division Chief</i> General Services Division
5. Use of DSWD vehicle	5. At the scheduled date of the trip, the driver shall wait at the designated area identified by the requesting party/end-user.	None	As needed	<i>Division Chief</i> General Services Division
6. End of travel and/or back to work station	6. The driver must travel back to the workstation or park the vehicle at the	None	20 minutes	<i>Division Chief</i> General Services Division

<p><i>Note: Passenger to fill-out "Client Satisfaction Measurement Form" (CSMF) thru online or drop the CSMF thru the drop boxes available in the GSD/GSS.</i></p>	<p>designated DSWD garage.</p> <p>6.1. The driver and Security Guard shall briefly assess the condition of the vehicle and check if there are major damage/s</p> <p>6.2. The Security Guard shall record the vehicle's condition on the Guard's Report / Security Guard Logbook.</p> <p><i>Note: The driver shall surrender the vehicle keys to the Security Guard. All vehicles must be stationed at the DSWD Central Office/Field Office, or at any DSWD Satellite Office/facility at the end of each official trip.</i></p> <p>6.3. All relevant documents such as Trip Ticket,</p>			
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	Fuel Consumption and Monitoring Form, Receipts of Toll Fees, and Travel Order shall be filed accordingly.			
	<b>TOTAL:</b>	<b>None</b>	<b>1 Hour and 55 Minutes</b>	

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

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

<b>Office/Division:</b>	DSWD Central Office Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)		
	DSWD Field Office – Property and Supply Section (PSS)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees		
<table border="1"> <tr> <td><b>CHECKLIST OF REQUIREMENTS</b></td><td><b>WHERE TO SECURE</b></td></tr> </table>		<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		

<div>1. Two (2) Original Copy and 1 photo copy of duly Accomplished Furniture and Equipment Transfer Slip (FETS)</div> <div>2. For unserviceable property:<div><div>• 1 photocopy of Technical Assistance Report</div><div>• Inspection Report</div></div></div> <div>3. Actual Property for turnover</div>		<div>1. To be prepared by the Offices' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format;</div> <div>2. For unserviceable property:<div>From concerned DSWD OBSUs (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSD/GSS; Maintenance Equipment – BGMD/GSS)</div><div>General Accounting Manual Volume II Appendix 62 with prescribed format</div></div> <div>3. To be made available by the accountable person</div>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<div>1. End- User will apply for clearance for property accountability</div>	<div>1. The Property Personnel will verify and evaluate the following:<div><div>• Duly Accomplished and signed FETS;</div><div>• RRPS (if applicable)</div><div>• Pre-Inspection report or TA(if required\</div><div>• Surrendered Property Item/s</div></div></div> <div>1.1. Any discrepancy will be discussed with the DPSC or end-user for rectification of</div>	<div>None</div>	<div>90 Minutes (Depending on the distance of origin and destination office and volume of items to be surrendered)</div>	<div>Division Chief Property Supply and Asset Management Division</div>



	<p>documents or replacement of surrendered items.</p> <p>1.2. Identify when rectification of documents applies.</p> <p>1.3. Identify when replacement of surrendered items.</p> <p>1.4. The Property Personnel shall prepare recommendation either rectification or replacement</p>			
2. Property Accountability Cancellation	<p>2. The Property Personnel/ Warehouse Officer shall receive the surrendered property item/s including the submitted FETS, RRSP (if applicable) and other pertinent documents then shall sign the "Received By" portion in the FETS.</p> <p><i>(The property staff shall provide the customer</i></p>	None	55 Minutes (Processing may take longer hours depending on technicality and volume of items)	Division Chief Property Supply and Asset Management Division

	<p><i>feedback for manually requested FETS to the requesting party for the service provided.)</i></p> <p>2.1. Property Personnel Shall Generate and print two (2) copies PAR or ICS through PREMIS; and,</p> <p>2.2. Generate and print the barcode sticker, then attach to each surrendered property item/s</p>			
3. Updating of Records	<p>3. The property staff shall sign the generated PAR/ICS under the "Received by" portion</p> <p>3.1. Forward to the Property Division/Section Chief for signature on the "Approved by" portion.</p> <p>3.2. The property personnel shall scan and provide a</p>	None	55 Minutes (Signing may take longer hours depending on volume of items)	Division Chief Property Supply and Asset Management Division

	copy of approved PAR/ICS to the DPSC/End User as reference and confirmation of cancellation of property accountability of the end user.  3.3. Property Personnel shall forward the signed PAR/ICS to the concerned personnel for filing and uploading.			
<b>TOTAL:</b>		<b>None</b>	<b>4 Hours, 45 Minutes</b>  <i>(Total time for continuous and non-continuous transactions and may take longer time depending on volume, technicality, documents and available resources)</i>	

## 12. Transfer of Property Accountability

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

<b>Office/Division:</b>	DSWD Central Office Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
	DSWD Field Office – Property and Supply Section (PSS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) original copy of the duly accomplished Furniture and Equipment Transfer Slip (FETS)		To be prepared by the client Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS;		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished request for Furniture and Equipment Transfer Slip (FETS)	1. To facilitate the transfer of property from one end user to another, the requester shall accomplish and submit the FETS for transfer to Property Office from 8:00 AM to 5:00 PM, Mondays to Fridays except holidays	None	10 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division
	1.2. The property personnel shall review the accomplished FETS form if the needed signatures are complete	None	15 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division
	1.3. Check completeness of documents.  • <b>If incomplete</b> , FETS shall be returned to the	None	30 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division

	requester for completion.  • <b>If complete,</b> proceed to the next step			
	1.4. Check the received FETS Request and process the approval of the request through the Property Records and Equipment Monitoring Inventory System (PREMIS) FETS request module	None	30 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division
	1.5. The property personnel shall generate and print the Property Transfer Report (PTR)/Inventory Transfer Report (ITR), Undertaking (if there is a secondary accountable person) into two (2) copies and barcode sticker through PREMIS Report Module, the applicable forms shall depend on the acquisition	None	30 Minutes	<i>Division Chief</i> Property Supply and Asset Management Division

	<p>cost of the property (see procedure under the Recording, Documentation and Issuance of PPE and Semi-expendable properties.</p> <p><i>Generate and print barcode sticker with number of copies as follows:</i></p> <table><tr><td>Computer Desktop</td><td>4</td></tr><tr><td>Split Type Air condition unit</td><td>2</td></tr><tr><td>Partition</td><td>Depends on the number of partition per property number</td></tr><tr><td>Blinds</td><td>Depends on the number of blinds per property number</td></tr><tr><td>Other property</td><td>1</td></tr></table> <p>Generated PTR/ITR with/without undertaking and barcode stickers shall be forwarded to the requesting office for signature.</p>	Computer Desktop	4	Split Type Air condition unit	2	Partition	Depends on the number of partition per property number	Blinds	Depends on the number of blinds per property number	Other property	1			
Computer Desktop	4													
Split Type Air condition unit	2													
Partition	Depends on the number of partition per property number													
Blinds	Depends on the number of blinds per property number													
Other property	1													
2. The old barcode stickers shall be replaced with the new barcode sticker before the transfer of item/s including accessories to the new end	2. Provide one copy of PTR/ITR and undertaking (if with secondary accountable person) to the end user for their reference	None	4 Hours, 15 Minutes	Division Chief Property Supply and Asset Management Division										

<p>user. The Property personnel/Designated Property and Supply Custodian (DPSC)/Designated Property Officer (DPO)/Designated Property Custodian (DPC) shall ensure that the barcode sticker is attached to the most visible and secured area of the property.</p> <p><i>(The end user shall return the signed PTR/ITR, undertaking (if with secondary accountable person) to the property office)</i></p>				
	<p>2.1. Scan barcoded PTR/ITR and update the following information of the property in PREMIS and file for reference:</p> <p>a. Date the PTR/ITR and undertaking (if with secondary accountable person) was returned with</p>	None	15 Minutes	<p><i>Division Chief Property Supply and Asset Management Division</i></p>

	signature of the end user			
	b. Date of approval of PTR/ITR			
<b>TOTAL:</b>		<b>None</b>	<b>6 Hours, 20 Minutes</b>	



## **DSWD ACADEMY (DA)**

### **INTERNAL SERVICES**

## 1. Endorsement of Continuing Professional Development Application and Completion Report

The application for accreditation of Continuing Professional Development (CPD) Program by the DSWD Central Office and Field Offices is endorsed to the Professional Regulation Commission (PRC) for the approval of credit units. The CPD application is uploaded to the Continuing Professional Development Accreditation System (CPDAS). After the conduct of the applied and accredited Continuing Professional Development (CPD) Program, the completion report from the proponent office – DSWD Central Office or Field Offices – is endorsed to the Professional Regulation Commission (PRC). The CPD completion report is sent via email through the Social Welfare Institutional Development Bureau (SWIDB) email. However, parts of the Completion Report (i.e., Attendance Sheet, Executive Summary, and Proceedings) are also uploaded in CPDAS.

<b>Office or Division:</b>	Social Welfare Institutional Development Bureau (SWIDB) - Capability Building Division (CBD)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	All offices in DSWD Central Office and Field Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>CPD Application</b>  1. CPD Application Form (1 electronic copy) 2. Instructional Design (1 electronic copy) 3. Evaluation Tool (1 electronic copy) 4. Program of Activities (1 electronic copy) 5. Resume of Speaker/s (1 electronic copy) 6. Current Professional ID of Speaker/s (1 electronic copy) 7. Breakdown of Expenses for the Conduct of Program (1 electronic copy) 8. Certificate of Participation (1 electronic copy) 9. Letter of Undertaking (1 electronic or scanned copy)  <i>Additional Requirements (Online Learning)</i> 10. Declaration of Minimum Technical Requirements (1 electronic copy) 11. Privacy Policy (1 electronic copy)	Requirements #1 - #11: CPD Portal <a href="http://tinyurl.com/SWIDBCPDPortal">http://tinyurl.com/SWIDBCPDPortal</a> or SWIDB GDrive folder: <a href="https://tinyurl.com/PRC-SWIDB-CPDForms">https://tinyurl.com/PRC-SWIDB-CPDForms</a>
<b>CPD Completion Report</b>	Requirements #1 - #8

1. CPD Completion Report Form (1 electronic copy) 2. CPD Attendance Sheet (1 electronic copy) 3. Actual Program of Activities with List of Resource Speakers (1 electronic copy) 4. Lecture Materials (1 electronic copy) 5. Summary of Evaluation of Speakers (1 electronic copy) 6. Summary of Evaluation of Learning of Participants (1 electronic copy) 7. Financial Report (1 electronic copy) 8. Relevant Photographs (1 electronic copy) 9. Client Satisfaction Measurement Survey (1 online form)	CPD Portal <a href="http://tinyurl.com/SWIDBCPDPortal">http://tinyurl.com/SWIDBCPDPortal</a> > or SWIDB GDrive folder: <a href="https://tinyurl.com/PRC-SWIDB-CPDForms">https://tinyurl.com/PRC-SWIDB-CPDForms</a> >  9. Social Welfare Institutional Development Bureau
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>CPD Application</b>				
1. Submit the CPD Application requirements through CPD Portal < <a href="http://tinyurl.com/SWIDBCPDPortal">http://tinyurl.com/SWIDBCPDPortal</a> >	1. Receive and track the submitted CPD application via CPD Portal	None	2 Hours	Social Welfare Officer V (SWO V) - Social Welfare Institutional Development Bureau-Capability-Building Division (SWIDB-CBD)
	1.1. Acknowledge receipt of CPD Application by sending an email to the Proponent Office	None	1 hour	SWO V SWIDB-CBD
	1.2. Review the submitted CPD application	None	4 days	SWO V SWIDB-CBD
	1.3. Forward the initial review checklist to the proponent	None	3 hours	SWO V SWIDB-CBD
2. PO submits revised files based on SWIDB's Initial Review	2. After the proponent's revision, review and finalize the application	None	3 days	SWO V SWIDB-CBD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If <b>complete and compliant</b> , proceed to the next step. If not, return to the proponent until complete.			
	2.1. Forward the CPD Application Requirements to the Capability Building Division or Section Chief for review and initials	None	3 hours	SWO V SWIDB-CBD
	2.2. Review and affix initials on the Application documents.  If there are concerns/comments from the CBD/CBS-DC, relay to the proponent (if needed).  Forward the signed file to the DSWD CPD Focal Person	None	4 Hours	Director IV SWIDB
	2.3 Review and sign the Application documents  <i>Note: If the CPD Focal is on leave/absent, the alternate CPD Focal will sign the CPD Application form.</i>  If there are concerns/comments from the DSWD CPD Focal Person	None	4 Hours	Director IV SWIDB

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	that can be addressed by the proponent only, relay to the proponent.			
	2.4. Merge the files and upload the final PDF application attachments to SWIDB/CBS Google Drive – CPD Folder	None	4 Hours	SWO V SWIDB-CBD
	2.5. Upload and encode the requirements online via CPDAS	None	1 Day	SWO V SWIDB-CBD
	2.6. Track the submitted application.  If PRC has comments on the submitted application, CPD Technical Staff shall immediately inform the Proponent to comply within 2 working days.  FOs that are accredited CPD providers must submit to their corresponding PRC Regional Office.	None	N/A	SWO V SWIDB-CBD
3. Submit required documents per PRC-NCR's evaluation	3. Receive required documents from the Proponent per PRC's evaluation and submit to PRC	None	2 Days	SWO V SWIDB-CBD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	by uploading in CPDAS			
	3.1. Update the monitoring sheet in Google Drive	None	3 Hours	SWO V SWIDB-CBD
	3.2. Upon PRC accreditation, e-mail the proponent office on the status of their submitted application.	None	1 Day	SWO V SWIDB-CBD
<b>CPD Completion Report</b>				
4. Submit Attendance Sheet (Excel file/GSheet) through CPD Portal < <a href="http://tinyurl.com/SWIDBCPDPortal">http://tinyurl.com/SWIDBCPDPortal</a> >	4. Receive and encode the Attendance Sheet in CPDAS	None	1 day	SWO V SWIDB-CBD
5. Submit the CPD Completion requirements through CPD Portal < <a href="http://tinyurl.com/SWIDBCPDPortal">http://tinyurl.com/SWIDBCPDPortal</a> >	5. Track the Completion Report via CPD Portal	None	1 Hour	SWO V SWIDB-CBD
	5.1. Review the Completion documents per PRC and DSWD standards	None	1 day	SWO V SWIDB-CBD
	5.2. Forward the initial review checklist to the Proponent	None	1 Hour	SWO V SWIDB-CBD
6. PO submits revised files based on SWIDB's Initial Review	6. After the proponent's revision, review and finalize the completion	None	1 Day	SWO V SWIDB-CBD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>report requirements</p> <p>If complete and compliant, proceed to the next step</p> <p>If not, return to the proponent until complete.</p>			
	<p>6.1. Forward the merged CPD Completion Requirements to the Capability Building (CBD/CBS) Division Chief for review and initials</p>	None	1 Hour	SWO V SWIDB-CBD
	<p>6.2. Review and affix initials on the Completion documents</p> <p>If there are concerns/comments from the CBD-DC, relay them to the proponent (if needed) and respond.</p> <p>Forward the signed file to the DSWD CPD Focal Person</p>	None	4 Hours	Director IV SWIDB
	<p>6.3. Review and sign the Completion documents</p> <p>If there are concerns/comments from the DSWD CPD focal person,</p>	None	3 Hours	Director IV SWIDB

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	relay to the proponent (if needed), then respond.			
	6.4. Merge and upload the final PDF completion attachments to SWIDB/CBS Google Drive – CPD Folder	None	2 Hours	SWO V SWIDB-CBD
	6.5. Upload the requirements online via CPDAS	None	1 Hour	SWO V SWIDB-CBD
	6.6. Update the monitoring sheet in Google Drive	None	1 Hour	SWO V SWIDB-CBD
	6.7. Upon submission of the completion report, email the proponent on the status and include the Client Satisfaction Measurement Survey (CSMS)	None	2 Hours	SWO V SWIDB-CBD
7. Accomplish CSMS Form	7. Technical staff process the CSMS responses and include them in the CSM Report (CSMR).	None	N/A	SWO V SWIDB-CBD
<b>TOTAL</b>		<b>NONE</b>	<b>20 days</b>	

## 2. KEC or RLRC Conference Room Reservation and Use

Reservation and use of the Knowledge Exchange Center (KEC) conference rooms for knowledge sharing, meetings, and examinations for applicants via electronic mail or phone call.



<b>Office or Division:</b>	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	DSWD officials and staff
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Conference Room Reservation</b>  1. Inquiry from the end user (1 in email, chat, or call) 2. Registration Form (1 online form)/ Logbook	1. Requesting Party  2. Email sent by the Librarian
<b>Use</b>  1. Registration Form (1 online form)/ Logbook	1. Knowledge Exchange Center
<b>After Use</b>  1. Client Satisfaction Measurement Survey Form (1 online form)	1. Knowledge Exchange Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Conference Room Reservation</b>				
1. Inquire about the availability of the Conference Room	1. Receive the inquiry of the client.	None	5 minutes	TS IV/Division Chief Social Welfare Institutional Development Bureau - Knowledge Management Division (SWIDB-KMD)
	1.1. Check the Calendar for the availability of rooms.  <b>If available</b> , reply confirming availability with the link of the <b>Online Reservation Form</b>	None	15 minutes	TS IV/Division Chief SWIDB-KMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	with reminders of room guidelines.  <b>If not available</b> , inform the client of its non-availability.			
2. Submit accomplished Online Reservation Form	2. If the Reservation Form is filled out, perform booking on the KEC Calendar.	None	10 minutes	TS IV/Division Chief SWIDB-KMD
	2.1. Send an email confirming the reservation with the details.  <i>If the Client canceled the reservation of the room, delete the scheduled reservation in the Calendar and update the changes in the Reservation Responses Matrix. After which, inform the Client of the action taken and send a CSMS form to the client.</i>	None	10 minutes	TS IV/Division Chief SWIDB-KMD
	2.2. <b>In case of rescheduling as requested by the client</b> , check the Calendar for availability.  <b>If available</b> , reply informing availability, perform re-booking in the KEC Calendar and confirm reservation.	None	15 minutes	TS IV/Division Chief SWIDB-KMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>If not available,</b> inform the client of its non-availability.			
<b>Use of Conference Room</b>				
3. Approach the librarian and Log in to the Registration Desktop	3. Upon entering the KEC, request the client to register on the Registration desktop.  After use of the room, send a CSMS to the client.	None	5 minutes	TS IV/Division Chief SWIDB-KMD
4. Accomplish the CSM Survey	4. Accomplished CSMS are collected and included in CSM Reports (CSMR).	None	15 minutes	TS IV/Division Chief SWIDB-KMD
	<b>TOTAL</b>	<b>NONE</b>	<b>1 Hour and 10 minutes</b>	

**HUMAN RESOURCE MANAGEMENT AND  
DEVELOPMENT SERVICE  
(HRMDS)**

**INTERNAL SERVICES**

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

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

<b>Office or Division:</b>	Personnel Administration Division (PAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Current Central Office officials, employees and COS workers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(1) HRMDS-PAD HRMIS online system, Document Request Form or formal letter or e-mail request		PAD Receiving Area  Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request via HRMIS, or send request through /e-mail or accomplish the HRMDS-PAD Request Form (write contact details as, as needed) and submit to PAD together with complete supporting documents, if any.	1. Receive or acknowledge request for COE from the client and forward to personnel handling COE requests (via: HRMIS, DRF/email/	none	10 minutes	Division Chief Personnel Administration Division
2. Wait for the email notification regarding the status of the requested COE or advice of the assigned PAD Focal Person	2. Upon receipt of request from the receiving clerk, the responsible personnel shall review the request based on the purpose indicated in the request.	none	2 Days, 4 hours (depending on the period of retrieving the files)	Division Chief Personnel Administration Division

	2.1. Draft/print and forward the COE following the standard template to the authorized signatory for review/certification <ul style="list-style-type: none"> <li>• Use Service Card/201 File or Index Card for COS Workers as reference.</li> </ul>			
	2.2. Authorized Certifying authority shall review/sign/initial the COE	none	3 hours and 30 minutes (depending on the availability of signatories)	Division Chief Personnel Administration Division
	2.3. Inform the client that the COE is ready for releasing via HRMIS/e-mail/SMS/call	none	20 minutes	Division Chief Personnel Administration Division
3. Proceed to PAD and get the requested document.	3. Provide one (1) duly signed COE to the client and request the client to accomplish the CSMF to be submitted via drop box, email or google form	none		
<b>TOTAL</b>		<b>None</b>	<b>3 Days</b>	

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

The CLC is being issued to current Officials and employees in the Central Office (CO), which certifies their unutilized leave credit balances for a certain period.

<b>Office or Division:</b>	Personnel Administration Division (PAD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Current CO Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) HRMDS-PAD Request Form or formal letter or e-mail request		PAD Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form and submit to PAD.	1. Receive the complete documents submitted.  1.1. Forward the request to the PAD Focal Person.	none	5 minutes	Division Chief Personnel Administration Division
2. Wait for advice of the assigned Focal Person	2. Review the documents submitted and check if the client already has an encoded ELARS <sup>21</sup> .  2.1. If there is none, encode the ELARS.  2.2. If there is an encoded	none	6 days, 5 hours and 45 minutes  <i>(May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being</i>	Division Chief Personnel Administration Division

<sup>21</sup> Electronic Leave Administration and Recording System

	<p>ELARS, proceed to step 2.4.</p> <p>2.3. If there is an encoded and reviewed ELARS, proceed to step 2.6.</p> <p>2.4. Review/check the ELARS vis-à-vis the leave card.</p> <p>2.5. Reprint the corrected ELARS, if errors are found.</p> <p>2.6. Encode the needed details to the CLC, print the issuance and attach the necessary documents.</p>		<p><i>encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.)</i></p>	
	<p>2.7. The Focal Person shall forward the CLC to the Certifying Authority for certification.</p> <p>2.8. The Certifying Authority shall sign the CLC.</p>	<p>none</p>	<p>2 hours</p>	<p>Division Chief Personnel Administration Division</p>



3. Get the CLC issued.	3. Inform the client that the CLC is ready for releasing via email/SMS/call/ chat.  3.1. Provide one (1) duly signed CLC to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.	none	10 minutes	Division Chief Personnel Administration Division
<b>TOTAL</b>		<b>None</b>	<b>7 days</b>	

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

The CLWOP/CNLWOP is being issued to current Officials and employees in the Central Office (CO), which certifies that they have/do not have LWOP for a certain period.

<b>Office or Division:</b>	Personnel Administration Division (PAD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Current CO Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(1) HRMDS-PAD Request Form or formal letter or e-mail request		PAD Receiving Area Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form and submit to PAD.	1. Receive the complete documents submitted.  1.1. Forward the request to the PAD Focal Person.	none	5 minutes	Division Chief Personnel Administration Division
2. Wait for advice of the assigned Focal Person	2. Review the documents submitted and check if the client already has an encoded ELARS <sup>22</sup> .  2.1. If there is none, encode the ELARS.  2.2. If there is an encoded ELARS, proceed to step 2.4.  2.3. If there is an encoded and reviewed ELARS, proceed to step 2.6.  2.4. Review/check the ELARS vis-à-vis the leave card.  2.5. Reprint the corrected ELARS, if errors are found.	none	6 days, 5 hours and 45 minutes  <i>(May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.)</i>	Division Chief Personnel Administration Division

<sup>22</sup> Electronic Leave Administration and Recording System

	2.6. Encode the needed details to the CLWOP/CNLW OP, print the issuance and attach the necessary documents.			
	<p>2.7. The Focal Person shall forward the CLWOP/CNLW OP to the Certifying Authority for certification.</p> <p>2.8. The Certifying Authority shall sign the CLWOP/ CNLWOP.</p>	none	2 hours	Division Chief Personnel Administration Division

3. Get the CLWOP/ CNLWOP issued.	3. Inform the client that the CLWOP/ CNLWOP is ready for releasing via email/SMS/call/ chat.  3.1. Provide one (1) duly signed CLWOP/ CNLWOP to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.	none	10 minutes	Division Chief Personnel Administration Division
<b>TOTAL</b>		<b>None</b>	<b>7 days</b>	

#### 4. Issuance of Certificate of Performance Rating

The service covers the facilitation of issuance of Certificate of Performance Rating to officials and individuals in the Central Office for the performance period upon request.

<b>Office or Division:</b>	Human Resource Planning and Performance Management Division (HRPPMD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	CO Officials, Employees and COS Workers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(1) Online Request Form		Performance Management System (PMS) Online Portal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the online request form.	1. Acknowledge receipt of the request.	None	4 Hours	Division Chief Human Resource Planning and

				Performance Management Division
2. Wait for further instructions from HRPPMD.	2. Check the availability of performance ratings from the database.	None	16 Hours	Division Chief Human Resource Planning and Performance Management Division
	2.1. Prepare the Certificate of Performance Rating for approval, if performance ratings are available.  2.2. Prepare the Certificate of No Performance Rating for approval, if HRPPMD has no records of performance ratings.	None		Division Chief Human Resource Planning and Performance Management Division
3. Receive or pick-up the certificate and accomplish the customer feedback form.	3. Inform the concerned personnel of the availability of the certificate.	None	4 Hours	Division Chief Human Resource Planning and Performance Management Division
4. Submit the accomplished customer feedback form.	4. File the receiving copy of certificate and update the monitoring tool	None		Division Chief Human Resource Planning and Performance Management Division
<b>TOTAL</b>		<b>None</b>	<b>24 Hours</b>	May be extended based on the

			number of transactions being handled.
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## 5. Issuance of Service Record to Current Officials and Employees

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

<b>Office or Division:</b>	Personnel Administration Division (PAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Current Central Office Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(1) HRMDS-PAD Request Form or formal letter or e-mail request		PAD Receiving Area Client		
(1) CO Clearance Certificate		Client or if none, FILE 201 / PER 16		
(1) Authorization Letter		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send request through e-mail or accomplish the HRMDS-PAD Request Form (write contact details, as needed) and submit to PAD together with supporting documents, if any.	1. Receive or acknowledge request for SR from the client and forward to personnel handling SR requests (via: DRF/email)	none	10 minutes	Division Chief Personnel Administration Division
2. Wait for the advice of the assigned PAD Focal Person	2. Responsible personnel shall review the request based on the purpose	none	2 Days, 4 hours	Division Chief Personnel Administration Division

	indicated therein			
	2.1. Draft/print and forward the SR following the standard template to the authorized signatory for review/certification <ul style="list-style-type: none"> <li>• Use Service Card or 201 File as reference in preparing the SR</li> </ul>			
	2.2. Authorized Certifying authority shall review/sign/initial in the SR	none	3 hours and 30 minutes	Division Chief Personnel Administration Division
	2.3. Inform the client that the SR is ready for releasing via e-mail/SMS/call.	none	10 minutes	Division Chief Personnel Administration Division
3. Proceed to PAD and get the requested document.	3. Provide one (1) duly signed SR to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	none	10 minutes	
<b>TOTAL</b>		<b>None</b>	<b>3 Days</b>	

# **INFORMATION AND COMMUNICATIONS TECHNOLOGY MANAGEMENT SERVICE (ICTMS)**

## **INTERNAL SERVICES**



## 1. Vulnerability Assessment (VA)

Vulnerability assessment is the process of identifying, quantifying, and prioritizing weaknesses in a system that could be exploited by an attacker before deploying or using it in a production environment.

<b>Office or Division:</b>	Cybersecurity Group			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All DSWs OBSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Annex A – Vulnerability Assessment (VA) Compliance Checklist and Requirements		ICT Support Ticketing System: <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> ; Email; Request Letter; Memorandum		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requester shall raise a ticket to the ICT Support Ticketing System ( <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> ) and attach the supporting documents or requirements (Annex “A”)	1. The ICT Helpdesk Admin/ Moderator shall assign the ticket or memorandum to the Cybersecurity Officer.	None	1 hour	ICT Helpdesk Admin/Moderator , Head of Office, and Cybersecurity Division
	If the request is a memorandum, the Cybersecurity Officer shall convert the memorandum into an ICT Support Ticketing System ticket.			
	1.1 The Cybersecurity Officer shall review the supporting documents:	None	15 minutes	Cybersecurity Division and Requestor (DSWD Employees)

	<p>1.1.1. If completed, proceed with the approval of the VA Report.</p> <p>1.1.2. If not completed, the Cybersecurity Officer shall advise the end-user to complete all the requirements and compliances.</p>			
	1.2 The Cybersecurity Officer shall schedule the signing after office hours from 6 PM to 4 AM to avoid network traffic interruption during business hours.	None	8 hours	Cybersecurity Division
	1.3 The Cybersecurity Officer shall conduct the assessment and documentation of findings	None	8 hours	Cybersecurity Division
	1.4 The Cybersecurity Officer shall endorse the Vulnerability Assessment Report:	None	2 hours	Cybersecurity Division and Requestor (DSWD Employees)

	<p>1.4.1 If vulnerabilities are found, the Cybersecurity Officer shall recommend hardening measures to the client and shall re-assess the system in Step 1.3.</p> <p>1.4.2 If there are no vulnerabilities found, the Cybersecurity Officer shall proceed with the approval of the Vulnerability Assessment Report.</p>			
	<p>1.4 The Cybersecurity Officer shall prepare and endorse the Vulnerability Assessment Report to the requestor for the deployment process.</p>	None		Cybersecurity Division and Requestor (DSWD Employees)
	<b>TOTAL:</b>	<b>None</b>	<b>2 days, 3 hours, and 15 minutes</b>	

**LEGAL SERVICE  
(LS)**

**INTERNAL SERVICES**

## 1. Issuance of Online Certificate of No Pending Administrative Case (CENOPAC)

This process covers online requests for CENOPAC filed by the DSWD Central Office personnel (a) who has an active HRMIS account; (b) whose employment status is updated; and who are currently employed in the DSWD (“CoveredEmployee”).

<b>Office or Division:</b>	Legal Management Division (LMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	DSWD Central Office Personnel <sup>23</sup>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for CENOPAC through HRMIS Access Account		1. Human Resource Management Information System (HRMIS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The DSWD employee/ requestor submits a request for CENOPAC using the HRMIS.	None	None	2 minutes	Employee/ Requestor
	1. The Legal Assistant shall process the CENOPAC request.  1.1. The Legal Assistant (LA) shall receive the requests for CENOPAC through Legal Case portal at <a href="http://legalcaseportal.dswd.gov.ph">legalcaseportal.dswd.gov.ph</a> .	None	10 minutes	Legal Assistant <sup>24</sup>
	1.2 The Legal Assistant shall check the name	None	45 minutes	Legal Assistant

<sup>23</sup> It does not apply to workers engaged under Contract of Service or Job Order[1] (“COS/JO”), and Presidential Appointees[2].

[1] This is due to the absence of employer-employee relationship between the DSWD and the COS/JO workers, and the fact that the latter are not governed by Civil Service laws and regulations.

[2] Requests for CENOPAC by a Presidential Appointee should be requested directly before the Office of the Deputy Executive Secretary for Legal Affairs (“ODESLA”) pursuant to the Guidance of the ODESLA (ODESLA LETTER dated 26 June 2023) in relation to Executive Order No. 01, Series of 2022, and pertinent issuances of the Office of the President.

<sup>24</sup> Designated by LS Director/ OIC and LS-LMD Chief

	<p>of the requestor against the Legal Case Portal (LCP) database to determine whether or not the requestor has a pending administrative case.</p> <p><b>If the requestor has NO PENDING administrative case</b>, LA clicks the “ISSUANCE” The requestor will receive an email notification that his/her request is now being PROCESSED.</p> <p><b>If the requesting employee HAS a PENDING administrative case</b>, LA clicks the “DISAPPROVED” button. The requestor will automatically receive an email notification of the disapproval with an instruction to coordinate with the Legal Service (LS) for the specific details.</p> <p>1.2.1 The Legal Assistant shall forward the printed certifications to</p>			
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	the LS Director for signature.			
	<p>1.3 The LS Director<sup>25</sup> shall review, approve and sign the certification.</p> <p>1.3.1 The LS Director shall give the signed certification to LA for updating the LCP.</p> <p>1.3.2 The Legal Assistant shall click the “APPROVE” button and forward the approved CENOPAC to the Administrative Aide (AA) for release.</p>	None	5 hours and 5 minutes <sup>26</sup>	LS Director/ OIC

<sup>25</sup> In case of absence or unavailability of the LS Director, the Office in-Charge (OIC), based on the Order of Succession, shall be the signatory.

<sup>26</sup> This reflects the maximum time during which the responsible officer must review, approve, and sign the CENOPAC. It considers the availability and schedule of the Legal Service Director or OIC, and may be done in shorter period within the day.

<p>2. The DSWD employee/requestor will receive a notification that the CENOPAC is ready for pick-up. The DSWD employee/requestor or his/her duly authorized representative claims the approved CENOPAC to the Legal Service.</p> <p>2.1 The DSWD employee/requestor or his/her duly authorized representative shall accomplish the Customer Feedback Form.</p>	<p>2. The Administrative Aide IV shall release the approved and signed CENOPAC to the requestor or his/her duly authorized representative.<sup>27</sup></p> <p>2.2 Administrative Aide shall give a copy or link of the Customer Feedback Form to the requestor.</p>	None	10 minutes	<p>Administrative Aide IV, LS<sup>28</sup></p> <p>Employee/Requestor or his/her authorized representative</p>
	<b>TOTAL</b>	<b>NONE</b>	<b>6 working hours and 12 minutes</b>	

<sup>27</sup> Unclaimed CENOPAC after 30 days from the date of approval will be archived and the requestor will need to file a new request for CENOPAC.

<sup>28</sup> Designated by LS Director/OIC and LS-LMD Chief



**NATIONAL HOUSEHOLD TARGETING  
OFFICE  
(NHTO)**

**INTERNAL SERVICES**

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

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

<b>Office or Division:</b>	National Household Targeting Office (NHTO) and 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.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<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 the 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>		Provided by the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the letter of request with attached e-copy of data requirements (if available) to NHTO/NHTS.	1. Receive and record the request in the document transaction/tracking system.	None	15 minutes	NHTO Supervising Administrative Officer (SAO)/ NHTS Regional Field Coordinator (RFC)

	<p>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>1.2. Forward the request to the NHTO Director/ NHTS Policy and Plans Division (PPD) Chief for approval.</p>			
	1.3. Review, input comment, and decide if the request is for processing or not, then endorse it to the NHTO Operations Division Chief/ RFC.	None	6 hours	<i>NHTO Director/ NHTS PPD Chief</i>
	1.4. Input recommendations and endorse it to the designated Data Privacy Officer (DPO)	None	6 hours	<i>NHTO Operations Division Chief/ NHTS RFC</i>
	1.5. Review the request and	None	3 hours	<i>NHTO CO</i>

	make recommendations if the request is for approval or not, then endorse it to the NHTO Director/ NHTS Policy and Plans Division Chief.			<i>/Regional 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 NHTO/ NHTS for review on completeness	<p>2. The NHTO Director/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> <p>2.1. If Approved – Communicate with the requesting party, facilitate the signing of the NDA, and review all the documentary requirements.</p> <p>2.2. If Disapproved- Return to the requesting</p>	None	2 hours	<i>NHTO Operations Division Chief/ NHTS RFC</i>

	party and prepare a Denial of Request for Data Form highlighting the grounds for such denial. <i>End of process.</i>  2.3. After accomplishing the NDA and reviewing the completeness of the documentary requirements, endorse to the NHTO IT Division Chief or designated IT personnel/ NHTS Information Technology Officer			
	2.4. Generate the requested data.	None	1 day	NHTO Database Management Section Head/ NHTS Information Technology Officer (ITO)
	2.5. Review result of the data generation.	None	1 day	NHTO Quality Management Section Head/ NHTS RFC
	2.6. Secure the data by adding password protection to the file.	None	1 day	NHTO Quality Management Section Head & IT Division Chief/ NHTS ITO

	<p>2.7. Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive.</p> <p>2.7.1. Other storage devices may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party.</p> <p>2.7.2. 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.</p>			
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	<p>2.7.3. Counter sign in the DRF.</p> <p>2.7.4. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.</p>			
	2.8. Track and scan the document before releasing the result to the requesting party.	None	10 minutes	SAO/NHTS RFC
3. Call NHTO/NHTS for retrieval of password upon receipt of the result and submit the signed Certificate of Acceptance	<p>3. 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.</p> <p>3.1. Administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.</p>	None	10 minutes	

<b>TOTAL:</b> <i>*with possible extension on the actual data processing depending on the type of data being requested and the compliance and submission of the documentary requirements by the requesting party.</i>	None	5 days, 1 hour and 35 minutes	
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## 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.

Office or Division:	National Household Targeting Office (NHTO) and National Household Targeting Sections (NHTS)		
Classification:	Highly Technical		
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen		
Who may avail:	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><ol style="list-style-type: none"><li>1. One (1) original/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></ol></li><li>• <b>No existing and valid Non-Disclosure Agreement (NDA):</b><ol style="list-style-type: none"><li>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)</li></ol></li></ul>		Provided by the Requesting Party	



4. One (1) copy of List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing				
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. Receive and record the request.  1.1. Endorse request to the NHTO Director / Regional Director	None	15 minutes	<i>NHTO Supervising Administrative Officer (SAO)/ NHTS Regional Field Coordinator (RFC)</i>
	1.2. Provide instruction to facilitate/review the request.  1.2.1. Endorse to the NHTO OD Chief / Policy and Plans Division (PPD) Chief.	None	2 hours	<i>NHTO Director / Regional Director</i>
	1.3. Provide recommendations on the request.  1.3.1. Endorse to the assigned Project Development Officer (PDO) to inform the client about the status of their request.	None	1 hour	<i>NHTO-OD Chief / PPD Chief</i>
	1.4. Inform the client on the status of data	None	1 hour	<i>NHTO Project Development Officer/</i>

	<p>request based on the DSWD AO 19, s. 2021.</p> <p>1.4.1. Disapproved – Sign the letter of disapproval and endorse it to the client. <i>End of process</i></p> <p>1.4.2. <i>Approved</i> – Notify and provide the NDA and documentary requirements to the client</p>			<i>NHTS- RFC</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 Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP)</p>	<p>2. Review all documentary requirements including the NDA submitted by the client.</p> <p>2.1. Non-Compliant – Inform the client regarding the incomplete requirement via email.</p> <p>2.2. Compliant –</p> <p>a. Sign the NDA and endorse to the DPO for signature</p> <p>b. Endorse the signed NDA to Information Technology</p>	None	2 hours	<i>NHTO Project Development Officer / NHTS RFC</i>

	Division (ITD) for processing			
	2.3. Review the compliance of the electronic copy of names with the required template/format:  2.3.1. Non-Compliant – Inform the client about the findings via email  2.3.2. Compliant – Process the request within the set deadline depending on the volume or number of names to be matched	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>NHTO Database Management Section Head/ NHTS Information Technology Officer (ITO)</i>
3. Provide a storage device that is approved by the IT Chief or request for a Google Drive link	3. Secure the data by adding a password to the file.  3.1. Prepare the Data Release Form (DRF).  3.2. Draft the response memorandum  3.3. Save the results in a compact disc (CD),	None	3 hours	<i>NHTO Database Management Section Head and IT Division Chief/ NHTS ITO</i>

	Universal Serial Bus (USB) stick, or hard drive.  3.4. Sign the DRF.  3.5. Endorse the finalized documents to NHTO Director / PPD Chief.			
	3.6. Sign the memorandum and endorse it to the Administrative Assistant for release.	None	1 hour	<i>NHTO Director/ Regional Director</i>
4. Receive the results of name matching	2.1 Track and scan a copy of the documents for record keeping 2.1.1 Release the document to the client	None	10 minutes	<i>NHTO SAO/ NHTS RFC</i>
3. 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>NHTO Database Management Section Head and IT Division Chief/ NHTS RITO</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	<b>For 5000 names and below:</b> <b>2 days, 3 hours and 35 minutes</b>  <b>For 5,001 -50,000 names:</b>	

		<b>4 days, 3 hours and 35 minutes</b>  <b>For 50-000 – 400,000 names:</b> <b>8 days, 3 hours and 35 minutes</b>  <b>For 400,001-1,000,000 names:</b> <b>21 days, 3 hours and 35 minutes</b>	
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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 Office (NHTO) and 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>		
One (1) original or 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 NHTO Director/ Regional Director.	1. Receive and record the request.  1.1. Forward request to NHTO Operations Division/	None	30 minutes	<i>NHTO Supervising Administrative Officer (SAO)/ NHTS Regional Field Coordinator (RFC)</i>

	National Household Targeting Section (NHTS), then furnish the NHTO Director/ Regional Director and the Policy and Plans Division (PPD) a copy of the request			
	<p>1.2. Review the request based on AO 19 s.2021.</p> <p>1.2.1. Input comment/s then endorse to the NHTO Statistics Section/ NHTS Associate Statistician</p>	None	2 hours	<i>NHTO Operations Division Chief / NHTS – RFC</i>
	<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></li> <li>a. In case of vague data request, instruct the Associate Statisticians to coordinate with the data users (through emails,</li> </ul>	None	3 hours	<i>NHTO Statistics Section Head/ NHTS RFC</i>

	<p>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</p>	None	1 day	<i>NHTO and NHTS Associate Statisticians</i>

	party and attach routing slip.  1.4.2. Submit to the NHTO Statistics Section Head/ NHTS RFC for review.			
	1.5. Review the generated statistical /raw data. In case the generated data is: <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 NHTO Operations Division Chief / FO PPD Chief for review and recommending approval.</li> </ul>	None	3 hours	<i>NHTO Statistics Section Head/ NHTS - RFC</i>
	1.6. Countersign response letter and endorse the same to the NHTO Director/ Regional Director for approval.	None	2 hours	<i>Operations Division Chief/ PPD Chief</i>



	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 Operations Division / NHTS for revision.</li> <li>• <b>If Approved</b> – Sign the response letter for data release.</li> </ul>	None	5 hours	<i>NHTO Director/ Regional Director</i>
2. Receive the data requested and fill-out the CSMS form	2. Track and facilitate the release of the approved data request to the requesting party.  2.1. Administer Client Satisfaction Measurement Survey (CSMS) during the release of approved data request.	None	30 minutes	<i>NHTO SAO/ NHTS RFC</i>
<b>Total:</b>		<b>None</b>	<b>3 days</b>	

**FIELD OFFICE OFFICE**

**EXTERNAL SERVICES**

# **PROTECTIVE SERVICES BUREAU (PSB)**

## **EXTERNAL SERVICES**

## 1. Auxiliary Social Services to Persons with Disabilities

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

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

	1.2 Interview and assessment of Persons with Disability needs	None	5 minutes	Section Head Community Based Services
	1.3 The FO Focal Person/ Social Worker or SWADT Social Worker decides with the Person with Disability/ family member/ guardian shall decide what services can be provided to the client.	None	5 minutes	Section Head Community Based Services
	1.4 For AICS, FO Social Worker/ Focal Person shall provide referral letter or endorsement to CIS or SWADT		10 minutes	Division Chief Protective Service Division
	<b>TOTAL:</b>	<b>None</b>	<b>25 minutes</b>	

## 2. PLHIV Referral for Care and Support Services

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

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

<b>Office or Division:</b>	Field Office (Protective Services Division / Unit, Community-based Services Unit / Section)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen

<b>Who may avail:</b>		Persons-living with HIV and their affected families		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) valid identification card of the client or person to be interviewed:				
• PhilSys ID		• Philippine Statistics Authority		
• UMID ID, SSS, or GSIS ID		• Social Security System or Government Service Insurance System		
• Philhealth ID		• Philhealth		
• Driver’s License		• Land Transportation Office		
• PRC ID		• Professional Regulation Commission		
• OWWA ID		• Overseas Workers Welfare Administration		
• DOLE ID		• Department of Labor and Employment		
• PAG-IBIG ID		• Pag-Ibig Fund		
• Voters ID or Voter’s Certification		• Commission on election		
• Postal ID		• Post Office		
• Philippine Passport		• Department of Foreign		
• NBI Clearance		• National Bureau of Investigation		
• 4Ps ID		• Department of Social Welfare and Development		
• PWD ID		• Local Government Unit		
• Solo Parent ID		• Local Government Unit		
• City or Municipal ID		• Local Government Unit		
• Barangay ID		• Barangay Hall		
• Office of Senior Citizen Affairs (OSCA) ID		• Local Government Unit		
• Police Clearance		• Police Station		
• or any ID preferably with validity date, and picture and signature of the client in extreme justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an ID Card				
Signed Authorization Letter (if applicable)		Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old		
Form 1: Intake Form		Referring Agency		
Informed Consent				
Form 2: Referral for Service		HIV Treatment Hub;		
Medical Certificate or Clinical Abstract		Designated HIV Treatment Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Secure a queuing number	1.1 Provide client with queuing number	None	5 minutes	DSWD Personnel (Administrative Staff)
2. Present self and documents for assessment and review	<p>2.1 Receive and review submitted documents</p> <p>2.1.1 Check the client's record on existing database, e.g. Crisis Intervention Monitoring System, to check whether client had sought assistance within the last three (3) months</p> <p><b>If a client is eligible based on frequency and/or type of assistance last provided</b>, the staff shall further assess documents presented</p> <p><b>If client is not eligible</b>, staff shall provide reasons for non-eligibility and shall provide further instruction / information to client</p> <p>2.1.2 Conduct interview with client to further gather information and/or for clarification</p> <p>2.1.3 If necessary, coordinate with the</p>	None	40 minutes	Section Head Community-based Services Section

	receiving agency for validation			
3. Fill-out necessary fields in the prescribed forms	3.1 Handout copies of prescribed forms to client	None	20 minutes	Section Head Community-based Services Section
	3.2 Ask client to fill-out necessary fields and provide instructions			
4. Submit the accomplished forms	4.1 Collect accomplished forms	None	80 minutes	Section Head Community-based Services Section
	4.2 Review and completely accomplish forms			
	4.3 The DSWD Social Worker Officer shall determine the amount that is appropriate and responsive to the needs of the client			
	4.4 Prepare vouchers and other financial documents			
	4.5 Submit forms and supporting documents to the Authorized Approving Officer			
	4.5 Compile approved documents			
5. Client received assistance or any relevant documents for claiming of assistance (e.g. accomplished Form	5.1 Re-confirmation of client's identity	None	15 minutes	Community-based Services Section Head
	5.2 Releasing of assistance to client			



3: referral for Service or stub)	<p><b>If outright cash,</b> ask client to check the actual amount received</p> <p><b>If Guarantee Letter,</b> advise client to review the correctness of the personal information reflected in the document</p> <p><b>If client shall be referred again to other office and/or agency,</b> the social worker shall accomplish Form 3: Referral for Service.</p>			
6. Accomplish Client Satisfaction Survey from	<p>6.1 Issue Client Satisfaction Survey Form</p> <p>6.1.1 Collect accomplished form</p>	None	20 minutes	Community-based Services Section Head
	<b>TOTAL</b>	<b>NONE</b>	<p><b>180 minutes or three (3) hours for Outright Cash</b></p> <p><b>One (1) day or 24 hours for a Guarantee Letter.</b></p>	

### 3. Provision of Assistance to Persons Living with HIV (PLHIVs)

As part of the DSWD's psychosocial care and support services for persons living with HIV (PLHIV) and their affected families and in accordance with Section 36 of RA 11166, the Department, through its Field Offices (FOs) provides economic assistance for education, livelihood, burial/funeral, transportation, medical, and

food. These forms of assistance are meant for individuals and families of PLHIV in need of social welfare and development interventions.

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

<b>Office or Division:</b>	Protective Service Division Field Office I-XII, CARAGA, CAR, and NCR
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	People-living with HIV (PLHIVs) and their affected families
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) valid identification card of the client/ person to be interviewed;	
• PhilSys ID	Philippine Statistics Authority
• UMID ID, SSS or GSIS ID	Social Security System or Government Service Insurance System
• Philhealth ID	Philhealth
• Driver's License	Land Transportation Office
• PRC ID	Professional Regulation Commission
• OWWA ID	Overseas Workers Welfare Administration
• DOLE ID	Department of Labor and Employment
• PAG-IBIG ID	Pag-IBIG Fund
• Voter's ID or Voter's Certification	Commission on Election
• Postal ID	Post Office
• Philippine Passport	Department of Foreign Affairs
• NBI Clearance	National Bureau of Investigation
• 4Ps ID	Department of Social Welfare and Development
• PWD ID	Local Government Unit
• Solo Parent ID	Local Government Unit
• City or Municipal ID	Local Government Unit
• Barangay ID	Local Government Unit
• Office of Senior Citizen Affairs (OSCA ID)	Local Government Unit
• Police Clearance	Police Station
• or any ID preferably with validity date, and picture and signature of the client.	Barangay Hall
In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an Identification Card.	Barangay Hall

Signed Authorization Letter (if applicable)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
Medical Abstract or Referral Letter or Accomplished DSWD Form Three (3)	<ul style="list-style-type: none"> <li>• Designated Treatment Hub / HIV Primary Care Facility;</li> <li>• Local Government Unit</li> </ul>
<b>TRANSPORTATION ASSISTANCE</b>	
1. Original and one (1) photocopy of supporting document/s such as, but are not limited to, Medical Certificate, Death Certificate, and/or Court Order or Subpoena	<ul style="list-style-type: none"> <li>• Police Station - Police Blotter;</li> <li>• Hospitals or Clinic - Medical Abstract;</li> <li>• Court - Court Order or Subpoena; and</li> <li>• Civil Registry - Death Certificate.</li> </ul>
<b>MEDICAL ASSISTANCE FOR HOSPITAL BILL</b>	
1. One (1) Original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or Alagang issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician	Medical records of the Hospital or Clinic or the Attending Physician
2. One (1) original and one (1) photocopy of Hospital Bill or Statement of Account (outstanding balance) with the complete name and signature of the Billing Clerk; or Certificate of Balance and Promissory Note signed either by the Credit and Collection Officer or Billing Clerk.	<ol style="list-style-type: none"> <li>1. Statement of Account - Billing Office of the hospital</li> <li>2. Certificate of Balance and Promissory Note - Credit and Collection Office</li> </ol>
3. One(1) original copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: <ul style="list-style-type: none"> <li>• Department of Social Welfare and Development;</li> <li>• Local Social Welfare and Development Office;</li> <li>• Non-Government Organization; or</li> <li>• Medical Social Service.</li> </ul>
<b>MEDICAL ASSISTANCE FOR MEDICINE OR ASSISTIVE DEVICE</b>	
1. One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or Alagang issued within three (3) months and with the following information: (i) final diagnosis; and (ii)	Medical records of the Hospital or Clinic of the Attending Physician

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

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

2. One (1) original copy of Promissory Note or Certificate of Balance or Statement of Account	Authorized staff of the Funeral Parlor or Memorial Chapel
3. One (1) original and/or Photocopy of Funeral Contract	City or Municipal Hall
<b>EDUCATIONAL ASSISTANCE</b>	
1. One (1) original and/or photocopy of Validated School ID and Valid I.D	School Registrar where the beneficiary is enrolled
2. One (1) original and/or photocopy of any of the following: a. Enrolment Assessment Form; or b. Certificate of Enrolment; or c. Registration; or d. Statement of Account	School Registrar or Concerned Office where the beneficiary is enrolled
<b>FOOD ASSISTANCE</b>	
1. One (1) original and/or photocopy of Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required or medical document as proof that the beneficiary is admitted	<ul style="list-style-type: none"> <li>Barangay Hall where the client is presently residing</li> <li>Hospital where the beneficiary is currently admitted</li> </ul>
<b>CASH RELIEF ASSISTANCE</b>	
Depending on the circumstances:	
A. For Fire Victims: One (1) original and/or photocopy of Police Report or Bureau of Fire Protection Report from the Bureau of Fire;	<ul style="list-style-type: none"> <li>Bureau of Fire or PNP</li> </ul>
B. For Distressed OFs: One (1) original and/or photocopy of Passport, Travel Document/s, certification from OWWA or the Barangay;	<ul style="list-style-type: none"> <li>Overseas Workers Welfare Administration or Department of Migrant Workers or Barangay</li> </ul>
C. For Rescued Client: One (1) original and/or photocopy of Certification from a social worker or Case manager from rescued clients.	<ul style="list-style-type: none"> <li>Local Social Welfare and Development Office or other social welfare agencies</li> </ul>
D. For victims of Online Sexual Exploitation: One (1) original and/or photocopy of Police Blotter and social worker's certification for the victims of online sexual exploitation of children	<ul style="list-style-type: none"> <li>Local Social Welfare and Development Office or other social welfare agencies</li> <li>Police Station - Police Blotter</li> </ul>
E. For Locally stranded individuals (LSI): LSI without valid IDs – One (1) original and/or photocopy of the Medical Certificate or the Travel Authority issued by the Philippine	<ul style="list-style-type: none"> <li>Police Station - Police Blotter</li> <li>Hospital or Clinic - Medical Certificate signed by the Registered Physician</li> </ul>

National Police will suffice and be accepted to prove his or her identity.				
<b>For all other incidents:</b>  1. One (1) original and/or photocopy of any of the following: Barangay Certificate of Residency; or Certificate of Indigency; or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities or regulating agencies, as may be applicable such as but not limited to Police Report or Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification		<ul style="list-style-type: none"> <li>• Barangay Hall where the client is presently residing</li> <li>• Police Station</li> <li>• Armed Forces of the Philippines or Philippine National Police</li> <li>• Office of the Civil Registry</li> <li>• Certificate from the Local Disaster Risk Management Office; <i>or</i></li> <li>• Local Government Unit</li> <li>• Hospital or Clinic signed by Licensed Physician</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a queuing number	1.1 Provide client with queuing number	None	5 minutes	Section Head Community Based Services Section (CBSS)
2. Present self and documents for assessment	2.1 Conduct initial interview for assessment	None	40 minutes	Section Head Community Based Services Section (CBSS)
	2.1.1 Check the client's record to the existing database – e.g Crisis Intervention Monitoring System, to check whether the client had sought assistance within the last three (3) months.			

	<p><b>If a client is eligible</b> (based on frequency and/or type of assistance last provided), the staff shall further assess documents presented.</p> <p><b>If a client is not eligible</b>, the staff shall provide the reasons for non-eligibility and shall further provide further instruction / information.</p> <p>2.1.2 Check the documents presented by the client.</p> <p><b>If documents are complete and valid</b>, the client will be advised to fill-out necessary forms and submit documents pertinent to their request.</p> <p>If supporting documents are <b>incomplete</b> and <b>non-compliant</b>, provide a checklist.</p> <p>2.1.3 If necessary, coordinate with the client's designated treatment hub or LGU to further verify validity of documents presented</p>			
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3. Fill-out necessary fields in the prescribed forms	3.1 Handout copies of prescribed forms to client 3.1.1 Ask client to fill-out the necessary fields in the prescribed forms	None	20 minutes	Section Head Community Based Services Section (CBSS)
4. Submit accomplished forms and required documents. If necessary, attend interview for further clarification.	4.1 Collect the accomplished forms and documentary requirements from client 4.1.1 Verify the submitted documents for veracity, consistency, and authenticity. 4.1.2 If necessary, conduct interviews with the client and; or additional coordination with treatment hubs, LGUs, and or the referring agency. 4.1.3 The DSWD Social Welfare Officer (SWO) shall determine the amount that is appropriate and responsive to the needs of the client. 4.1.4 Preparation of vouchers and financial documents.	None	80 minutes	Section Head Community Based Services Section (CBSS)

	<p>4.1.5 Forward the Client's Document to the Authorized Approving Officer.</p> <p>4.1.6 Compile the approved documents of the client.</p>			
5. Receive assistance	<p>5.1 Confirmation of client's identity;            5.1.1 Releasing of actual assistance to client;            5.1.2 Releasing of actual assistance to client;  <b>If through outright cash</b>, ask client to check the actual amount received;  <b>If through Guarantee Letter</b>, advise client to review the correctness of the personal information reflected in the document.</p>	None	15 minutes	Section Head Community Based Services Section (CBSS)
6. Accomplish Client Satisfaction Measurement Survey	6.1 Provide a copy of the Client Satisfaction Measurement Survey;	None	20 minutes	Section Head Community Based Services Section (CBSS)
	6.2 Collect accomplished Client Satisfaction Measurement Survey			

<b>TOTAL</b>	<b>None</b>	<b>180 minutes or three (3) hours for Outright Cash</b>  <b>One (1) day or 24 hours for a Guarantee Letter.</b>	
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#### 4. Provision of Assistance to Solo Parent

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

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

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

<b>Office or Division:</b>	Community Based Service Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	REGISTERED SOLO PARENT

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Solo Parent Identification Card		Local Government Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Field Office for assistance	1. The DSWD office Security Guard/Public Assistance and Complaints Desk (PACD) Officer shall direct the client to the Field Office (FO)/Social Welfare and Development Team (SWADT) social worker or solo parent focal person.	None		Division Chief Protective Services Division
2. Attend Interview for assessment of needs	2.1 FO / SWADT social worker / Focal Person shall validate the Solo Parent Identification Card (SPIC) of the client.  2.1.1 Interview the client and fill-out the general intake sheet and indicate recommendations based on assessed needs	None	10 minutes	Head Community Based Service Section
3. Attend psychological intervention, psychological first aid and/or counseling	3.1 FO / SWADT social worker / Focal Person shall provide psychological intervention, psychological first aid and/or counseling based on their solo parent concerns. Recommendation may be provided to help in the needs of the family.	None	30 minutes	Division Chief Protective Services Division or Head Community Based Service Section

	<p><b>If no further assistance is to be provided</b>, the client shall accomplish the Client Satisfaction Measurement Form (CSMF) and return the form to the social worker before leaving.</p> <p>3.1.1 FO / SWADT social worker / Focal Person shall encode the client's information in the caseload inventory of solo parents provided with assistance</p>	None	5 minutes	<p>Division Chief Protective Services Division</p> <p>or</p> <p>Head Community Based Service Section</p>
4. Preparation of referral / endorsement for Assistance to Individuals in Crisis Situation (AICS) or Sustainable Livelihood Program (SLP) or to another office or agency if the need of the client cannot be met by the DSWD.	<p>4.1 Preparation of referral / endorsement for Assistance to Individuals in Crisis Situation (AICS) or Sustainable Livelihood Program (SLP) or to another office or agency if the need of the client cannot be met by the DSWD.</p> <p><b>For AICS</b>, FO / SWADT social worker / Focal Person shall provide a referral or endorsement letter to CID / CIS / SWADT and fill-out the General Intake Sheet</p>	None	40 minutes	<p>Division Chief Protective Services Division</p> <p>or</p> <p>Head Community Based Service Section</p>

	<b>For livelihood assistance, FO / SWADT social worker / Focal Person shall provide a referral or endorsement letter to SLP for possible provision of assistance.</b>  <b>For other agency/ies, FO / SWADT social worker / Focal Person to provide a referral or endorsement letter to appropriate agency/ies.</b>			
	4.2. Referral or endorsement letter for approval of Division Chief, Bureau/Regional Director or Combased Section Head / PSD Chief in SWADT.	None	2 days	Bureau Director
5. Receive the referral/ endorsement letter	5. Send the referral / endorsement letter to appropriate agency/ies	None	5 minutes	Division Chief Protective Services Division
	<b>TOTAL:</b>	<b>None</b>	<b>2 working days, 90 minutes</b>	

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

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

of the victim-survivors and prevents other family and community members from becoming victims of trafficking.

Office or Division:	Central Office - Sectoral Programs Division Field Office I-XII, CARAGA, CAR, NCR		
Classification:	Highly Technical		
Type of Transaction:	G2C- Government to Citizens		
Who may avail:	1. Victim-survivor of trafficking 2. Families of the victim-survivor of trafficking. 3. Witnesses of cases of human trafficking. 4. Communities with incidence of human trafficking.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Case Management			
Travel document (for Repatriated TIP Victims) (1 Photocopy) Valid ID (1 Photocopy) Social Case Study Report		Department of Foreign Affairs / Philippine Embassy (for Repatriated TIP Victims)	
Medical Assistance			
Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months) (1 Original and 1 Photocopy) Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures). Barangay Certificate of Residency and Valid ID for the client		<ul style="list-style-type: none"><li>• Hospital or health facility where the client is admitted or seen (Clinical Abstract and Hospital Bill)</li><li>• Barangay Hall (Barangay Certificate)</li><li>• Government Institutions (Valid ID)</li></ul>	
Educational Assistance			
School registration and/ or certificate of enrolment Statement of Account for tertiary education Valid school ID Valid ID of the parent/ guardian		School where the client is enrolled (School Registration, Certificate of Enrolment, Statement of Account)  Government Institutions (Valid ID)	
Skills Training			
Official receipt from the training school (TESDA/ CHED accredited training school. (1 Original and Photocopy) Valid ID		TESDA / accredited training school where the client is enrolled  Government Institutions (Valid ID)	
Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.)			
Contract of Employment or any similar document which indicates that they are hired Valid ID (1 Original and 1 Photocopy)		Employer of the client  Government Institutions (Valid ID)	
Financial Assistance for Livelihood			

<div>1. Result of the Handa Ka Na Bang Magnegosyo? The client score's must be 75 and above in order to be eligible for the livelihood Program, to determine the preparedness of the client to start their business. Re-assessment will be conducted to clients who will have a score of 74 and below or they may be considered to avail financial assistance for employment.</div> <div>2. Project Proposal. They may write using their vernacular or local dialect. They may be assisted by the social worker in preparation of the said proposal.</div> <div>3. Valid ID (1 Original and 1 Photocopy)</div> <div>4. Social Case Study Report</div>		<div><ul style="list-style-type: none"><li>• DSWD Field Offices</li><li>• Government Institutions (Valid ID)</li><li>• DSWD Field Office or Local Social Welfare and Development Office</li></ul></div>		
Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking				
No Documents need.		DSWD Field Offices -Victim-survivors of trafficking during rescue operation. Social workers are highly needed to provide psychosocial counseling and assist victim-survivors of trafficking all throughout the process from recovery to reintegration.		
Provision of Temporary Shelter				
1. Referral Letter from the Social Worker (1 Original and 1 Photocopy)		DSWD Field Offices -Victim-survivors of trafficking may be placed in DSWD run/registered, licensed and accredited residential care facilities for protective custody.		
Support for Victim-survivors/ Witness and Transportation Assistance				
<div><ul style="list-style-type: none"><li>• Valid ID</li><li>• Social Case Study Report</li></ul></div>		<div><ul style="list-style-type: none"><li>• Government Institutions (Valid ID)</li><li>• DSWD Field Offices</li></ul></div>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The victim survivors of trafficking may visit the DSWD Field/ Regional Office or Rescued by Social Worker	<div>1.1 Interview of the client</div> <div>1.1.1 Provide Psychosocial Counseling</div> <div>1.1.2 Conduct Assessment</div>	None	2 Hours	Community Based Services Section Head/ Social Welfare Officer III Protect Services Division



	<p><b>If the Client needs Temporary Shelter</b> refer to Residential Care Facility.</p> <p>1.1.3 The Social Worker shall provide a list of documentary requirements depending on the assistance to be provided.</p> <p>1.1.4 Refer to the list of requirements.</p>			<p>Community Based Services Section Head/ Social Welfare Officer III Protect Services Division</p>
2. Submit Documentary Requirement for the service/s to be availed	<p>2.1 Screening of the submitted documents (Note: Given all requirements are submitted by the client)</p> <p>2.1.1 For livelihood assistance, the RRPTP Social Worker shall forward the documents to the Sustainable Livelihood Program for further assessment.</p>	None	10 minutes	<p>Community Based Services Section Head/ Social Welfare Officer III Protect Services Division</p> <p>Sustainable Livelihood Program Section Head and Community Based Services Section Head/ Social Welfare Officer III Protect Services Division</p>
	<p>2.2 Processing of the assistance being sought;</p> <p><b>a.</b> Preparation of Voucher (if financial related <b>b.</b> Social Case Study Report</p>	None	7 Days	<p>Community Based Services Section Head/ Social Welfare Officer III Protect Services Division</p>

	c. Preparation of referral letter (if needs other program assistance)			
	2.3 PSU/ CBU Division Chief and Budget Officer recommend the provision of assistance for approval of the Regional Director.	None	3 working days	Community Based Services Section Head/ Social Welfare Officer III Protect Services Division
	2.4 The Regional Director shall approve the provision of assistance to the victim-survivors of trafficking.	None	2 working days	Regional Director
	2.5 Releasing of the assistance to client (Cash or Non-Cash)	None	2 working days	Cash Section Chief Financial Management Division-Cash Section
3. Accomplish Client Satisfaction Measurement Survey (CSMS)	3.1 RRPTP Social Worker shall provide the client the copy of the CSMS to provide feedback regarding the service received.	None	5 minutes	Community Based Services Section Head/ Social Welfare Officer III
	<b>TOTAL:</b>	<b>None</b>	<b>For Temporary Shelter -2 hours</b>	
	<b>TOTAL:</b>	<b>None</b>	<b>For Livelihood Assistance - 12 Days</b>	
	<b>TOTAL:</b>	<b>None</b>	<b>For other Assistance - 5 Days</b>	

## 6. Securing Travel Clearance for Minors Traveling Abroad

Digital Blue Card (formerly known as the DSWD Travel Clearance) is an electronic document issued by the Department of Social Welfare and Development to a minor traveling abroad unaccompanied by any of the parents or persons having no parental authority and legal custody over the child.

Office or Division:	Centralized Processing Office - Minors Traveling Abroad Under Program Management Bureau	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Filipino Minors Traveling Abroad	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Minor/s traveling alone to a foreign country for the first time:		
Scanned copies of the following:		
1. QR-coded Birth Certificate from the Philippine Statistics Authority (PSA)	Philippine Statistics Authority (PSA)	
2. QR-coded Marriage Certificate of the minor's parents or the Court Decision on Legal Guardianship, Solo Parent ID, if applicable	Philippine Statistics Authority (PSA)	
3. Affidavit of support and Certified copy of Evidence of financial capability of the sponsor such as any of the following: a. Certificate of Employment; b. Latest ITR; or c. Bank Statement.	Sponsor	
4. QR-coded Death Certificate (in case of death of either parent or both) issued by the Local Civil Registrar;	Philippine Statistics Authority (PSA)	
5. Scanned copy of colored passport-size photos of the minor (in white background) taken within six (6) months;	Applicant	
6. Valid ID/Passport of Parents (with signature); and	Parent/s	
7. Passport of Minor (if available).	Minor	
B. For the Succeeding unaccompanied travel to a foreign country:		
Scanned copies of the following:		
1. Scanned copy of colored passport-size photos of the minor (in white background) taken within six (6) months;	Applicant	
2. Valid ID/Passport of parents (with signature), Solo Parent ID, if applicable;	Parent/s	
3. Affidavit of support and Certified Copy of Evidence of financial capability of the sponsor such as any of the following:	Applicant or Sponsoring Person/Agency	

a. Certificate of employment b. Latest ITR; or c. Bank Statement	
<b>C. Minor/s traveling alone to a foreign country for the first time with a person other than the parents or legal guardian</b>	
<b>Scanned copies of the following:</b>	
1. QR-coded Birth Certificate from the Philippine Statistics Authority (PSA);	Philippine Statistics Authority (PSA)
2. QR-coded Marriage Certificate of the minor's parents or the Court Decision on Legal Guardianship, Solo Parent ID, if applicable;	Philippine Statistics Authority (PSA)
3. Valid ID/Passport of Parents (with signature);	Parent/s of the Minor
4. Scanned copy of colored passport-size photos of the minor (in white background);	Applicant
5. Passport of the travelling companion;	Traveling Companion
6. If family friend/foreign companion, passport bio-page and visa/Alien Certificate of Registration ID (ACR i-card);	Traveling Companion
7. Notarized oath of undertaking (if non-relative);	Applicant
8. Proof of financial capability of the sponsor: a. Bank statement; b. Certificate of Employment; or c. Income Tax Return.  If the sponsor is living abroad, proof of financial capability should be subscribed and sworn to before an authorized officer to administer the oath.	Applicant or Sponsoring Person/Agency
<b>D. Subsequent travel of minors with a person other than the parents or legal guardian:</b>	
<b>Scanned copies of the following:</b>	
1. Colored copy of the previous Travel Clearance issued by the DSWD, if previously applied manually;	Applicant
2. Electronically generated Travel Clearance need not be uploaded for renewing applicants;	Applicant
3. QR-coded Marriage Certificate of the minor's parents issued by the PSA or Court Order on Legal Guardianship, Solo Parent ID, if applicable;	Philippine Statistics Authority (PSA)
4. Valid ID/Passport of parents (with signature);	Parent/s
5. Two (2) colored passport-size photos of the minor (on a white-background);	Applicant
6. Passport of the traveling companion;	Minor's Traveling Companion
7. If family friend/foreign companion, passport	Minor's Traveling Companion

bio-page and visa/Alien Certificate of Registration ID (ACR i-card);	
8. Notarized oath of undertaking (if non-relative);	School, Sports Agency, or Sponsoring Organization
9. Proof of financial capability of the sponsor, any of the following: a. Bank statement; b. Certificate of Employment; or c. Income Tax Return.  If the sponsor is living abroad, proof of financial capability should be subscribed and sworn to before an authorized officer to administer the oath.	Applicant or Sponsoring Person/Agency
<b>E. Additional Requirements for Minor/s Under Special Circumstances:</b>	
For Filipino minors migrating to another country (for purposes of determining if exempted): a. Scanned copy of the Visa petition approval.	Applicant
For minor who is over 18 years old but is unable to fully take care of himself/herself from abuse, neglect, cruelty, exploitation or discrimination because of physical or mental disability or condition: a. Scanned Certification from a Physician citing the minor's condition and his/her inability to fully take care of him/herself.	Attending physician
For a minor who will study abroad: a. Scanned copy of the student Visa or Acceptance or Certificate of Enrollment or Registration from the school where the minor is to be enrolled.	School where the minor is to be enrolled
For a minor who will attend conferences, study tours, competition, student exchange program, Summer Camp, Pilgrimage, World Youth Day, and other related activities: a. Scanned copy of the Certification from the sponsoring organization; b. A scanned copy of the Affidavit of Undertaking of the companion indicating the safety measures undertaken by the sports agency (sports competition); and c. Scanned copy of the Signed Invitation from the sponsoring agency/organization abroad with an itinerary of travel and list of participants and duration of the	Local organization in the Philippines  Traveling companion  Sponsoring agency/ organization abroad

activity/travel.	
For minors going abroad for medical purposes (only applicable to children in Child Caring Agencies and SWDAs with sponsors abroad for their medical treatment): a. Scanned copy of the Medical Abstract of the minor; b. Scanned copy of the Recommendation from the attending physician that such medical procedure is not available in the country; and c. Scanned Letter from the Sponsor.	Licensed Attending Physician
For a minor going abroad for inter-country adoption: a. NACC issued Consent to Travel	National Authority for Child Care (NACC)
For a minor under Foster Care, scanned copies of the following: a. RACCO issued Consent to Travel	Regional Alternative Child Care Office (RACCO)
For minors under adoption (must have an undergoing filed petition), scanned copies of the following: a. RACCO issued Consent to Travel	Regional Alternative Child Care Office (RACCO)
For minors under Legal Guardianship: a. Social Case Study Report executed by a Licensed Social Worker of the Local Government Unit of the Parent/Guardian; and b. Blotter report from either the Local Police or Barangay Certification from the locality or the last known address of the alleged missing parent. c. Solo Parent ID, if applicable	Local Government Unit  Barangay or Local Police
<b>F. For securing the MANDATORY Certificate of Exemption</b>	
1. If the parents are not married, and the child's traveling companion is the biological father who has sole parental custody or legal custody over the minor as evidenced by a Court Order: a. QR-coded PSA issued birth certificate of minor; b. Scanned Court Order granting the Sole Parental Custody to the biological father.	Philippine Statistics Authority (PSA)  Applicant
2. When the traveling companion is the legal guardian;	

a. QR-coded PSA-issued birth certificate of a minor; b. Scanned Court Order granting Legal Guardianship over minor;	Philippine Statistics Authority (PSA)  Applicant
3. Orphans of married parents and traveling with substitute parent/s (grandparents or nearest kin per Family Code): a. QR-coded PSA issued a birth certificate of a minor; b. QR-coded PSA-issued Marriage Certificate of the minor's c. QR-coded PSA-issued Death Certificate of minor's parents d. QR-coded PSA-issued Birth Certificate of the traveling parents companion (grandparents or nearest kin) to establish the relationship with the minor.	Applicant
4. Orphans of non-married parents and traveling with the substitute parent/s (maternal side): a. QR-coded PSA-issued birth certificate of a minor; b. QR-coded PSA-issued Death Certificate of the minor's biological mother c. QR-coded PSA issued Birth Certificate of the traveling biological mother companion (maternal grandparents) to establish the relationship with the minor.	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create an account in the MTA portal to submit application forms, upload the required documents, and pay the applicable fee.	1.1 After payment, the system issues a notification via email confirming receipt of the application.	<u>For Travel Clearance:</u> ₱800.00 per child  <u>For certificate of exemption:</u> ₱300.00 per child	20 minutes	Applicant through the MTA Portal
2. Wait for the review and assessment of the Social Worker.	2.1 Designate an assessor to review and evaluate the applicant's requirements.	None	5 minutes	Social Welfare Officer IV, PSB - Sectoral Programs Division

	<p>2.2 Conduct a thorough review and evaluation of the submitted online application and its supporting documents to verify the authenticity and completeness of the required documents.</p> <p>2.3 Notify the client via email for the availability of schedules for the online interview.</p>	None	35 minutes	<i>Assessor</i>
3. Select a schedule for an online interview	3.1 Confirm the schedule and details of the online interview.	None	5 minutes	<i>MTA Portal</i>
4. Attend the online interview together with the minor and parent/travel companion	4.1 Conduct an online interview and prepare his/her assessment of the application.	None	30 minutes	<i>Interviewer</i>
5. Wait for the travel clearance/ certificate of exemption	<p>5.1 Provide the final remarks based on the review of the assessor's and interviewer's remarks</p> <p>5.2 Prepare and submit the assessment report with a recommendation for approval or disapproval of the application.</p>	None	10 minutes	<i>Interviewer</i>



	5.3 Sign/approve the application or certificate of exemption for exempted applicants	None	15 minutes	<i>Division Chief PSB - Sectoral Programs Division</i>  <i>SWO IV, Centralized Processing Office-Minors Traveling Abroad (CPO-MTA)</i>
	5.4 Issue a system-generated notice of approval/disapproval to the client.  5.5 If an application is disapproved due to incorrect information or missing documents, the applicant will be notified and advised to provide the necessary corrections and required documents for compliance.	None	5 minutes	<i>On-Duty Social Welfare Officer/ Admin Staff</i>
6. Receive the travel clearance/ certificate of exemption	6.1 Issue the travel clearance/ certificate of exemption to the applicant through the MTA Portal	None	10 minutes	<i>On-Duty Social Welfare Officer/ Admin Staff</i>
<b>TOTAL:</b>		<u>For Travel Clearance:</u> ₱800.00 per child  <u>For certificate of exemption:</u> ₱300.00 per child	<b>2 hours and 15 minutes</b>	

## **PUBLIC RELATIONS OFFICE (PRS)**

### **EXTERNAL SERVICES**

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

The Agency Operations Service (AOS) was created by the Department of Social Welfare and Development in accordance with Executive Order No. 06, Series of 2016, issued by President Rodrigo Roa Duterte. This executive order formalized the establishment of the 8888 Citizens' Complaint Hotline and the corresponding 8888 Citizens' Complaint Center. The primary responsibility of the AOS is to guarantee compliance with the stipulated 72-hour response time for all inquiries, complaints, and grievances that are directed to the DSWD via the 8888 hotline portal.

The formation of the AOS represents a significant step in enhancing the Department of Social Welfare and Development's responsiveness to the concerns of the public. By institutionalizing the 8888 Citizens' Complaint Hotline, the executive order aims to streamline the process of addressing citizen grievances, thereby fostering greater accountability and transparency within the agency. The AOS plays a crucial role in ensuring that all communications received through the hotline are handled efficiently and within the designated timeframe, thereby reinforcing the commitment of the DSWD to serve the community effectively.

<b>Office or Division:</b>	Agency Operations Service-Grievance Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C); Government-to-Government (G2G)			
<b>Who may avail:</b>	Any person with inquiries, complaints, and grievances directed to the Department of Social Welfare and Development (DSWD) may submit them via the 8888 Citizens' Complaint Hotline portal.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Copy of the Referral Letter (PDF format) <i>*Contains the Ticket Reference Number issued by the 8888 Citizens' Complaint Center</i>  2. Client Information (if available) <i>*includes the client's name, address, telephone number, and email address (if applicable).</i>  3. Inquiry/Complaint/Grievance Details <i>*provides a complete and detailed description of the concern.</i>		8888 Citizens' Complaint Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Lodge/file their inquiries, complaints, and grievances, directed to the Department of Social Welfare and Development (DSWD) programs, services, or personnel via the 8888 Hotline.</p>	<p>1.1 Receive, assess, analyze, and ascertain whether the client's inquiry, complaint, or grievance falls under the jurisdiction of the DSWD.</p> <p>1.1.1 If the concern falls under the jurisdiction of DSWD, the Technical Staff shall refer to the concerned Office/Bureau s/Units/Services (OBSUs)/Field Offices (FOs)/Attached Agencies (AAs).</p> <p>1.1.2 If not, the Technical Staff shall submit a request for reversion to the 8888 CCC Administrator through the 8888 Citizens' Complaint Hotline Portal.</p> <p>1.2 Encode the client's details into the Integrated Grievance Redress Management</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Project Development Officer II Agency Operations Service</i></p>
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	System (IGRMS) and 8888 unified monitoring matrix.			
	1.3 Receive, evaluate, and forward 8888 ticket(s) to the relevant Division, Unit, or Service for necessary action.	None	5 Minutes	<i>Project Development Officer II Agency Operations Service  &amp; Technical Staff DSWD OBSU/FO/AA</i>
	1.4 Respond to the client's concern(s) accordingly.	None	71 Hours, 10 Minutes	<i>Technical Staff DSWD OBSU/FO/AA</i>
	1.5 Conduct a Client Satisfaction Measurement Survey (CSMS) on the client, provided that the client's information is available.	None	5 Minutes	<i>Technical Staff DSWD OBSU/FO/AA</i>
	1.6 Submit the signed feedback report or memorandum, directed to the DSWD 8888 Permanent Focal Person, and to the AOS. This submission must include a detailed account of the actions taken, along with all relevant attachments pertaining to the ticket referred by the DSWD 8888	None	5 Minutes	<i>Technical Staff DSWD OBSU/FO/AA</i>

	Action Team.			
	<p>1.7 Receive, review, and acknowledge the signed official memorandum of responses submitted by the concerned OBSU/FO/AA.</p> <p>1.7.1 If the response received is considered insufficient in terms of concrete and specific actions, the Technical Staff shall return the submitted official memorandum and attachments to the respective OBSU/FO/AA through the official email address for <b>compliance</b>.</p> <p>1.7.2 If the response received meets the criteria in terms of being concrete and specific<sup>29</sup>, and accompanied by complete attachments,</p>	None	5 Minutes	<i>Project Development Officer II Agency Operations Service</i>

<sup>29</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.

	proceed to the next step.			
	1.8 Recommend the closure of the complaint stating the ticket reference number to the 8888 Citizens' Complaint Hotline Portal.	None	5 minutes	Project Development Officer II Agency Operations Service
	1.9 Once closed, notify the concerned OBSU /FO/AA that the ticket has been closed in the 8888 Portal.  1.10 Acknowledge the provided update.  1.11 Update the IGRMS and 8888 unified monitoring matrix and mark the complaint ticket reference number as responded/ resolved.	None	10 Minutes	Project Development Officer II Agency Operations Service  Technical Staff OBSU/FO/AA F  Project Development Officer II Agency Operations Service &  Technical Staff OBSU/FO/AA
	<b>TOTAL:</b>	<b>None</b>	<b>3 calendar days or 72 hours</b>	

## 2. 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

In order to ensure a prompt and effective response to all incoming correspondence, including referral letters, the IGRMS Public Portal, Public Assistance and Complaints Desk (PACD) Walk-in clients, DSWD Inquiry Email, and DSWD Hotline are utilized to address requests for assistance, inquiries, feedback, or complaints from the general public, as well as from various National Government Agencies (NGAs), Local Government Units (LGUs), and other relevant offices. This initiative is in strict adherence to Republic Act No. 11032, which aims to enhance the ease of doing business and improve the efficiency of government service delivery. This act amends Republic Act No. 9485, commonly referred to as the Anti-Red Tape Act of 2007, thereby reinforcing the commitment to streamline processes and reduce bureaucratic hurdles.

<b>Office or Division:</b>	Agency Operations Service (AOS) – Grievance Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C); Government-to-Government (G2G)			
<b>Who may avail:</b>	Any person with inquiries, requests for assistance, or complaints directed to the Department of Social Welfare and Development (DSWD) may submit their concerns through the IGRMS Public Portal, the DSWD Inquiry Email, or the DSWD Hotline.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client's Information (Name, Address, Telephone number, E-mail Address), and the complete details of concern; or 2. Referral Letter from the National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices		Agency Operations Service – Client Support Section (CSS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit or send communication of	1.1 Receive inquiry, request, grievance, or	None	3 minutes	<i>Project Development Officer II</i>



inquiry, request, or grievance.	endorsement letter of the presented request for assistance, inquiry, feedback, or grievance received from the Public Assistance and Complaints Desk (PACD), DSWD Inquiry Email, DSWD Hotline, Social Media platform referral, and Presidential Action Center (PACe).			<i>Agency Operations Service</i>
	<p>1.2 Review and assess the inquiry, request, or grievance of the clients.</p> <p>1.2.1 For inquiry, request, or grievance received through PACD/Walk-In clients, respond through the PACD;</p> <p>1.2.2 For inquiry, request, or grievance received through the DSWD Inquiry Email, respond</p>	None	3 minutes	<i>Project Development Officer II Agency Operations Service</i>

	<p>through the DSWD email;</p> <p>1.2.3 For inquiry, request, or grievance received through the DSWD Hotline, respond through phone call/hotline;</p> <p>1.2.4 For inquiry, request, or grievance received through referral letter from the NGAs, LGUs, and concerned office, draft an official memorandum and respond through an official letter.</p>			
	<p>1.3 Determine whether the received inquiry, request or grievance is within the mandate of the DSWD.</p> <p>1.3.1 For DSWD concerns with complete contact information,</p>	None	4 minutes	<i>Project Development Officer II Agency Operations Service</i>

	<p>proceed to the next step.</p> <p>1.3.2 For DSWD concerns with no contact information of the client or non-DSWD concern, request for reversion.</p> <p>1.3.3 For non-DSWD concerns received through email, revert the concern to the proponent's office through email.</p> <p>1.3.4 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>1.3.5 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>1.3.6 For client/s who chose to</p>			
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	<p>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:</p> <p><i>"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"</i></p>			
	<p>1.3 Categorize the concern whether Simple, Complex, or Highly Technical, and encode the client's details in the AOS Monitoring Matrix/Tool.</p> <p><b>1.4.1 For simple queries:</b> Respond to the concern of the client through the</p>	None	25 Minutes	<p><i>Project Development Officer II Agency Operations Service</i></p>

	<p>DSWD hotline/email/letter, through the provided contact information (e.g., e-mail address or phone number). For PACD clients, respond to the client's concerns accordingly.</p> <p><b>1.4.2 For requests for assistance and non-contentious grievances that require validation and are classified as "Complex",</b> endorse/refer the matter to the concerned Field Offices or Offices/Bureaus/Services/Units (FOs/OBSU) for reference and appropriate action.</p> <p><b>1.4.3 For grievances and confidential complaints</b></p>			
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	<p><b>classified as “Highly Technical”,</b> draft a memorandum and endorse/refer the matter to the concerned office (closed envelope) for reference and appropriate action.</p> <p>1.5 Encode the client’s details in the AOS Monitoring Matrix/Tool</p>			
	<p>1.6 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>1.7 Review and determine to which Division/Unit/Services the concern will be forwarded.</p> <p>1.8 Endorse the email/ referral letter to the concerned Division/Unit/ Services for</p>	None	10 Minutes	<i>Technical Staff OBSU/FO/AA</i>

	appropriate action. 1.9 Encode the client's details in the Monitoring Matrix/Tool.			
2. Receive a response/action on the concern.	2.1 Provide appropriate action/update the client on the status of his/her concern. 2.2 Conduct a Client Satisfaction Measurement Survey (CSMS) on the client. 2.3 Provide and submit a feedback report.	None	a. Simple Transaction (three (3) working days)  b. Complex Transaction (seven (7) working days)  c. Highly Technical Transaction (twenty (20) working days)	<i>Technical Staff OBSU/FO/AA</i>
	2.4 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 concern of the client and	None	10 Minutes	<i>Technical Staff OBSU/FO/AA</i>

	update the Monitoring Matrix/Tool.			
	<p>2.5 Review the submitted signed official document/ memorandum/ feedback report.</p> <p>2.5.1 For actions/ feedback reports not considered concrete and specific, return the submitted report to the concerned office for compliance.</p> <p>2.5.2 For actions/ feedback reports considered concrete and specific, proceed to the next step.</p> <p>2.6 For PACE referral, 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>	None	10 Minutes	<i>Project Development Officer II Agency Operations Service</i>



	2.7 Acknowledge the receipt of the official document/ memorandum/ feedback report	None	5 Minutes	<i>Project Development Officer II Agency Operations Service</i>
	2.8 Update the AOS monitoring matrix and mark the inquiry, request for assistance, and grievances as responded/ closed.	None	5 Minutes	<i>Project Development Officer II Agency Operations Service</i>
	<b>TOTAL</b>	<b>NONE</b>	<b>1 hour and 15 Minutes</b>	

### 3. Management of Inquiries, Complaints, or Feedback from Walk-In Clients through the Public Assistance and Complaints Desk (PACD)

To address and provide an immediate effective response and resolution in all walk-in inquiries, requests for assistance, grievances, complaints, or feedback from the general public 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”. The aim is to ensure that we deliver prompt responses to clients until the issue is fully resolved or closed, ensuring that all walk-in interactions are handled with the utmost efficiency and responsiveness, thereby enhancing the overall experience for citizens seeking assistance.

<b>Office or Division:</b>	Agency Operations Service (AOS) – Grievance Management Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government-to-Citizens (G2C); Government-to-Government (G2G)
<b>Who may avail:</b>	Walk-in clients with inquiries, requests for assistance, or complaints directed to the Department of Social Welfare and Development (DSWD) may submit their concerns through the Public Assistance and Complaints Desk (PACD)
<div> <b>CHECKLIST OF REQUIREMENTS</b> <b>WHERE TO SECURE</b> </div>	

1. Client's Information: (Name, Address, Telephone number, E-mail Address), and the complete details of concern in the accomplished Grievance Information Form 2. Referral Letter from the National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices (if available)		Agency Operations Service – Client Support Section (CSS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodge/file inquiry, request, or grievance through the PACD	1.1 Submit an inquiry, request, or grievance to the PACD Officer whether verbal or by filling out the Grievance Information Form (GIF)	None	5 Minutes	<i>Attending PACD Officer</i>
	1.2 Inquire about client issues with probing questions, following the verbatim script.	None	8 Minutes	<i>Attending PACD Officer</i>
	1.3 Get the client's consent to record the client's information/details of concern and encode them in the Integrated Grievance Redress Management System (IGRMS).	None	2 Minutes	<i>Attending PACD Officer</i>
	1.4 Assess the concern of the client and provide a suitable response/ resolution:	None	20 Minutes a. Simple Transaction (three (3) working days)	<i>Attending PACD Officer</i>

	<p><b>1.4.1 For Simple Inquiry:</b> Provide a clear and concise response to the query.</p> <p>1.4.1.1 If unsure, offer to find the information or direct them to the Office/Bureau/Service/Unit (OBSU) concerned.</p> <p>1.4.1.2 If the query has multiple possible solutions, present the available solutions to the client and explain the pros and cons of each option if necessary.</p> <p>1.4.1.3 Ask if the client has any further questions or if he/she needs additional clarification.</p> <p><b>1.4.2 For Complex and Highly Technical Concerns:</b> Contact/</p>		<p>b. Complex Transaction (seven (7) working days)</p> <p>c. Highly Technical Transaction (twenty (20) working days)</p>	
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	<p>coordinate with the concerned Office, Bureau, Service, or Unit (OBSU).</p> <p>1.4.2.1 Refer the client either through the accomplished GIF or via phone call to the concerned OBSU.</p> <p>1.4.2.2 Provide the appropriate response, which the attending PACD Officer can either relay to the client or deliver directly via phone.</p>			
	1.5 After the client has been responded to, update the IGRMS or monitoring tool and tag it as responded/resolved (whichever is applicable).	None	2 Minutes	<i>Attending PACD Officer</i>
	1.6 The client shall accomplish the Client Satisfaction Measurement Survey (CSMS) Form based on the level of	None	3 Minutes	<i>Attending PACD Officer</i>

	<p>satisfaction with the service/ response provided by the attending PACD Officer.</p> <p>1.7 Encode the results of the survey in the CSMS database as a means of verification.</p>			
	<b>TOTAL</b>	<b>NONE</b>	<b>40 Minutes</b>	

## **FEEDBACK AND COMPLAINTS MECHANISM**

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback and/or complaints	<p>Accomplish the Client Satisfaction Measurement Survey (CSMS) Form and drop it at the designated drop box of the PACD, or fill up the link provided in the email response from the DSWD inquiry or 8888 email.</p> <p>Contact info: (+02) 8-931-8101 VoIP 10212, 10214, 10206 or thru email <a href="mailto:inquiry@dswd.gov.ph">inquiry@dswd.gov.ph</a>.</p>
How feedbacks are processed	<p>The designated Technical Staff shall compile and record all feedback submitted.</p> <p>For feedback requiring answers/updates, they shall be forwarded to the concerned personnel/unit and are required to respond within three (3) days upon receipt of the feedback.</p> <p>The response of the personnel/unit is then relayed to the client/citizen on how the complaints are received by the concerned OBSUs.</p> <p>For inquiries and follow-up, clients may contact the following telephone number: (+02) 8-931-8101 VoIP 10212, 10214, 10206 or through email: <a href="mailto:inquiry@dswd.gov.ph">inquiry@dswd.gov.ph</a>.</p>
How to file a complaint	<p>Accomplish the Grievance Information Form (GIF) and drop it at the designated drop box of the PACD. It can also be filed via telephone (DSWD Official Hotline), DSWD Inquiry email, or through the Integrated Grievance Redress Management System Public Portal. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>• Name of person being complained</li> <li>• Incident</li> <li>• Evidence</li> </ul> <p>For inquiries and follow-up, clients may contact the following telephone number: (+02) 8-931-8101 VoIP 10212, 10214, 10206 or through email: <a href="mailto:inquiry@dswd.gov.ph">inquiry@dswd.gov.ph</a> and <a href="http://i-grs.dswd.gov.ph/">http://i-grs.dswd.gov.ph/</a>.</p>
How complaints are processed	<p>The Agency Operations Service (AOS) shall evaluate the complaints received daily. The designated Technical Staff shall coordinate and forward the complaint to the concerned personnel/ unit to respond to the complaint and/or investigate.</p>

FEEDBACK AND COMPLAINTS MECHANISM	
	<p>If necessary after the concern has been addressed or after the conduct of the investigation, the designated Technical Staff to prepare and submit a feedback report to the AOS Director for information and further instruction.</p> <p>The designated Technical Staff shall give feedback to the client/s.</p> <p>For inquiries and follow-up, clients may contact the following telephone number: (+02) 8-931-8101 VoIP 10212, 10214, 10206 or through email: <a href="mailto:inquiry@dswd.gov.ph">inquiry@dswd.gov.ph</a>.</p>
Contact Information of CCB, PACE, ARTA	<p><b>Anti Red Tape Authority (ARTA)</b>  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            or call at 8478–5091 or 8478–5093.</p> <p><b>Presidential Action Center (PACE)</b>  <a href="mailto:pace@op.gov.ph">pace@op.gov.ph</a>            Hotline 8888 or 82498310 loc. 8175 or 8182            Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p><b>Contact Center ng Bayan (CCB)</b>  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            0908-881-6565</p>



## LIST OF OFFICES

Office	Address	Contact Information
Office of the Secretary	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Direct Line: 8951-22-39 Local No.: 10339 Email: osec@dswd.gov.ph
Office of the Undersecretary for General Administration and Support Services Group (GASSG)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Trunk Lines: 8-931-8101 to 07 Locals: 10317 Email: ousgassg@dswd.gov.ph
Office of the Undersecretary for Operations Group	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Trunk Lines: 8-931-8101 to 07 Direct Line: 8951-71-15 Locals: 10003 Email: ousoperations@dswd.gov.ph
Office of the Undersecretary for Disaster Response Management Group (DRMG)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Direct Line: 8-931-8123 Locals: 10250 Email: ousdrmg@dswd.gov.ph Website: <a href="https://dromic.dswd.gov.ph">https://dromic.dswd.gov.ph</a>
Office of the Undersecretary for Policy and Plans Group (PPG)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Direct Line: 8-931-6147 Locals: 10335 Email: ousppg@dswd.gov.ph
Office of the Undersecretary for Standards and Capacity Building (SCBG)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Trunk Lines: 8-931-8101 to 07 Locals: 10341 Email: ousscbg@dswd.gov.ph
Office of the Undersecretary for National Household Targeting System and Pantawid Pamilyang Pilipino Program (4Ps)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Trunk Lines: 8-931-8101 to 07 Locals: 10326 Email: ous_nhts4ps@dswd.gov.ph
Office of the Undersecretary for Inclusive – Sustainable Peace and Special Concerns	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Trunk Lines: 8-931-8101 to 07 Locals: 10034 Email: ousispsc@dswd.gov.ph
Office of the Undersecretary for Innovations	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Direct Line: 8-951-7111 / 8951-7114 Locals: 10343 Email: ousinnovations@dswd.gov.ph
Office of the Undersecretary for Legislative Liaison and Coordination Group	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Trunk Lines: 8-931-8101 to 07 Locals: 10262 Email: ousla@dswd.gov.ph

Office	Address	Contact Information
Office of the Undersecretary for International Affairs, Attached and Supervised Agencies (ASAs) under the Office of the Secretary	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Direct Line: 8951-7121 Locals: 10028 Email: ouasa@dswd.gov.ph
Office of the Assistant Secretary for Strategic Communications	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Direct Line: 8-931-8172 Locals: 10358 Email: oassc@dswd.gov.ph
Office of the Assistant Secretary for Policy and Plans	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Trunk Lines: 8-931-8101 to 07 Local: 10310 (Technical Concerns); 10311 (Appointments); 10312 (Records/Transactions follow-up) Direct Line: 8-931-63-66 Email: oasppg@dswd.gov.ph
Office of the Assistant Secretary for Disaster Response and Management Group (DRMG) and Assistant Secretary for Office of the Secretary (OSEC) Concerns	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Trunk Lines: 8-931-8101 to 07 Locals: 10323 Email: oasosec@dswd.gov.ph / oasdrmg@dswd.gov.ph
Office of the Assistant Secretary for External Assistance and Development	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Trunk Lines: 8-931-8101 to 07 Locals: 10022, 10068 Email: oasead@dswd.gov.ph
Office of the Assistant Secretary for the General Administration and Support Services Group	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Trunk Lines: 8-931-8101 to 07 Locals: 10317 Email: oasfinance@dswd.gov.ph
Office of the Assistant Secretary for SCBG	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Trunk Lines: 8-931-8101 to 07 / Direct Line: 8931-6146 Locals: 10050 Email: oasscb@dswd.gov.ph
Office of the Assistant Secretary for Specialized Programs under Operations Group	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Trunk Lines: 8-931-8101 to 07 Loc.: 10327 Email: oasspep@dswd.gov.ph
Office of the Assistant Secretary for Statutory Programs under Operations Group	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Trunk Lines: 8-931-8101 to 07 Locals: 10271 Tel. No.: 8709-14-67 Email: oasstp@dswd.gov.ph

Office	Address	Contact Information
Office of the Assistant Secretary for Regional Operations under the Operations Group	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Trunk Lines: 8-931-8101 to 07 Locals: 10002 Email: oasro@dswd.gov.ph
Office of the Assistant Secretary for the National Household Targeting System (NHTS) and Pantawid Pamilyang Pilipino Program (4Ps)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Trunk Lines: 8-931-8101 to 07 Locals: 10227 Email: oas_4ps@dswd.gov.ph / oasnhts@dswd.gov.ph
Office of the Assistant Secretary for Inclusive – Sustainable Peace and Special Concerns	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Trunk Lines: 8-931-8101 to 07 Local: 10318 Email: oasispsc@dswd.gov.ph
Office of the Assistant Secretary for Community Engagement	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Trunk Lines: 8931-7121 Local: 10047 Email: uhcaguilar@dswd.gov.ph
Office of the Assistant Secretary for Innovations	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Trunk Lines: 8-931-8101 to 07 Locals: 10289 Email: oasi@dswd.gov.ph
Office of the Special Assistant to the Secretary (SAS) for Innovations	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Trunk Lines: 8-931-8101 to 07 Locals: Email: mnjcastillo@dswd.gov.ph / stb@dswd.gov.ph
Office of the Assistant Secretary for e-Governance and Information and Technology (IT) Concerns / Chief Information Officer under the Office of the Secretary	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Trunk Lines: 8-931-8101 to 07 Local: 10347 Email: cio@dswd.gov.ph
Office of the Assistant Secretary for International Affairs, and Attached and Supervised Agencies (ASAs) under the Office of the Secretary	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Direct Line: 8-931-9135 Locals: 10324 Email: oasiasa.osec@dswd.gov.ph
Office of the Special Assistant to the Secretary (SAS) for Disaster Response and Management Group (DRMG)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Direct Line: 8 851-2681 Locals: 10166 Email: nrmb@dswd.gov.ph

Office	Address	Contact Information
Office of the Assistant Secretary for Partnerships Building and Resource Mobilization under the Office of the Secretary	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Direct Line: 88-931-8101 to 07 Local: Email: partnerships@dswd.gov.ph
Office of the Assistant Secretary for Statutory Programs	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Trunk Lines: 8-931-8101 to 07 / Direct Line: 8709-14-67 / Local: 10020 Email: oasstp@dswd.gov.ph
Administrative Service (AS)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Direct Line: 8-936-1112 Locals: 10058 Email: admin@dswd.gov.ph
Agency Operations Service (AOS)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Trunk Lines: 8-931-8101 to 07 Locals: 10338 Email: aos@dswd.gov.ph
Bangsamoro Umpungan sa Nutrisyon (BangUn) Program	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Trunk Lines: 8-931-8101 to 07 Local: 10192 Email: bangun@dswd.gov.ph
Beneficiary FIRST (BFIRST) Project Management Unit	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Trunk Lines: 8-931-8101 to 07 Locals: 10022, 10126 Email: bfirstpmusecretariat_grp@dswd.gov.ph
Digital Media Service (DMS)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Trunk Lines: 8-931-8101 to 07 Locals: 10086, 10087 Direct Line: 8931-9143 Email: dms@dswd.gov.ph
Disaster Response Management Bureau (DRMB)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Direct Line: 8932-2573 Locals: 10099 Email: drmb@dswd.gov.ph
Enhanced Partnership Against Hunger and Poverty National Program Management Office (EPAHP NPMO)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Trunk Lines: 8-931-8101 to 07 Local: 10289 Email: epahpnpmo@dswd.gov.ph
Financial Management Service (FMS)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Direct Line: 8931-8127, 8-951-7118 Locals: 10064, 10245 Email: finance@dswd.gov.ph
Human Resource Management and Development Service (HRMDS)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City, Philippines	Direct Lines: 8-961-6672 Locals: 10220 Email: hrmds@dswd.gov.ph

Office	Address	Contact Information
Internal Audit Service (IAS)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Direct Line: 8952-9773 Locals: 10132 Email: <a href="mailto:ias@dswd.gov.ph">ias@dswd.gov.ph</a>
Information and Communication Technology Management Service (ICTMS)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Trunk Lines: 8-931-8101 to 07 Locals: 10308 Email: <a href="mailto:ictms@dswd.gov.ph">ictms@dswd.gov.ph</a>
Kapit-Bisig Laban sa Kahirapan-Comprehensive and Integrated Delivery of Social Services (KALAHI-CIDSS)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Direct Line: 8-952-9749 Locals: 10117 Email: <a href="mailto:kc@dswd.gov.ph">kc@dswd.gov.ph</a>
Legal Service (LS)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Direct Line: 8951-2238 Locals: 10276 Email: <a href="mailto:legal@dswd.gov.ph">legal@dswd.gov.ph</a>
National Household Targeting Office (NHTO)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Direct Line: 8-931-8101 to 07 Locals: 10274 Email: <a href="mailto:nhto@dswd.gov.ph">nhto@dswd.gov.ph</a> Website: <a href="http://www.listahanan.dswd.gov.ph">www.listahanan.dswd.gov.ph</a>
National Resource and Logistics Management Bureau (NRLMB)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Direct Line: 8 851-2681 Locals: 10264 Email: <a href="mailto:nrlmb@dswd.gov.ph">nrlmb@dswd.gov.ph</a>
Pantawid Pamilyang Pilipino Program (4Ps) – National Program Management Office (NPMO)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Trunk Lines: 8-931-8101 to 07 Local: 10101,10151,10107 Email: <a href="mailto:gbgabuya@dswd.gov.ph">gbgabuya@dswd.gov.ph</a> / <a href="mailto:4ps-npmo@dswd.gov.ph">4ps-npmo@dswd.gov.ph</a>
Pag-abot Program National Program Management Office (NPMO)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Trunk Lines: 8-931-8101 to 07 Email: <a href="mailto:oplanpagabot@dswd.gov.ph">oplanpagabot@dswd.gov.ph</a>
Peace and Development Buong Bansa Mapayapa – National Program Management Office	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Trunk Lines: 8-931-8101 to 07 Local: 10034 Email: <a href="mailto:pdbbm-npmo@dswd.gov.ph">pdbbm-npmo@dswd.gov.ph</a>
Policy Development and Planning Bureau (PDPB)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Direct Line: 8-951-7120, 8951-74-33 Locals: 10137 Email: <a href="mailto:pdpb@dswd.gov.ph">pdpb@dswd.gov.ph</a>
Program Management Bureau (PMB)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Direct Line: 8-951-7437, 8277-38-81 Locals: 10020, 10017 Email: <a href="mailto:pmb@dswd.gov.ph">pmb@dswd.gov.ph</a>



Office	Address	Contact Information
Standards Bureau (SB)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Direct Line: 8-931-3181, 8-355-28-43 Locals: 10078, 10077 Email: sb@dswd.gov.ph
Social Technology Bureau (STB)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Direct Line: 8931-8144 / 8951-71-24 Locals: 10038, 10036 Email: stb@dswd.gov.ph
Social Welfare Institutional Development Bureau (SWIDB)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Direct Line: 8951-2805 Locals: 10346, 10281 Email: swidb@dswd.gov.ph
Sustainable Livelihood Program (SLP)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Trunk Lines: 8-931-8101 to 07 / Direct Line: 8951-71-25 Locals: 10059 Email: livelihood@dswd.gov.ph
Traditional Media Service (TMS)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Trunk Lines: 8-931-8101 to 07 Locals: 10087 Email: tms@dswd.gov.ph
Walang Gutom National Program Management Office (NPMO)	DSWD Central Office, Batasan Complex Constitution Hills, 1126 Quezon City. Philippines	Trunk Lines: 8-931-8101 to 07 Local: Email: walanggutom@dswd.gov.ph
Field Office NCR	Legarda St, 389 San Rafael St, Quiapo, Manila, 1001 Metro Manila	Tel. Nos.: (02) 8733-0010 to 14 / 8733-00-16 to 18 Local 202/203 Website: <a href="https://ncr.dswd.gov.ph">https://ncr.dswd.gov.ph</a>
Field Office I	Quezon Avenue, City of San Fernando, La Union	Tel/Fax: (072) 687-8000 Local 11225/11223 Website: <a href="https://fo1.dswd.gov.ph">https://fo1.dswd.gov.ph</a>
Field Office II	# 3 Dalan na Pagayaya, Regional Government Center, Carig, Tuguegarao City, Philippines 3500	Tel/Fax: (078) 375-2640 / 304-1004 Local 12888 Website: <a href="https://fo2.dswd.gov.ph">https://fo2.dswd.gov.ph</a>
Field Office III	Diosdado Macapagal Government Center, Maimpis, City of San Fernando, Pampanga	Tel. No.: (045) 961-2143/(045) 861-2413 Local 13012 Website: <a href="https://fo3.dswd.gov.ph">https://fo3.dswd.gov.ph</a>
Field Office CALABARZON	1770 Alabang–Zapote Rd, Ayala Alabang, Muntinlupa, Metro Manila	Tel/Fax: (02) 8807-1518 Website: <a href="https://fo4a.dswd.gov.ph">https://fo4a.dswd.gov.ph</a>

Office	Address	Contact Information
Field Office MIMAROPA	1680 Benitez St, cor, 1004 Gen. Malvar St, Malate, Manila, Metro Manila	Tel. No.: (02) 5-336-8107 Local 24011 Website: <a href="https://fo4b.dswd.gov.ph">https://fo4b.dswd.gov.ph</a>
Field Office V	Regional Center Site, Rawis, Legazpi City, Albay	Tel. No.: (052) 8-480-0425 Website: <a href="https://fo5.dswd.gov.ph">https://fo5.dswd.gov.ph</a>
Field Office VI	M.H del Pilar St, Molo, Iloilo City, 5000 Iloilo	Direct Line: (033) 8-337-6221 Website: <a href="https://fo6.dswd.gov.ph">https://fo6.dswd.gov.ph</a>
Field Office VII	M.J. Cuenco Ave. corner Gen. Maxilom Ave., Carreta, Cebu City	Tel. No.: (032) 232-9509 / (032)233-87-98 Website: <a href="https://fo7.dswd.gov.ph">https://fo7.dswd.gov.ph</a>
Field Office VIII	Government Center, Baras, Palo, Leyte, 6501	Tel/Fax: (053) 552-3698 Local 18001 Website: <a href="https://fo8.dswd.gov.ph">https://fo8.dswd.gov.ph</a>
Field Office IX	General Vicente Alvarez St, Zamboanga, Zamboanga del Sur	Tel/Fax: (062) 991-1001 Website: <a href="https://fo9.dswd.gov.ph">https://fo9.dswd.gov.ph</a>
Field Office X	Masterson Avenue, Upper Carmen, Cagayan de Oro City, 9000, Misamis Oriental	Trunkline: (088) 8-858-8134; 8- 858-8959 Website: <a href="https://fo10.dswd.gov.ph">https://fo10.dswd.gov.ph</a>
Field Office XI	R. Magsaysay Avenue corner D. Suazo Street, Davao City	Tel/Fax: (082) 8-227-1964 Local 1109 Website: <a href="https://fo11.dswd.gov.ph">https://fo11.dswd.gov.ph</a>
Field Office XII	FVQ2+GM2, Koronadal City, South Cotabato	Tel. No.: (083) 8-228-2086 Website: <a href="https://fo12.dswd.gov.ph">https://fo12.dswd.gov.ph</a>
Field Office CARAGA	8600 R. Palma St, Butuan City, 8600 Agusan Del Norte	Tel. No.: (085) 303-8620 Local 248 Website: <a href="https://caraga.dswd.gov.ph">https://caraga.dswd.gov.ph</a>
Field Office CAR	2600 North Dr, Baguio, Benguet	Tel/Fax: (074) 661-0430 Local 25017 Website: <a href="https://car.dswd.gov.ph">https://car.dswd.gov.ph</a>