



# **DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT**

## **FIELD OFFICE MIMAROPA REGION**

**CITIZEN'S CHARTER**  
2022 (7<sup>th</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:**

The Department of Social Welfare and Development envisions all Filipinos free from hunger and poverty, have equal access to opportunities, enabled by a fair, just, and peaceful society.

## **III. Mission:**

To lead in the formulation, implementation, and coordination of social welfare and development policies and programs for and with the poor, vulnerable, and disadvantaged.

## **IV. Service Pledge:**

We are committed to provide quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks and thereby ensure that all applicants or requesting parties who are within the DSWD premises prior to the end of the official working hours and during lunch break shall be attended to. In view of this, we shall ensure availability of Officers-in-Charge of our frontline services at all times for consultation and advice.

Furthermore, we shall endeavor to complete transactions within the day and in the event that we are unable to do so, we shall inform you promptly of our actions taken so far and clearly explain the reason/s for such delay.

We shall appreciate any positive or negative feedback regarding our services, facilities, and personnel.

All these we pledge for the best interest of the clients/customers we serve.

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## **Field Office MIMAROPA Region**

### **Frontline Services**

## 1. Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - Organized by the Sustainable Livelihood Program (SLP)

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

<b>Office:</b>	DSWD Field Office MIMAROPA – Standards Section		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	Government to Client (G2C) Government to Government G2G		
<b>Who may avail:</b>	All eligible beneficiary CSOs organized by the Department through SLP		
CHECKLIST OF REQUIREMENTS <sup>1</sup>		WHERE TO SECURE	
1. Certified true copy of the Certificate of Eligibility (CoE) *The issuance of COE is subject to compliance on SLP existing guidelines		1. 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)		2. DSWD Sustainable Livelihood Program - Regional Program Management Office (DSWD SLP-RPMO)	
Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No.26 Series of 2020.			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/file application documents	1. Logs receipt into the document tracking system (DTS)/ Logbook  Refer to the concerned unit.	None	1 day	Focal Person Standards Section - DSWD Field Office MIMAROPA
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction				
2. Wait for the result of the assessment	<b>If Complete and Compliant:</b>  2.1 Receive and review the documentary requirements	None	4 days	Focal Person Standards Section - DSWD Field Office MIMAROPA

	<b>If found incomplete or non-compliant</b>  2.2 If found to be incomplete, prepares memo to the SLP-RPMO returning the application documents for compliance. None			
3. Issuance of Permit	3.1 Forwards the signed memo to SLP-RMPO with the signed certificates and secures receiving copy.  3.2. Forwards signed memo to ICTMS for posting to FO website.  3.3. Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board	None	2 day	Focal Person Standards Section - DSWD Field Office MIMAROPA
<b>TOTAL</b>				
For Complete and Compliant		None	7 days	
For Incomplete Submission		None	30 minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback</b>	<ul style="list-style-type: none"> <li>Concerned citizen/concerned agencies send letter/email to Field Office (FO) MIMAROPA</li> <li>DSWD - Field Office send memo/email to Standards Bureau Email Address: standards.fomimaropa@dswd.gov.ph</li> </ul>
<b>How feedbacks are processed</b>	<ul style="list-style-type: none"> <li>FO send reply to the concerned citizen/ agencies.</li> <li>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen</li> </ul>
<b>How to file a complaint</b>	Complaints can be filed thru sending a letter or email to DSWD Field Office MIMAROPA. The name of person being complained and the circumstances of the complaint should be included in the information.



<b>How complaints are processed</b>	<ul style="list-style-type: none"> <li>▪ The Regional Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</li> <li>▪ Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</li> </ul>
<b>Contact Information of ARTA, PCC, CCB</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

## 2. Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - Non-SLP Organized

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

<b>Office:</b>	DSWD Field Office MIMAROPA – Standards Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Client (G2C) Government to Government G2G
<b>Who may avail:</b>	All eligible beneficiary CSOs organized by the Department through DSWD project/s and/or program/s.

CHECKLIST OF REQUIREMENTS <sup>1</sup>	WHERE TO SECURE
Duly accomplished and duly sworn Beneficiary CSO Accreditation Application Form	<ul style="list-style-type: none"> <li>• DSWD Field Office MIMAROPA - Standards Section</li> <li>• DSWD-SB-GF-010 Application Form for the Accreditation of CSOs as Beneficiary of DSWD</li> </ul>
1. Proof of existence or presence of the CSO in its stated address and area of operation or organization, namely: <ol style="list-style-type: none"> <li>a. Pictures of office and direction sketch; and</li> <li>b. At least one of the following documents:               <ol style="list-style-type: none"> <li>i. <i>Barangay certification</i></li> <li>ii. <i>Certification or endorsement from at least two (2) publicly known individuals in the community</i></li> <li>iii. <i>Other documents showing proof of existence</i></li> </ol> </li> </ol>	CSO Beneficiary Applicant
3. Proof of organization, namely: <ol style="list-style-type: none"> <li>a. Organizational chart or governance structure; and</li> </ol>	CSO Beneficiary Applicant DSWD-SB-GF-012 Roster List of Officers and members

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;	
4. Certificate of Good Standing – if the CSO applicant has received public funds prior to its application; Specifically stating that the CSO has liquidated, in accordance with COA regulations, all fund transfers due for liquidation	<ul style="list-style-type: none"> <li>Government agency or agencies from which it has received public funds</li> </ul> DSWD-SB-GF-013 Certificate of Good Standing
5. Proof of having undergone Social Preparation	<ul style="list-style-type: none"> <li>Designated DSWD Regional Program/Project Officer of the DSWD Program or project where the CSO applicant is seeking funds</li> </ul> DSWD-SB-GF-014 Certification on Social Preparation
Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No.26 Series of 2020.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/file application documents	1. Logs receipt into the document tracking system (DTS)/ Logbook  Refer to the concerned unit.	None	1 day	Focal Person Standards Section - DSWD Field Office MIMAROPA
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction				
2. Wait for the result of the assessment	<b>If Complete and Compliant:</b> 1.1 Receive and review the documentary requirements  2.1 Posting of applicant to DSWD website  2.2 Preparatory activities for the conduct of validation  2.3 Conducts validation as to the	None	18 days and 6 hours	Focal Person Standards Section - DSWD Field Office MIMAROPA

	<p>existence of the applicant beneficiary CSO including its on-going projects and/or programs as applicable.</p> <p>To include activities e.g. FGD, interviews, photo documentation of the validation site, interviewed persons and other related documents</p> <p>2.4 Prepares and signs Validation Report and Abstract with supporting documents.</p> <p>2.5 Evaluation and deliberation by the Field Office-Accreditation Committee.</p> <p>2.6 Prepares the Certificate of Accreditation</p> <p>2.7 Facilitates the signing of the Certificate of Accreditation</p> <p>2.8 Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board</p> <p><b>If found incomplete or non-compliant</b> (in any part of the process)</p> <p>2.1 If found to be incomplete, prepares</p>			
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	acknowledgement memorandum returning the application documents for compliance.  2.2 If an irregularity, falsehood, fabrication or forgery is noted or found in the documents the applicant shall be required to explain not later than 3 days from receipt of notice issued by the Regional Director.			
3. Receives the Certificate of Accreditation	3.1 Release of the signed Certificate/s of Accreditation through: <ol style="list-style-type: none"> <li>1. Befitting ceremony (e.g. during the flag raising ceremony)</li> <li>2. Pick-up by the CSO applicant,</li> <li>3. Courier, and Hand-carrying of the Certificate/s of Accreditation whichever is practicable</li> </ol>	None	1 day	Focal Person Standards Section - DSWD Field Office MIMAROPA
<b>TOTAL</b>				
For Complete and Compliant		None	20 days	
For Incomplete Submission		None	30 minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback</b>	<ul style="list-style-type: none"> <li>Concerned citizen/concerned agencies send letter/email to Field Office (FO) MIMAROPA</li> <li>DSWD - Field Office send memo/email to Standards Bureau Email Address: standards.fomimaropa@dswd.gov.ph</li> </ul>
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<b>How feedbacks are processed</b>	<ul style="list-style-type: none"> <li>FO send reply to the concerned citizen/ agencies.</li> <li>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen</li> </ul>
<b>How to file a complaint</b>	Complaints can be filed thru sending a letter or email to DSWD Field Office MIMAROPA. The name of person being complained and the circumstances of the complaint should be included in the information.
<b>How complaints are processed</b>	<ul style="list-style-type: none"> <li>The Regional Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</li> <li>Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</li> </ul>
<b>Contact Information of ARTA, PCC, CCB</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

### 3. 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.

Office or Division:	DSWD Field Office MIMAROPA – Standard Section		
Classification:	Highly Technical		
Type of Transaction:	<ul style="list-style-type: none"><li>Government to Client (G2C)</li></ul>		
Who may avail:	All qualified applicants per item VII of MC 1 s. 2019 and as amended in MC 10 s. 2021		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For New Applicants			
1. One (1) Duly Accomplished and Notarized Application Form.		<ul style="list-style-type: none"><li>DSWD Field Office – MIMAROPA Standards Section</li><li>DSWD-SB-GF- 017 Application Form for the Accreditation of Pre-Marriage Counselor</li></ul>	
One (1) photocopy of the following documents <u>(original copies must be presented)</u> :			
1. Any of the following as proof that the applicant is a graduate of four (4) years course:  a. Photocopy of Certificate of graduation/college diploma or transcript of records; or			

<i>b. Certified photocopy of valid PRC ID</i>	<ul style="list-style-type: none"> <li>Any PRC Office nationwide</li> </ul>
2. Photocopy of Training Certificates/ Certificates from seminars, conferences, training and other related activities on basic counseling service for at least twenty-four (24) four hours. If original copy is unavailable, a certified true copy of the certificate of participation/attendance from the training provider will be accepted.	<ul style="list-style-type: none"> <li>Training Provider</li> </ul>
3. Any of the following as proof that applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team, if applicable: <i>a. Certification from immediate Supervisor; or</i> <i>b. An approved resolution</i>	<ul style="list-style-type: none"> <li>Local Government Office</li> </ul>
4. Documentation of at least six (6) PMC sessions, which captures the role performed by the applicant as proof that he/she has assisted in the PM Counseling Session.	<ul style="list-style-type: none"> <li>DSWD-SB-GF- 019 Documentation Report on PM Counseling Session</li> </ul>
<b><u>Other Documents to be made available during the assessment visit:</u></b>	
Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.	
<b>B. For Renewal</b>	
1. Certificates of training, seminars, orientation and other related or similar activities on marriage counseling or topics related to pre-marriage counseling such as but not limited to Gender and Development, Human Maturity, Value Clarification and Responsible Parenting for at least twenty-four (24) hours within the validity period of the preceding certificate.	<ul style="list-style-type: none"> <li>Training Provider</li> </ul>

2. Accomplishment Report for the past year with at least a minimum of ten (10) PMC sessions conducted preceding the application using the template provided by DSWD ( <b>Annex D</b> );	<ul style="list-style-type: none"> <li>DSWD Field Office MIMAROPA – Standard Section</li> <li>DSWD-SB-GF- 020 Annual Accomplishment Report</li> </ul>
3. Summary Documentation of PMC sessions/s conducted for the past year using the template provided by DSWD ( <b>Annex C</b> );	<ul style="list-style-type: none"> <li>Field Office MIMAROPA – Standard Section</li> <li>DSWD-SB-GF- 019 Documentation Report on PM Counseling Session</li> </ul>
<b>Other Documents to be made available during the validation visit.</b>	
a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.	
b. Accomplished and consolidated result of client feedback/satisfaction survey (See <b>Annex F for the template</b> ) of about fifty (50) percent of the total number of counselled couple for the past year; and	<ul style="list-style-type: none"> <li>DSWD Field Office MIMAROPA – Standard Service</li> <li>DSWD-SB-GF- 021 Satisfaction Feedback Survey</li> </ul>
c. A summary/record on the number of Certificate of Marriage Counseling issued.	
Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 01 Series of 2019.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedure for Walk-in Applicants</b>				
1. Secure application form thru the DSWD Website/ Field Office	Provides client application form and checklist of requirements	None	5 minutes	Support Staff in charge of all incoming documents (Field Office - Standards Section)
2. Submits the application and supporting documents at Field	Records receipt of application and forward the same to assigned staff.	None	15 minutes	Support Staff in charge of all incoming documents

Office – Standards Section				(Field Office - Standard Section)
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
3. Wait for acknowledgement or notification relative to the application.	<p>1. Reviews and Assess the completeness of requirements/ documents submitted and prepare acknowledgement letter, with:</p> <p>1.1 If found complete/ sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit. 1.2 If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements and provide necessary technical assistance.</p> <p>2. Review and approval of Supervisor/Section Head</p> <p>3. Review and approval of the Regional Director. Office</p>	None	5 working days and 2 hours	<p>Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Field Office – Standard Service)</p> <p>Supervisor/ Section Head</p> <p>Regional Director</p>
4. Accomplish and drop the Customer's Feedback Form on the dropbox	Provide the applicant Organization the Customer's Feedback Form	None	5 minutes	Support Staff (Field Office – Standard Section)
5. Actual Accreditation Assessment	<p>Conducts validation assessment with the applicable mode:</p> <ul style="list-style-type: none"> <li>Under Normal circumstances actual accreditation visit;</li> </ul>	None	1 working day	Technical Staff or Officer of the day (Field Office - Standards Section)



	<ul style="list-style-type: none"> <li>During the state of calamity/emergency virtual assessment</li> </ul> <p>Activities to be take place:</p> <ol style="list-style-type: none"> <li>Brief overview on the assessment process</li> <li>Observation on the counseling session; and</li> <li>Exit Conference</li> </ol>			
6. Awaits the approval of the confirmation report/issuance of the Certificate	<p>1.1 Final Assessment of the application documents and result of the actual accreditation assessment.</p> <p>1.2 Prepares the confirmation report, with the following possible content:</p> <p>a. If favorable, inform applicant on the approval of his/her accreditation.</p> <p>b. If unfavorable, recommend for reassessment.</p> <p>1.3 Forwards to the office of the RD for approval/signature.</p> <p>1.4 Approval and signature of the documents</p> <p>None</p>	None	7 working days	<p>Technical Staff/ Section Head/ Division Chief/</p> <p>Support Staff</p> <p>Regional Director</p>
7. Awaits for the approval and issuance of the certificate, if favorable.	<p>Prepares certificate for issuance, if favorable.</p> <p>Approval and signature of the Certificate</p>	None	5 working days	<p>Support Staff</p> <p>Regional Director</p>
8. Receives the Accreditation Certificate	Release of Certificate	None	1 working day	Support Staff (Field Office -

				Standards Section)
<b>TOTAL</b>				
For Complete and Compliant:		None	18 working days and 2.25 hours	
For Complete Requirements with area of Compliance:		None	25 minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback</b>	<ul style="list-style-type: none"> <li>Concerned citizen/concerned agencies send letter/email to Field Office (FO) MIMAROPA</li> <li>DSWD - Field Office send memo/email to Standards Bureau</li> </ul>
<b>How feedbacks are processed</b>	<ul style="list-style-type: none"> <li>FO send reply to the concerned citizen/ agencies.</li> <li>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen</li> </ul>
<b>How to file a complaint</b>	Complaints can be filed thru sending a letter or email to DSWD Field Office MIMAROPA. The name of person being complained and the circumstances of the complaint should be included in the information.
<b>How complaints are processed</b>	<ul style="list-style-type: none"> <li>The Regional Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</li> <li>Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</li> </ul>
<b>Contact Information of ARTA, PCC, CCB</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

#### 4. Auxiliary Social Services to Persons with Disabilities

Provision of assistance to Person's with Disability

<b>Office or Division:</b>	Protective Services Division (PSD)- Person with Disability Sector
<b>Classification:</b>	Highly Technical – Multi-Stage Process
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who May Avail:</b>	Persons with Disabilities and their Families
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Medical Assistance</p> <ol style="list-style-type: none"> <li>1. Social Case Study Report or Crisis (1 original)</li> <li>2. Intervention Intake Sheet (1 original)</li> <li>3. Medical Certificates / Clinical Abstract/ Billing Statement (1 original, 1 photocopy)</li> <li>4. Valid Identification Card (1 original, 1 photocopy)</li> <li>5. Certificate of Indigency (1 original)</li> </ol> <p>Educational Assistance</p> <ol style="list-style-type: none"> <li>1. Social Case Study Report or Crisis (1 original)</li> <li>2. Intervention Intake Sheet (1 original)</li> <li>3. Certificate of Enrollment (1 original, 1 photocopy)</li> <li>4. Valid Identification Card (1 original, 1 photocopy)</li> <li>5. Certificate of Indigency\ (1 original)</li> </ol> <p>Burial Assistance</p> <ol style="list-style-type: none"> <li>1. Social Case Study Report or Crisis (1 original)</li> <li>2. Intervention Intake Sheet (1 original)</li> <li>3. Funeral Contract (1 original, 1 photocopy)</li> <li>4. Valid Identification Card (1 original, 1 photocopy)</li> <li>5. Certificate of Indigency (1 original)</li> </ol>	<p>Social Case Study at Local Social Welfare Offices</p> <p>Medical Certificates/ Abstract /Billing – Hospital/ Doctors</p> <p>Certificate of Indigency – Barangay</p>

Assistive Devices 1. Social Case Study Report or Crisis (1 original) 2. Intervention Intake Sheet (1 original) 3. Medical Certificates (1 original, 1 photocopy) 4. Certificate of Indigency (1 original) 5. Valid ID or PWD ID of beneficiaries (patient) (1 original) *required documents based on the request assistance additional documents may be require depending on the cases or as need arises				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Persons with Disability and their Families may visit the SWADT Offices or Regional Offices (Walk-in- Clients)	For Walk-In-Clients- Funds c/o to PWD	None	3 minutes	Regional PWD Focal, Division Chief, Accounting, Budget, Cash Unit and ORD office
	1. Social Worker / Persons with Disability Focal Person receives and review the documents		5 minutes	
	2. If documents are complete; Social Worker to prepare the certificate of eligibility, voucher for approval of division chief		3 days	
	3. Voucher for approval of			

	budget, accounting and RD or ARDO and for preparation of check of cash, approval of checks and 4. Cash unit will send client check to SWAD Offices thru mail  Note:  Persons with Disability and their families in crisis situation c/o CIU funds – Cash Outright PWD Sector provide financial assistance as augmentation to local government unit particularly persons with maintenance (e.g. persons with mental disability, cancer patients) and persons with disability enrolled in schools		1 day	
Persons with Disabilities and their families may visit Local Social Welfare and Development Office.	For Referral Clients  One (1) day review of	None	11 days  1 day	<i>LGU Worker,          Regional PWD          Focal, Division          Chief, Accounting,</i>

	<p>submitted docs of referring / requesting party/ preparation and approval of Payroll and Voucher in the Division</p> <p>Five (5) days approval of budget and accounting and RD/RD, preparation of check vis a vis approval. Release of Financial Assistance by schedule 2 to 5 days after the availability of cash advances and approved travel order. Release conducted in the field /place of requesting party.</p>		<p>5 days</p> <p>5 days</p>	<p><i>Budget, Cash Unit and ORD office</i></p>
<p>Persons with Disability and their Families may visit the SWADT Offices or Regional Offices (Walk-in- Clients)</p>	<p>Requesting Assistive Device for walk-in-clients</p> <ol style="list-style-type: none"> <li>1. Social Worker / Persons with Disability Focal Person receives and review the documents</li> <li>2. If documents are</li> </ol>		<p>3 minutes</p> <p>5 minutes</p>	<p><i>PWD focal persons and division chief</i></p>

	complete; Social Worker to prepare the certificate of eligibility, gate pass for approval of division chief <b>3.</b> Release of Assistive Device to walk in clients		5 minutes	
Persons with Disabilities and their families may visit Local Social Welfare and Development Office or SWADT Offices	Requesting Assistive Device for referred-clients 1. Social Worker review the documents, prepare the certificate of eligibility and approved by division chief 2. Release of Devices immediately after the approval of the documents  Note: Hauling of devices from regional office to requesting party place c/o to requesting party.	None	5 minutes	<i>Requesting Party, PWD Focal and Division Chief</i>
<b>TOTAL:</b>		None	34 days, 26 minutes	

## FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Protective Services Division encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:cnsp.dswd4b@gmail.com">cnsp.dswd4b@gmail.com</a></p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Protective Services Division will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24026</p>
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of Protective Services Division at <a href="mailto:cnsp.dswd4b@gmail.com">cnsp.dswd4b@gmail.com</a></p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24026</p>
<b>How complaints are processed</b>	<p>Complaint letter received by the Protective Services Division shall be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24026</p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



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

The Center Based Section – is responsible for the receiving and conduct of initial evaluation of requests on Freedom of Information (FOI) being received by the Department. This process covers requests for information/data of Department through FOI pursuant to Executive Order No. 09, series of 2016, on FOI.

<b>Office or Division:</b>	Protective Services Division			
<b>Classification:</b>	Highly Technical Covered by Special Law RA 9344 – Juvenile Justice and Welfare Act of 2006 and its Implementing Rules and Regulations RA 10630 – An Act Strengthening the Juvenile Justice System in the Philippines, amending for the Purpose RA 9344 and Appropriating Funds Therefor			
<b>Type of Transaction:</b>	G2G – Government to Government G2C- Government to Citizen			
<b>Who may avail:</b>	All Provincial/ City or Municipal Social Welfare and Development Office (MSWDO); Child Caring Agency (CCA)/ Child Placing Agency (CPA); and DSWD Residential Care Facilities (RCF)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Checklist of Requirements for Admission</b>				
1. Referral letter from the M/CSWDO (1 original)		1. Referring LGU		
2. Commitment Order and Case Information (1 original)		2. Committing Court		
3. Social Case Study Report (1 original)		3. Municipal/ City Social Welfare and Development Office		
4. Birth Certificate (1 original, 1 photocopy)		4. Local Civil Registrar		
5. Latest medical Certificate with the following supporting document (1 original, 1 photocopy)		5. Rural Health Unit or any clinic or hospital		
- Drug Test (for Drug case) - Antigen Result - X-ray Result				
6. School Records (1 original, 1 photocopy)		6. School last attended by minor		
7. Latest Photo (1 original)		7. Minor CICL		
8. Consent for Medical Treatment from parents		8. Form c/o MYC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. PNP to turn over the custody of minor to MSWDO not later than 8 hours upon apprehension	1. Conduct pre admission conference	None	2 hours	Center Social Worker
2. MSWDO to conduct assessment on minor including accomplishment of discernment tool at least	2. Schedule for Admission Conference	None	30 minutes	Center Social Worker

for 3 days				
3. MSWDO to prepare assessment and recommendation based on the result of the discernment of minor and submit to court that minor was assessed for referral to MYC for center based rehabilitation within 2 days	3. Conduct admission conference with the MSWDO, Parents, law enforcement	None	2 hours	Center Social Worker
4. MYC to receive court order from the committing court, copy furnished MSWDO	4. Set agreements with the referring party, minor, parents	None	30 minutes	Center Social Worker
5. MSWDO to have initial discussion with the MYC for the preparation of required documents	5. Conduct orientation on MYC policy and regulations	None	1 hour	Center Social Worker
6. MSWDO and parents to complete the requirements	6. Conduct physical examination of minor by center Nurse	None	30 minutes	Center Nurse
7. MSWDO to submit the admission requirements to MYC	7. Conduct inventory of belongings of minor	None	30 minutes	Houseparent
<b>TOTAL:</b>		None	7 hours	

(Minor will stay in the center for 6 months to one year but it depends on the rehabilitation period and court decision)

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback</b>	<ul style="list-style-type: none"> <li>Request clients to fill out the Client Satisfactory Survey Form. This could be a compliment, general comment, criticism, concern or complaint. A client may provide feedback about employee, services or the center's operations as a whole. Client Satisfaction Survey Form and Suggestion Form is provided</li> <li>The filled up form will drop in the suggestion box provided. This will be collected, recorded and analyzed information arising from feedback</li> <li>These will be consolidated by the assigned staff and reviewed by center head weekly for action. This feedback serves as basis for improvement of center's programs and services.</li> <li>The consolidated feedback will be submitted to the Field Office indicating the action taken by the center.</li> </ul>
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	<ul style="list-style-type: none"> <li>The Center Head is responsible for monitoring and managing the feedback recorded. Results are used for improvement of center's programs and services, guidelines and policies.</li> </ul> <p>Contact Person:          MONINA D. PECHON          DSWD- MIMMAROPA Youth Center          Poblacion Bansud, Oriental Mindoro          Mobile Number: 0921- 975-0029</p>
<b>How feedbacks are processed</b>	<ul style="list-style-type: none"> <li>The TWG shall hold a meeting or dialogue with the offending staff and victim staff to conduct investigation of the alleged violations.</li> <li>Come up with the agreements for the resolution, settlement of both parties duly approved and signed by the concerned parties, copy furnished the Field Office.</li> <li>If necessary, administrative sanctions for the offender will be recommended by the Center with a certain grounds subject for the approval of the Field Office.</li> <li>Staff who violates the rules and regulations shall be called upon by the Officer-in-Charge for explanation and imposing of sanctions with proper documentation.</li> </ul> <p>Contact Person:          MONINA D. PECHON          DSWD- MIMMAROPA Youth Center          Poblacion Bansud, Oriental Mindoro          Mobile Number: 0921- 975-0029</p>
<b>How to file a complaint</b>	<p>Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Secretary Rolando Joselito Bautista at DSWD-Central Office, IBP Road Batasan Pambansa Complex, Constitution Hills, Quezon City.</p>
<b>How complaints are processed</b>	<p>Complaint letter received by the Office of the Secretary shall be forwarded to the concerned office to address the concern.</p> <p>Reply letter shall be sent to the complainant.</p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          8478 5093          PCC: 8888          CCB: 0908-881-6565 (SMS)</p>

## 6. Certification of Performance Rating

This process involves the facilitation of the issuance of Certificate of Performance Ratings of Officials and employees for the performance period being requested by the requesting party.

<b>Office or Division:</b>	Human Resource Planning and Performance Management Section (HRPPMS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public (External Applicants) G2G – Government to Government (Internal/DSWD Employee Applicants, OBSUs or Hiring Offices)			
<b>Who may avail:</b>	Existing and Resigned Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Submit request for Certificate of Performance Ratings		E-Request Form HRPPMS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for Certificate of Performance Rating through E-Request Form HRPPMS	1. Receive request for the Certificate of Performance Rating and forward to the concerned HRPPMS personnel for action	None	8 hours	<i>Client/HRPPMS Personnel</i>
	1.1 Upon receipt of the request, the concerned HRPPMS personnel shall check whether ratings are available in the Summary of Performance Ratings database or not  If rating is available, the HRPPMS personnel shall prepare the Certificate of Performance Rating for approval  If rating is not available, the HRPPMS personnel shall prepare the Certificate of No Rating for approval	None	12 hours	<i>HRPPMS Personnel and HRMDD Division Chief</i>
	1.2 Once certificate has been signed, the document will be released to the client together with the Client Satisfaction	None		<i>HRPPMS Personnel</i>

	Measurement Form			
2. Fill out the Client Satisfaction Measurement Form	2. Receiving copy of the issued Certificate and filled-out Client Satisfaction Measurement Form shall be filed in the appropriate filing folder	None		<i>Client/HRPPMS Personnel</i>
<b>TOTAL:</b>		None	2 days and 4 hours	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Human Resource Planning and Performance Management Section ensures that the clients provide their feedbacks on the process of the issuance of Certificate of Performance Ratings.</p> <p>Clients may answer the online Client Satisfaction Measurement Form or they can send their feedbacks through email at <a href="mailto:hrppms.fomimaropa@dswd.gov.ph">hrppms.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>The Human Resource Planning and Performance Management Section will conduct evaluation and identify the processes to be improved.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24019</p>
<b>How to file a complaint?</b>	<p>Clients may submit a complaint through the official email address of Human Resource Planning and Performance Management Section at <a href="mailto:hrppms.fomimaropa@dswd.gov.ph">hrppms.fomimaropa@dswd.gov.ph</a></p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24019</p>
<b>How complaints are processed</b>	<p>Complaint letter received by the Human Resource Planning and Performance Management section will be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual or office will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24019</p>

<b>Contact Information of ARTA, PCC, CCB</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)
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## 7. Data - Sharing - Name Matching

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

<b>Office or Division:</b>	National Household Targeting Section
<b>Classification:</b>	Highly Technical – Multi-Stage Process
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen
<b>Who may avail:</b>	All NGAs, GOCCs. NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request (indicating reasons for name-matching) (1 original)  2. Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations) (1 original)  3. Electronic copy of the names to be matched  4. Memorandum of Agreement (1 original)  5. Physical Setup Certification and Organizational, Technical, and Security Setup Certification (1 original)  6. Designated Data Protection Officer (DPO) - Valid Proof of Identities of the agency head and DPO (1 original)	Regional Associate Statistician and Regional Information Technology Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTS.	<p>1.1 The Administrative staff receives and records the request in the DocuTrack (<i>DSWD Document Tracking System</i>). The request is forwarded to the Regional Director for approval.</p> <p>The Administrative Staff will advise the requesting party that they will receive an email or call after one (1) working day on the approval of their request and the expected schedule of release of the results.</p>	None	5 minutes	Administrative Assistant III for Operations
	2. The Regional Director will decide if the request is for processing or not. The request is forwarded to the Policy and Plans Division Chief.	None	2 hours	Office of the Regional Director
	3. PPD Chief will endorse the request to the Regional Associate Statistician and Information Technology Officer	None	10 minutes	Policy and Plans Division Chief

	4. Statistician will inform the requesting party on the approval/disapproval of the data request. They shall contact the requesting party on the schedule of the orientation.	None	10 minutes	Regional Associate Statistician
5. Requesting Party will attend the scheduled orientation with NHTS	5.1 Regional Field Coordinator will orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirements.	None	2 hours	Regional Field Coordinator
6. Submission of signed Memorandum of Agreement and documentary requirements to the NHTS	6.1 Scheduling of Inspection Meeting	None	4 hours	Regional Information Technology Officer
7. Requesting party will present their IT facilities to the NHTS Inspection Team.	7.2 Inspection of IT facilities of the requesting party and issuance of Certifications (Physical Setup Certification and Organizational, Technical and Security Setup Certification)	None	1 day	Regional Information Technology Officer
	8. Certifications will be attached to the MOA and endorsed to the Department's Data Protection Officer.	None	35 minutes	Regional Director



	9. Data Protection Officer will assess the MOA, its purpose, and attachments. The MOA will be endorsed for the Office of the Regional Director.	None	1 day	DSWD MIMAROPA Data Protection Officer
	10. Office of the Regional Director will review and sign the MOA. The MOA will be endorsed to the NHTS for data processing.		3 days	Office of the Regional Director
	11. The approved request is endorsed to the Information Technology Section to assess if the attached electronic copy of names is in accordance with the template required. The IT Officer shall inform the Administrative staff of the schedule of release of the results.	None	1 hour	Regional Information Technology Officer
	12. Depending on the volume or number of names to be matched, the Information Technology Officer will process the request on set deadline.	None	30 days (maximum 500,000 names)	Regional Information Technology Officer
	13. The result of name matching is forwarded to Regional Field Coordinator for	None	3 days	Regional Field Coordinator

	review.			
	14. The Information Technology Officer will secure the data by adding password protection to the file. After securing the data, the IT section will prepare Data Release Form (DRF), draft memo reply and burn results in a compact disc (CD). The IT officer and the RFC will counter sign in the DRF, then finalize the memo attached with the DRF and	None	1 hour	Regional Information Technology Officer
	14.1 secured data (CD), then forward it to the Administrative staff.			
	15. The Regional Director will sign the endorsement.	None	1 hour	Office of the Regional Director
	16. The Administrative staff will track and scan the document before releasing the result to the requesting Party.	None	5 minutes	Administrative Assistant III for Operations
17. Call NHTS	17.1 Upon receiving the result from NHTS, the requesting party will contact (thru phone) Information Technology Officer for the password of the file.	None	5 minutes	Regional Information Technology Officer

<b>TOTAL:</b>	None	<b>40 days</b> (with justification and possible extension on the actual data processing - depends on the volume of data and names required)	
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<b>FEEDBACK AND COMPLAINT MECHANISM</b>	
How to send feedback?	Fill out the feedback form to be provided by the Administrative Assistant for Operations and drop it in the designated drop box or email to <a href="mailto:listahananmimaropa@dswd.gov.ph">listahananmimaropa@dswd.gov.ph</a>
How feedbacks are processed?	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p>
How to file a complaint?	<p>Fill out the complaint form to be provided by the Administrative staff and shall be forwarded to the designated Regional Grievance Officer.</p> <p>Complaints may also be filed via electronic mail at <a href="mailto:listahananmimaropa@dswd.gov.ph">listahananmimaropa@dswd.gov.ph</a> specifying the staff being complained, incident, and evidence if available.</p>
How complaints are processed?	<p>The Regional Grievance Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the Regional Field Coordinator for appropriate action.</p> <p>Grievance officer shall provide feedback to the client.</p>

<b>Contact Information of CCB, PCC, ARTA</b>	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)
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## 8. Data Sharing - Statistics/Raw Data Request

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

<b>Office or Division:</b>	National Household Targeting Section			
<b>Classification:</b>	Complex			
<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		
Letter of Request (specify purpose and data requested) (1 original)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party (NGAs, CSOs / NGOs, LGUs, academe etc.) sends a communication letter addressed to the Regional Director for request of statistical data/ raw data generated from <i>Listahanan</i> .	1.1 The Administrative Staff receives and records the request in the DocuTrack ( <i>DSWD Document Tracking System</i> ). The request is forwarded to the Office of the Director.	None	10 minutes	Administrative Assistant III for Operations

	2. The Office of the Regional Director receives the letter of request and shall endorse the letter to the NHTS.	None	4 hours	Office of the Regional Director
	3. The Regional Field Coordinator shall review the request, if the request is: a. <i>Not clear</i> – In case of vague data request, the Statistician will coordinate with the data users to clarify the data requirements. He/ She shall provide recommendations on other possible data that can be requested if the requested data is not available in the Listahanan database. b. <i>Clear</i> – Endorse to Statistician for data generation.	None	4 hours	Regional Field Coordinator
	4. The Associate Statistician shall generate the requested data from the <i>Listahanan</i> database. The generated statistical/ raw data can be in <i>excel</i> or in any format available.	None	1 day	Regional Associate Statistician

	<p>5. The generated statistical/ raw data shall be submitted to the RFC for review. If the statistical/ raw data is:</p> <p>a. <i>Not accurate</i> – The generated statistical/ raw data will be submitted back to the Associate Statistician for revisions.</p> <p>b. <i>Accurate</i> – The generated data statistical/ raw will be submitted to the Policy and Plans Division Chief.</p>	None	4 hours	Regional Field Coordinator
	<p>6. The Division Chief shall endorse the facilitated data request to the Office of the Regional Director for approval and release.</p>	None	4 hours	Policy and Plans Division Chief
	<p>7. The Regional Director shall further review the facilitated data request for approval to release. If the generated statistics/ raw data is:</p> <p>a. <i>Not accurate and acceptable</i> – The</p>	None	4 hours	Office of the Regional Director

	<p>facilitated data request will be submitted back to the statistician for revisions.</p> <p>b. <i>Accurate and acceptable</i> – The facilitated data request will be approved for release.</p>			
8. Receive the data requested	8.1 Administrative staff will facilitate the release of the <i>approved</i> data request to the requesting party.	None	10 minutes	Administrative Assistant III for Operations
<b>TOTAL:</b>		<b>None</b>	<b>3 days, 4 hours, 20 minutes</b>	

### FEEDBACK AND COMPLAINT MECHANISM

<b>How to send feedback?</b>	Fill out the feedback form to be provided by the Administrative Assistant for Operations and drop it in the designated drop box or email to listahananmimaropa@dswd.gov.ph
<b>How feedbacks are processed?</b>	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p>

<b>How to file a complaint?</b>	<p>Fill out the complaint form to be provided by the Administrative staff and shall be forwarded to the designated Regional Grievance Officer.</p> <p>Complaints may also be filed via electronic mail at <a href="mailto:listahananmimaropa@dswd.gov.ph">listahananmimaropa@dswd.gov.ph</a> specifying the staff being complained, incident, and evidence if available.</p>
<b>How complaints are processed?</b>	<p>The Regional Grievance Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the Regional Field Coordinator for appropriate action.</p> <p>Grievance officer shall provide feedback to the client.</p>
<b>Contact Information of CCB, PCC, ARTA</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 9. Extension of Social Welfare Services to Distressed Overseas Filipinos and their families in the Philippines

International Social Service Office (ISSO) is a program established to attend to the needs of distressed Overseas Filipinos (OFs) and their families. The services given may be in psychosocial services, thru financial assistance following the guidelines of Assistance to Individuals in Crisis Situation or thru referrals to other agencies for more actions and appropriate services.

Office or Division:	Program Services Division – International Social Services Office (ISSO)		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizens		
Who May Avail:	Distressed Overseas Filipinos and their Families		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Passport or Travel Document issued by Philippine Embassy (1 copy - original & photocopy) 2. Valid ID (1 copy - original & photocopy) 3. Social Case Study Report (1 copy – original) *additional documents may be required depending on the case or as need arises		Client/Applicant   Local Social Welfare and Development Office (LSWDO)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The Distressed Overseas Filipino or their family may visit the Field/Regional Office	<b>PROCESS I</b> 1. The Social Welfare Officer receives the walk-in client and review documents		15 minutes	Kathryna Sarmiento – ISSO Social Worker
	2. Interview and assessment of the problem / Attend to queries and provide counselling if necessary		3 hours	Kathryna Sarmiento – ISSO Social Worker
	3. If the client is assessed to be needing financial assistance, the social worker will refer the client to Crisis Intervention Section (CIS) for provision of financial assistance or;		1 hour	Kathryna Sarmiento – ISSO Social Worker
	4. Conducting of Client Satisfactory Measurement Form (CSMF) to clients		5 minutes	Kathryna Sarmiento – ISSO Social Worker
	5. Refer the case to specific Field Office/LGUs for case management and further assistance/intervention i.e aftercare services		3 days	Kathryna Sarmiento – ISSO Social Worker
	<b>PROCESS II</b> 1. Receives needed documents from LGUs as requested.		15 minutes	Kathryna Sarmiento – ISSO Social Worker
	2. Provide Update/Feedback report to the referring party or client		3 days	Kathryna Sarmiento – ISSO Social Worker
	3. Monitor the case and refer for possible care services to LGUs		4 days	Kathryna Sarmiento – ISSO Social Worker
<b>TOTAL:</b>		None	10 days, 4 hours and 35 minutes	

## FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The International Social Services Office (ISSO) encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfactory measurement form and may give it to the staff who rendered service or send it thru our email, <a href="mailto:isso.fomimaropa@dswd.gov.ph">isso.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The International and Social Services Office (ISSO) will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  5336-8106 loc. 24028 or email us at <a href="mailto:isso.fomimaropa@dswd.gov.ph">isso.fomimaropa@dswd.gov.ph</a></p>
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of International Social Services Office (ISSO) at <a href="mailto:isso.fomimaropa@dswd.gov.ph">isso.fomimaropa@dswd.gov.ph</a>.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  5336-8106 loc. 24028 or email us at <a href="mailto:isso.fomimaropa@dswd.gov.ph">isso.fomimaropa@dswd.gov.ph</a></p>
<b>How complaints are processed</b>	<p>Complaint letter received by the International Social Services Office (ISSO) shall be forwarded to the concerned agency or office to address the concern.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  5336-8106 loc. 24028 or email us at <a href="mailto:isso.fomimaropa@dswd.gov.ph">isso.fomimaropa@dswd.gov.ph</a></p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  8478 5093  PCC: 8888  CCB: 0908-881-6565 (SMS)</p>

## 10. Grievance Intake and Response (Walk-in)

Intake and response refers to the recording of a grievance and providing the client an initial response, which usually involves an explanation about how the grievance will be processed by the DSWD and other actors.

As a general rule, anyone may accept a grievance 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 in a grievance form 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.

Office or Division:	Pantawid Pamilyang Pilipino Program Regional Program Management Office (4Ps RPMO) Grievance Redress Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If 4Ps beneficiary, present the 4Ps ID for verification to 4Ps staff		Issued by the assigned City/Municipal Link, Community Facilitators		
Proof of grievance, if available		Clients		
If non-4Ps beneficiary, any valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at the visitors' log book in the Public Assistance Desk (PAD) and present the 4Ps ID if a 4Ps beneficiary. If non-4Ps beneficiary, present any valid ID.	1. Ensure that the client fills out the logbook and directs him/her to the Grievance Officer / City/Municipal Links	None	2 minutes	Officer on duty
2. Proceed to the Grievance Officer / C/MLs for verification of identity.	2. Receive the client, inquire what the concern is all about, and verify the identity of the client. 2.1 Refer to the Grievance Redress System Field Manual for the guidance on the intake of grievances.	None	5 minutes	Grievance Officer / C/MLs
3. Provide details about the grievance and supporting	3.1. If the client is a beneficiary or a former beneficiary,	None	20 minutes	Grievance Officer / C/MLs

documents, if available, depending on the type of grievance reported.	<p>check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).</p> <p>3.2. Encode the transaction correctly and completely in the GRS Information System/Tracker.</p> <p><i>For instances when the GRS Information System is inaccessible, the staff may use GRS form to intake the grievance</i></p> <p>3.3. Check the supporting documents provided, if available.</p> <p>3.4. Assess all the data and information available and discuss with the beneficiary the findings and next steps to take.</p> <p>3.4.1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client.</p> <p>3.4.2. If other information is needed and the grievance cannot</p>			
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	be resolved immediately, 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. 1. Print and provide a copy of the encoded transaction to the client.			
4. Accomplish the client satisfaction measurement survey	4.1 Administer the Client Satisfaction Measurement Survey 4.2. Analyze the data and include it in the Client Satisfaction Measurement Report.	None	5 minutes	Grievance Officer / C/MLs
5. Proceed to the office lobby / PAD and logout from the client's logbook.	5.1 Dismiss the client gracefully. <i>If the grievance has already been resolved proceed directly to step 7.2</i>	None	1 minute	Guard on duty / Officer on duty
6. Wait for the updates on the status of grievance within three (3) days.	6.1 Endorse the transaction to the concerned office (DSWD Field Office, Provincial/Municipal Operations Office) for processing and updating of the transaction in the Grievance Information System (GIS), reflecting the	None	7 hours and 7 minutes	Grievance Officer

	actions taken by the concerned office within three (3) working days. <i>(If the transaction was received at the NPMO, the Assigned Officer of the day shall send an email notification to the Regional Grievance Officer to inform him/her.)</i>			
	6.2 Monitor the status of transaction and check for updates from the concerned office in the GRS Information System.	None	2 Days	Grievance Officer
7. Received update/feedback on the status of the grievance.	7.1 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 give or cannot provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.</i>	None	10 minutes	Grievance Officer / C/MLs
<b>Total if grievance is resolved outright</b>		None	33 minutes	

<b>Total if grievance is referred to Field Office for resolution and feedback is provided to the client</b>	None	3 days	
<b>Total</b>	<b>None</b>	<b>3 days</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send a feedback</b>	<p>For <b>inquiries and follow-ups</b>, the client may send message to the following contact details:            Email: <a href="mailto:4psassistance@dswd.gov.ph">4psassistance@dswd.gov.ph</a>            4Ps Text hotline: 09189122813</p> <p>For <b>completed services</b>, the client is encouraged to fill out a Client Satisfaction Survey Form downloadable from <a href="https://pantawid.dswd.gov.ph/citizens-charter">https://pantawid.dswd.gov.ph/citizens-charter</a> and submit it to the concerned office where the request was made or to any of the contact details provided above.</p>
<b>How feedback is processed</b>	<p>The Grievance Officers compiles and records all submitted feedback. These are forwarded to the concerned offices or officers who is expected to provide a response to the client via email or phone call within three (3) days from receipt of email from the client.</p> <p>On the other hand, satisfaction surveys for completed services are being analyzed by the Grievance Officers as among the bases to improve its service delivery.</p>
<b>How to file complaint</b>	<p>The client shall accomplish the grievance form and submit to Pantawid staff.</p> <p>The client may also directly communicate through the contact details provided below:</p> <p>Email: <a href="mailto:4psassistance@dswd.gov.ph">4psassistance@dswd.gov.ph</a>            4Ps Text hotline: 09189122813</p>
<b>How complaints are processed</b>	<p>Upon submission of the grievance form, it will be forwarded to a technical officer or Grievance Officer for evaluation. The Grievance Officer shall conduct validation, submit report, and provide feedback to the client. It shall be primarily guided by violations and penalties under the Ease of Doing Business Act <a href="https://arta.gov.ph/about/violations-and-penalties">https://arta.gov.ph/about/violations-and-penalties</a></p> <p>Service delivery complaints shall be automatically considered as highly technical transactions due to its nature. The client shall be provided feedback 20 days from the filing of the complaint.</p>

<b>Contact Information of ARTA, PCC, CCB</b>	<b>Anti-Red-Tape Authority (ARTA):</b> Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> / <a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a> Call: 8-478-5093
	<b>Presidential Complaint Center (PCC):</b> Email: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> Call: 8888
	<b>Contact Center ng Bayan (CCB):</b> SMS: 0908-881-6565 Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a>

## 11. Grievance Management Process for SLP

The SLP Grievance Management Process shall only cover grievances that are related to SLP implementation

<b>Office or Division:</b>	Sustainable Livelihood Program – Grievance and Referral Management Unit (GRMU)			
<b>Classification:</b>	Highly Technical (requests for information or updates, seeks clarification explanation, referrals for livelihood assistance, etc) requires validation visits in the area and feedback reports.			
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Supporting Documents as necessary: 1. SLP Referral and Grievance Form (1 original). 2. Complaint letter (1 original)		SLP Grievance Officer  Complainant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Walk-in clients	1.1 Initial interview of the complainant	None	10 minutes	<i>Special Projects Focal/ Technical Staff</i>
	1.2 Data encoding of client's profile	None	5 minutes	<i>Special Projects Focal/ Technical Staff</i>



	1.4 Validating information to concerned provincial Offices as necessary	None	10 minutes	<i>Special Projects Focal/ Technical Staff</i>
	1.5 Classification of complaint	None	20 minutes	<i>Special Projects Focal/ Technical Staff</i>
	1.6 Verify with concerned DSWD provincial offices, OBSUs, NGAs, NGOs, CSOs, and other institutions and provide updates/ feedback	None	3 days	<i>Special Projects Focal/ Technical Staff</i>
<b>TOTAL:</b>		None	3 days, 45 minutes	
2. Grievance referred/endorse d from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions	2.1 Classification of complaint	None	20 minutes	<i>Special Projects Focal/ Technical Staff</i>
	2.2 Validate and gather of lacking information of the client/s as necessary	None	10 minutes	<i>Special Projects Focal/ Technical Staff</i>
	2.3 Verify with concerned DSWD provincial offices, OBSUs, NGAs, NGOs, CSOs, and other institutions and provide updates/ feedback	None	3 days	<i>Special Projects Focal/ Technical Staff</i>
<b>TOTAL:</b>		None	3 days, 30 minutes	
3. Grievances received through Email, social media, phone calls and sms	3.1 Validate and gather lacking information of the client/s as necessary	None	5 minutes	<i>Special Projects Focal/ Technical Staff</i>
	3.2 Classification of the request	None	20 minutes	<i>Special Projects Focal/ Technical Staff</i>

	3.3 Verify with concerned DSWD provincial offices, OBSUs, NGAs, NGOs, CSOs, and other institutions and provide updates/ feedback	None	3 days	<i>Special Projects Focal/ Technical Staff</i>
<b>TOTAL:</b>		None	3 days, 25 minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback</b>	<ul style="list-style-type: none"> <li>• Clients answer the Client Satisfactory</li> <li>• Feedback (CSF) Form and drop it at the drop box in all Public Assistance and Complaints Desk (PACD) or may directly email at <a href="mailto:slp.fomimaropa@dswd.gov.ph">slp.fomimaropa@dswd.gov.ph</a></li> </ul>
<b>How feedbacks are processed</b>	<ul style="list-style-type: none"> <li>• Feedbacks requiring actions will be discussed to the concerned GRMU Staff and required to submit incident report three (3) days after the initial discussion;</li> <li>• Feedbacks will be relayed to the concerned client;</li> <li>• For inquiries and follow-ups, clients may contact the GRMU Unit through landline 8951-2806 or email at <a href="mailto:slp.fomimaropa@dswd.gov.ph">slp.fomimaropa@dswd.gov.ph</a></li> </ul>
<b>How to file a complaint</b>	<ul style="list-style-type: none"> <li>• Officer of the day will conduct initial interview to the client and the client will fill-out the Grievance Form and will be classified if it is technical or highly technical.</li> </ul> <p><b>SLP – MIMAROPA</b>        Landline: 83368106 loc. 24016        Email: <a href="mailto:slp.fomimaropa@dswd.gov.ph">slp.fomimaropa@dswd.gov.ph</a></p>
<b>How complaints are processed</b>	<ul style="list-style-type: none"> <li>• Walk-in Client: Writing formal letter to the client through email or courier service;</li> <li>• From Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions: Response letter to the endorsee, briefer for the Secretary (as necessary), and writing a formal letter to the client through email or courier service;</li> <li>• From email, social media, phone calls and sms: Writing formal letter to the client and send through preferred mode of communication/feedback</li> </ul>
<b>Contact Information of ARTA, PCC, CCB</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

## 12. Handling 8888 Complaints and Grievances (Group: Program-wide/ Division-wide)

In accordance to Executive Order No. 6, series of 2016, *“Institutionalizing the 8888 Citizen’s Complaint Hotline and Establishing the Citizen’s Complaint Center,”* a DSWD MIMAROPA 8888 focal was assigned to ensure prompt actions on concerns, complaints, and requests for assistance.

<b>Office or Division:</b>	Policy and Plans Division - 8888 Focal			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2G - Government to Government G2C - Government to Citizens			
<b>Who may avail:</b>	Offices, Bureaus, Services (OBS), Field Offices, Local Government Units and other Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
8888 complaint letter		OSEC CO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. DSWD Field Office MIMAROPA 8888 Citizens’ Complaints Action focal endorses the concerns, complaints, and requests for assistance.	1. Receives and encodes in the 8888 internal database the concerns, complaints and requests for assistance.	None	30 minutes	<i>8888 focal</i>
	1.2. Forward the concerns, complaints and requests for assistance to the concerned divisions and/or programs.	None	30 minutes	<i>8888 focal</i>
	1.3. Prepare and submits the response (advance copy) to the concerns, complaints and requests for assistance with concrete and specific action thru the 8888 focal.	None	19 hours	<i>Division/ Program concerned</i>

	1.4. Facilitates and endorses the approval of the response to the Approving Authority	None	7 hours	<i>Division/ Program concerned or 8888 focal</i>
	1.5. Approves the response prepared by the programs/ divisions concerned	None	15 hours	<i>Regional Director</i>
	1.6. Email the signed and approved response to the <a href="mailto:grievance.osec@dswd.gov.ph">grievance.osec@dswd.gov.ph</a> , copy furnish the Regional Director for onward submission to the Office of the President.	None	1 hour	<i>8888 focal</i>
<b>TOTAL:</b>		None	24 hours	<i>Remark: *Best Effort Counting</i>

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The HR Welfare Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:welfare.fomimaropa@dswd.gov.ph">welfare.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The HR Welfare Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p>

	For inquiries and follow-ups, clients may contact the following telephone number: <i>5336-8106 loc. 24019</i>
<b>How to file a complaint?</b>	Requesting party may submit a complaint through the official email address of HR Welfare Section at <a href="mailto:welfare.fomimaropa@dswd.gov.ph">welfare.fomimaropa@dswd.gov.ph</a> .  For inquiries and follow-ups, clients may contact the following telephone number: <i>5336-8106 loc. 24019</i>
<b>How complaints are processed</b>	Complaint letter received by the HR Welfare Section shall be forwarded to the concerned individual or office to address the concern.  The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.  Reply letter shall be sent to the complainant.  For inquiries and follow-ups, clients may contact the following telephone number: <i>5336-8106 loc. 24019</i>
<b>Contact Information of ARTA, PCC, CCB</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

### 13. Implementation of Assistance to Individuals in Crisis Situation at Central Office and Field Offices

The Assistance to Individuals in Crisis Situation (AICS) is part of the DSWD's protective services for the poor, marginalized and vulnerable/disadvantaged individuals. The AICS has been implemented by the DSWD for decades, as part of its technical assistance and resource augmentation support to LGUs and other partners.

<b>Office or Division:</b>	Protective Services Division – Crisis Intervention Unit
<b>Classification:</b>	G2C-Government to Citizen
<b>Type of Transaction:</b>	Simple
<b>Who may avail:</b>	Public – Individuals in Crisis Situations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Assistance:  1. Barangay or Certificate of Indigency	Barangay Hall

<p>named to the person to be interviewed (1 original)</p> <p>2. Any valid ID of the client/person to be interviewed (1 original)</p> <p>3. Case Study Report that the client is in crisis situation for availment of services more than P5,000.00 (1 original)</p> <p>4. Medical Certificate (Out-Patient) or Clinical Abstract (In-Patient) with date of issuance, complete name, signature and license number of the attending physician (issued within 3 months) (1 original):</p> <p>5. <u>If payment for hospital bill-</u> Hospital Bill/Statement of account (Outstanding Balance) with complete name and signature of the Billing Clerk</p> <p>6. <u>If for medicines/assistive devices-</u> Prescription with date of issuance, complete name, signature and license number of the attending physician</p> <p>7. Medicine and Assistive Price Quotation (1 original)</p> <p>8. <u>If for medical procedures-</u> Laboratory requests with date of issuance, complete name, signature and license number of the attending physician (1 original)</p>	<p>Dept. Social Worker, Local Social Welfare and Development Officer or Case summary issued by the Medical Social Worker of the Hospital</p> <p>Hospital, Clinic or any other Medical Institutions</p> <p>Hospital</p> <p>Hospital, Clinic or any other Medical Institutions</p> <p>Hospital, Clinic, Pharmacy or Drugstores (Medicine Request) and Assistive Device Supplier</p> <p>Hospital, Clinic or any other Medical Institutions</p>
<p>Educational Assistance:</p> <p>1. Barangay or Certificate of Indigency named to the person to be interviewed (1 original)</p> <p>2. Any valid ID of the client/person to be interviewed (1 original)</p> <p>3. School ID (1 original and 1 photocopy)</p> <p>4. Enrollment or Certificate of Registration</p>	<p>Barangay Hall</p> <p>School</p>

5. Statement of Account (For college students only) (1 photocopy)	
<b>Transportation Assistance:</b>	
1. Barangay or Certificate of Indigency named to the person to be interviewed (1 original)	Barangay Hall
2. Any valid ID of the client/person to be interviewed (1 original)	
3. Police Blotter (as needed) (1 photocopy)	Police Station
<b>Burial Assistance</b>	
1. Barangay or Certificate of Indigency named to the person to be interviewed (1 original)	Barangay Hall
2. Any valid ID of the client/person to be interviewed (1 original)	
3. Case Study Report that the client is in crisis situation for avilment of services more than P5,000.00 (1 original)	Dept. Social Worker, Local Social Welfare and Development Officer or Case summary issued by the Medical Social Worker of the Hospital
4. Registered Death Certificate (1 photocopy)	City/Municipal Registry
5. Funeral Contract (1 photocopy)	Funeral Homes
<b>Other Forms of Cash Assistance</b>	
1. Barangay or Certificate of Indigency named to the person to be interviewed	Barangay Hall
2. Any valid ID of the client/person to be interviewed	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Public Assistance Desk to acquire queue number and wait for	1. Let the client sign the logbook for record purposes	None	5 minutes	<i>PACD Officer</i>

the call of the Social Worker				
2. Submit the requirements to CIU staff	2. Screen the documents submitted by the client	None	2 minutes	<i>Administrative Staff, CIU</i>
3. Upon completion and validation of submitted documents, client will undergo assessment and evaluation	3. Conduct assessment and evaluation with the client through interview and filled-up General Intake Sheet	None	25 minutes	<i>Social Welfare Officer, CIU</i>
4. Wait for the release of assistance	4. Prepare Reimbursement Expenditure Receipt (RER), Certificate of Eligibility and Petty Cash Voucher	None	5 minutes	<i>CIU, Financial Management Division</i>
5. Claim the financial assistance	5. Let the client sign the R.E.R, Petty Cash voucher and on the CIU Logbook	None	3 minutes	<i>Social Welfare Officer, CIU</i>
<b>TOTAL</b>		None	40 minutes	

#### For clients with No or Incomplete Documents

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Understand the needed documents to submit as explained by the CIU Staff	The CIU staff will inform the client on the documents needed to secure	None	10 minutes	<i>Social Welfare Officer, CIU</i>

#### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback</b>	Petitioner/LSWDOS send memo/email to DSWD-MIMAROPADSWD-Field Office send memo/email to DSWD-PMB.
<b>How feedback are processed</b>	DSWD-PMB send reply letter/memo to the concerned Field Office.



<b>How to file a complaint</b>	<p>Complaints can be filed through sending a letter or email to PMB-DSWD.</p> <p>The details of the complaint should be included in the information.</p>
<b>Complainant using 8888</b>	<p>SMS will receive the complaint and will be forwarded to PMB if the concern is:</p> <p>On Programs and Services: SPD will be the one replying to the complaint</p> <p>On Personnel and other outside matters: The Focal Person will be the one replying to the complaint</p>
<b>How complaints are processed</b>	<p>The concerned Office will conduct a case conference/meeting to discuss the issue/ concern. If necessary, to set a meeting with the complainant and discuss the concern.</p> <p>Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD- Field Office</p>
<b>Contact Information of CCB, PCC, ARTA</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

#### 14. Implementation of the Supplementary Feeding Program (SFP)

Provision of Fortified MEAL in addition to the regular meals to target children ages 3-4 years enrolled in Child Development Centers (CDC) and 2-4 years old children in Supervised Neighborhood Play (SNP)

Office or Division:	Protective Services Division – Supplementary Feeding Program		
Classification:	Highly Technical - Multi-Stage Process Covered by Special Law (RA 11037)		
Type of Transaction:	G2C – Government to Citizen		
Who May Avail:	Children enrolled in Day Care Centers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Partner LGUs of MIMAROPA:			
1. Project Proposal (1 original)		<ul style="list-style-type: none"><li>through the C/MSWDO duly signed by the Mayor</li></ul>	

2. Tally of Beneficiaries (1 original)  3. Memorandum of Agreement (1 original)  4. Sangguniang Bayan resolution (1 original)  5. List of possible supplier of Goods (1 original)	<ul style="list-style-type: none"> <li>• from the Office of the C/MSWDO</li> <li>• through the C/MSWDO duly signed by the Mayor</li> <li>• from the Office of Sangguniang Bayan</li> <li>• from the Municipal Treasurer</li> </ul>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Cycle requirements from LGUs	1. The SFPMO will send a letter requesting LGUs to submit their requirements for a new SFP cycle implementation	None	5 days	SFPMO Project Development Officers
	2. After the given deadline, the SFPMO will initially check the documents submitted as to its correctness and completeness.		15 minutes	LGU SFPMO Administrative Assistant II
	3. The SFPMO will update the LGU compliance of cycle requirements in the SFP monitoring tool.		3 minutes	SFPMO Administrative Assistant II

	<p>4. The SFPMO Administrative Officer IV will check the fund requirements of the proposal based from the proposed number of children beneficiaries and will initial the document. The SFPMO head will then sign as the recommending approval. As to the Memorandum of Agreement of each proposal, the administrative officer will also check the correctness and completeness of the MOA and will also forward to the SFPMO head for initials.</p>		3 minutes	SFPMO Administrative Officer IV and SFPMO Head
	<p>5. After the initials of the SFPMO head, the SFPMO Admin Assistant II will expedite the approval of Project Proposals together with each MOUs to the Regional Director.</p>		3 minutes	SFPMO Administrative Officer IV, SFPMO Head, Office of the Regional Director

	6. The SFPMO Administrative Assistant II will again facilitate the notarization of the MOUs after all signatories were completely signed.		1 day	SFPMO Administrative Assistant II
Procurement of SFP Goods for distribution	1. The SFPMO will prepare Purchase Request, Annex B & C of those LGUs who have completed submission and pass the initial review.	None	30 minutes	SFPMO Administrative Assistant II, SFPMO Program Development Officer
	2. The SFPMO Admin. Officer IV will check the completeness and correctness of the documents and forward it to SFPMO head for initials. Then the Admin. Assistant will facilitate the approval of the request from the PSD chief up to the the Assistant Regional Director for Operations.		1 day	SFPMO Administrative Assistant II
	3. Forward the approved PRs,		5 minutes	SFPMO

	<p>Annex B &amp; C to procurement section with complete documents attached.</p> <p>4. Procurement process</p>		26 calendar days	<p>Administrative Assistant II</p> <p>Procurement Section (SFPMO AOII – Procurement)</p>
Distribution of SFP Goods	<p>1. After the Issuance of Notice of Award and the Notice to proceed to the winning supplier, the SFPMO Program Development Officers will coordinate together with the LGU on the delivery schedule of SFP goods and will inform the winning supplier for preparation.</p> <p>2. Every first delivery of SFP goods in all implementing LGUs, the SFPMO will provide technical assistance in the acceptance of goods down to distribution to every CDCs. This is through the use of recipe quantification</p>	None	<p>15 days after the issuance of Notice to Proceed</p> <p>1 day</p>	<p>SFPMO Program Development Officer</p> <p>SFPMO Program Development Officer, Regional Inspectorate Committee member</p>

	<p>and distribution based from the number of children enrolled. Also the SFPMO will demonstrate actual Inspection of perishable and non-perishable goods together with a member of the Regional Inspectorate Committee in the area.</p>			
	<p>3. After the Acceptance and Distribution of SFP goods, the SFPMO staff will turn over the preparation of payment documents such as the Inspection and Acceptance Report for the succeeding delivery schedule to LGU through its SFP coordinator.</p>		1 hour	SFPMO Program Development Officer
	<p>4. On the next succeeding delivery schedule, the SFPMO Program Development Officer will still provide technical assistance</p>		1 day	SFPMO Program Development Officer, Regional Inspectorate Committee member

	through email and phone calls and assist them in terms of delivery requirement. The member of the Regional Inspectorate Committee is still present in the inspection and acceptance of SFP goods.			
Payment to SFP Delivered Goods	<p>1. After each 4 completed deliveries, implementing LGUs will submit payment documents such as Inspection and Acceptance report and Sales Invoice to SWADT offices.</p> <p>2. The SWADT Offices will check the correctness and completeness of the payment documents and send it to the Regional Field Office for payment processing.</p> <p>3. After the IAR and Sales Invoice received from SWADT Offices through records</p>	None	<p>1 day (after 4 completed deliveries)</p> <p>3 days (after the received of IAR and SI)</p> <p>1 Hour/ SI Summary</p>	<p>SFPMO Program Development Officer, SFP coordinator</p> <p>SWAD Team Leader</p> <p>SFPMO Procurement Officer</p>

	<p>section, the SFPMO procurement officer will counter check the IAR and SI based from the monthly delivery matrix. Following the checking, the SFPMO procurement officer will prepare the SI summary with all supporting documents attached. Then It will be forwarded to the SFPMO Accounting Officer.</p>			
	<p>4. The SFPMO accounting officer will prepare and process the Disbursement Vouchers and ensure the correctness and completeness of the attached documents in accordance with accounting rules and regulation.</p>		1 Hour/DV	SFPMO accounting officer
	<p>5. Submit the accomplished DVs to budget section for checking and updating of the due and</p>		3 minutes	



	<p>demandable balances.</p> <p>6. The SFPMO accounting officer will monitor the transaction and update the Supplier on the payment status until the received of check and/or downloaded to bank accounts through LDDAP-ADA.</p>		3 minutes	
Monitoring and Evaluation of the Program Implementation	<p>1. The SFPMO will provide TA before and after every delivery schedule. The PDOs will always monitor the delivery and distribution of SFP goods.</p>	None	Every Week	SFPMO Program Development Officer
	<p>2. After 90 days of feeding, the SFPMO will send a memo to implementing LGUs for the conduct monitoring of CDCs implementing in the region.</p>		3 days	SFPMO Admin. Assistant II
	<p>3. The SFPMO will prepare</p>		5 days before the travel date	SFPMO Admin Assistant II/PDOs

	<p>the Travel Order of the staff rendering Official Business and will coordinate the LGU with its set schedule.</p> <p>4. Upon arrival, the SFPMO monitoring team will set the schedule for courtesy call to municipal LCEs.</p> <p>5. Actual Monitoring of CDCs</p> <p>6. In the last day of the scheduled monitoring, the team will provide feedback to the respective LCEs of the results of actual observation and updates and status of the SFP in the Province.</p>		<p>2 Hours</p> <p>2 hours per CDCs/ 4 CDCs per day</p> <p>4 Hours</p> <p>Within 7 days</p>	<p>Assigned PDOs</p> <p>SFPMO monitoring team</p> <p>SFPMO monitoring team</p> <p>Assigned PDOs</p>
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	<p>7. After the return to its Offices, the assigned PDO will consolidated the results and observation and prepare feedback report.</p> <p>8. The report will be forwarded to the respective LGU after its approval.</p>		<p>after the date of return</p> <p>1 day after the approval</p>	SFPMO Admin. Assistant II
<b>TOTAL:</b>		None	61 days	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Procurement Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Procurement Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <b>5336-8106 loc. 24052</b></p>

<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of Learning Development Section at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>How complaints are processed</b>	<p>Complaint letter received by the Learning Development Section shall be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

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

The process of assessing the applicant person, groups, corporation, organization or association's eligibility for Solicitation Permit to conduct Regional Fund Raising Campaign during State of Emergency/Calamity

<b>Office or Division:</b>	DSWD Field Office MIMAROPA – Standards Section	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	Government to Client (G2C)	
<b>Who may avail:</b>	Person/s, group/s, corporations whether profit or non-profit, organizations or associations desiring to solicit or receive contributions for charitable, social and public welfare purposes	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For Person/s desiring to solicit or receive contributions for response to victims of state of emergency/calamity		
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative		<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li>DSWD-SB-GF-080 Application Form</li> </ul>

2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> <li>• DSWD-SB-GF- 083 Project Proposal</li> <li>•</li> </ul>
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	<ul style="list-style-type: none"> <li>• DSWD-SB-GF- 085 Undertaking During State of Local Emergency or Calamity</li> </ul>
4. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> <li>• DSWD-SB-GF- 090 Fund Utilization Report</li> </ul>
5. Additional Requirements for Persons <ul style="list-style-type: none"> <li>a. Two valid government issued Identification Cards</li> <li>b. Barangay Certification attesting to the applicant's integrity and capability to launch a fund raising activity</li> </ul>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) Applicant	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> <li>• Concerned LGU where the applicant is based</li> </ul>
<b>B. For Person/s representing an unorganized/unregistered group</b>	
1. One (1) Duly Accomplished Application Form signed by the applicant person or head of agency or his/her authorized representative	<ul style="list-style-type: none"> <li>• Standards Section (SS) of the concerned DSWD Field Office</li> <li>• DSWD-SB-GF- 080 Application Form</li> </ul>
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> <li>• DSWD-SB-GF- 083 Project Proposal</li> </ul>
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	<ul style="list-style-type: none"> <li>• DSWD-SB-GF- 085 Undertaking during state of Local Emergency calamity</li> </ul>
4. Additional Requirements for Persons representing an informal/unorganized group <ul style="list-style-type: none"> <li>a. Two valid government issued Identification Cards</li> <li>b. Barangay Certification attesting to the applicant's integrity and capability to launch a fund raising activity</li> </ul> Endorsement Letter from the group the person is representing with	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>

5. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
6. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> <li>DSWD-SB-GF- 090 Fund Utilization Report</li> </ul>
7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> <li>Concerned LGU where the applicant is based</li> </ul>
<b>C. For Corporations, Organizations or Associations including SWDAs and Religious Organizations</b>	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li>DSWD-SB-GF- 080 Application for Authority to conduct solicitation fund raising campaign</li> </ul>
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> <li>DSWD-SB-GF- 083 Project Proposal</li> <li></li> </ul>
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	<ul style="list-style-type: none"> <li>DSWD-SB-GF- 087 Undertaking for GAS Corporations, organizations during state of Emergency, calamity</li> </ul>
4. Fund Utilization Report of proceeds and expenditures	<ul style="list-style-type: none"> <li>DSWD-SB-GF- 090 Fund Utilization Report</li> </ul>
5. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U)	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
6. Sample of additional specific requirements for each methodology to be used, such as: <ol style="list-style-type: none"> <li>Ticket, Ballots, Cards and similar forms</li> <li>Donation Boxes, Coin Banks and other similar forms</li> <li>Benefits show such as fashion show, concert and similar activities</li> <li>Photo or Painting Exhibits and similar activities</li> <li>Written request such as envelopes, letters of appeal, greeting cards and similar forms</li> <li>Text message, e-mail, online post and other types of solicitation using electronic devices</li> </ol>	<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>Rummage sale, garage sale, sale of goods and other similar forms</p>	
<p>7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>	<ul style="list-style-type: none"> <li>Concerned LGU where the applicant is based.</li> </ul>
<p>D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds</p>	
<p>1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative</p>	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li>DSWD-SB-GF- 080 Application for Authority to conduct solicitation fund raising campaign</li> </ul>
<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency</p>	<ul style="list-style-type: none"> <li>DSWD-SB-GF- 083 Project Proposal for solicitation activity</li> </ul>
<p>3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit</p>	<ul style="list-style-type: none"> <li>DSWD-SB-GF- 087 Undertaking for GAS Corporations, organizations during state of Emergency, calamity</li> </ul>
<p>4. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)</p>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
<p>6. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).</p>	<ul style="list-style-type: none"> <li>DSWD-SB-GF- 090 Fund Utilization Report</li> </ul>
<p>7. Sample of additional specific requirements for each methodology to be used, such as:</p> <p>a. Ticket, Ballots, Cards and similar forms</p> <p>b. Donation Boxes, Coin Banks and other similar forms</p> <p>c. Benefits show such as fashion show, concert and similar activities</p> <p>d. Photo or Painting Exhibits and similar activities</p>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>

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, 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	
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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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Facilitation Procedures for the Issuance of Temporary Regional Public Solicitation Permit at the Standards Section of the concerned DSWD Field Office (Walk-in)				
1. Submission of Application	1. Determine whether the submitted documents are complete.  If complete, receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.  1.1. Prepares billing statement for the payment of the processing fee to Cash Section 1.2. Instruct the applicant to settle the processing fee at the DSWD Field Office – Cash Unit.	PHP 500.00	30 minutes	Standards Section Support Staff



	<b>If incomplete</b> , return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction				
2. Awaits the result of Assessment	<p>Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements; May conduct validation activities, collateral interview and/or agency visit, if necessary.</p> <p><b>Step 2a – If found compliant to eligibility and documentary requirements</b></p> <p>1. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary</p> <p>Sign and endorse the assessment report, complete application documents and</p>	None	4 hours	NFRC Focal Person – Standards Section – DSWD Field Office

	Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director			
	<p><b>Step 2b – If found noncompliant to eligibility and documentary requirements</b></p> <ol style="list-style-type: none"> <li>1. Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify noncompliance and/or submit lacking requirements</li> <li>2. Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.</li> </ol>		<p>2 hours</p> <p>3 hours</p>	<p>NFRC Focal Person – Standards Section – DSWD Field Office</p> <p>Standards Section Head/ Division Chief/Regional Director</p>
3. Awaits the result of application	<p>3.1 Review and Sign assessment report with complete application documents</p> <p>3.2 Prepared Certificate of Authority</p>	None	3 hours	Standard section Head

	to Conduct Regional Fund Raising Campaign  3.3 Endorse to the Office of the Division Chief Supervising the Standards Section			
4. Awaits the result of application	4.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign  4.2 Endorse the same to the Office of the Regional Director with recommendation for approval and signing of Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign	None	3 hours	Division Chief
5. Awaits the result of application	5.1 Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund Raising Campaign	None	5 hours	DSWD Regional Director or Authorized Representative
6. Receive the Certificate	Release/ transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	30 minutes	Standard Section – DSWD Field Office MIMAROPA
<b>TOTAL</b>			2 working days	
For Complete and Compliant		₱500.00		
Complete but Non – Compliant and/or Incomplete Submission:		₱500.00	6 hours	

Incomplete Submission:		None	30 Minutes	
<b>B. Processing Procedures of Applications submitted at Field Office through Mail/Courier</b>				
1. Send the Application Form together with the prescribed documentary requirements through Mail or Courier to the concerned DSWD Field Office who has jurisdiction on the area for Solicitation	1. Log receipt into the Document Tracking System. This shall be route to the assigned technical staff	None	10 minutes	Standard section Support Staff in Charge of Incoming documents
2. Awaits the result of Assessment	<p>Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements; May conduct validation activities, collateral interview and/or agency visit, if necessary.</p> <p><b>Step 2a – If found compliant to eligibility and documentary requirements</b></p> <p>1. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office</p>	None	4 hours	NFRC Focal Person – Standards Section – DSWD Field Office

	of the Secretary 2. Sign and endorse the assessment report, complete application documents and Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director	None	2 hours	NFRC Focal Person – Standards Section – DSWD Field Office
	<b>Step 2b – If found non-compliant to eligibility and documentary requirements</b>  3. Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify noncompliance and/or submit lacking	None	3 hours	Standards Section Head/ Division Chief/Regional Director

	<p>requirements</p> <p>Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify noncompliance and/or submit lacking requirements</p>			
3. Awaits the result of application	<p>3.1 Review and Sign assessment report with complete application documents.</p> <p>3.2 Prepared Certificate of Authority to Conduct Regional Fund Raising Campaign</p> <p>3.3 Endorse to the Office of the Division Chief Supervising the Standards Section</p>	None	3 hours	Standard Section Head
4. Awaits the result of application	<p>4.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign</p> <p>4.2 Endorse the same to the Office of the Regional Director with recommendation for</p>	None	3 hours	Division Chief

	approval and signing of Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign			
5. Awaits the result of application	Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund Raising Campaign	None	5 hours	DSWD Regional Director or Authorized
6. Receive the Certificate	Release/ transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	30 minutes	Standard section – DSWD Field Office
<b>TOTAL</b>				
Complete and Complaint:		₱500.00	2 days	
Complete but Non-Compliant and/or Incomplete Submission:		₱500.00	6 hours	
Incomplete Submission		None	30 minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback</b>	<ul style="list-style-type: none"> <li>Concerned citizen/concerned agencies send letter/email to Field Office (FO) MIMAROPA</li> <li>DSWD - Field Office send memo/email to Standards Bureau</li> </ul>
<b>How feedbacks are processed</b>	<ul style="list-style-type: none"> <li>FO send reply to the concerned citizen/ agencies.</li> <li>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen</li> </ul>

<b>How to file a complaint</b>	Complaints can be filed thru sending a letter or email to DSWD Field Office MIMAROPA. The name of person being complained and the circumstances of the complaint should be included in the information.
<b>How complaints are processed</b>	<ul style="list-style-type: none"> <li>▪ The Regional Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</li> <li>▪ Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</li> </ul>
<b>Contact Information of ARTA, PCC, CCB</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

## 16. 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/individual, corporation, organization or association eligibility to conduct fund raising campaign.

<b>Office or Division:</b>	DSWD Field Office MIMAROPA – Standards Section Standards Compliance and Monitoring Division (SCMD)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Client (G2C) Government to Government G2G
<b>Who may avail:</b>	All eligible person/individual, groups whether organized or unorganized, Corporations whether profit or non-profit, Organizations or Agencies, Associations including Civil Society Organizations (CSOs), Registered, Licensed and/or Accredited SWDAs including Social Welfare Arms of religious Organizations desiring to solicit funds for charitable and public welfare purposes in more than one (1) region.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For Individuals, Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes		
1. Duly Accomplished Application Form		<ul style="list-style-type: none"> <li>• DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>• DSWD Field Office MIMAROPA - Standards Section</li> <li>• DSWD-SB-GF- 080 Application For Authority to Conduct Solicitation Fund Raising Campaign</li> </ul>



<p>2. Certified True Copy (CTC) of Certificate of Registration which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new application  <b><i>*Not applicable to Government Agencies and SWDAs with Valid RLA</i></b></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><b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</li> </ul>
<p>3. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency.  <b><i>*Not applicable to Government Agencies and SWDAs with Valid RLA.</i></b></p>	<ul style="list-style-type: none"> <li>Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. <b><i>*Not applicable to Government Agencies and SWDAs with Valid RLA.</i></b></li> <li>Securities Exchange Commission (SEC) 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)</li> </ul>
<p>4. Project Proposal on the intended public solicitation approved by the Head of Agency including the work and financial plan (WFP) of the intended activity indicating details of the methodology to be used</p>	<ul style="list-style-type: none"> <li>DSWD-SB-GF- 083 Project Proposal for Solicitation activity</li> <li></li> </ul>
<p>5. Updated Profile of the Governing Board or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer.  <b><i>*Not applicable to Government Agencies and SWDAs with Valid RLA.</i></b></p>	<ul style="list-style-type: none"> <li>DSWD-SB-GF-084 Profile of Governing Board for Issuance of Solicitation Permit</li> </ul>
<p>6. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities.</p> <p><i>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.</i></p>	<ul style="list-style-type: none"> <li>From the applicant signed by the intended beneficiary/recipients or its head/authorized representative</li> </ul>

7. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility	<ul style="list-style-type: none"> <li>From the Licensed and Accredited SWDA that allowed the applicant to solicit funds under their name or responsibility</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:  Director of Private Schools Schools Superintendent of Public School Head or authorized representative of National Government Agencies (NGAs) Head or authorized representative of Local Government Unit (LGU) Bishop/Parish Priest/Minister or Head of Sect or Denomination 8.6 Others	<ul style="list-style-type: none"> <li>From the agency that allows applicant to undertake solicitation activities in their jurisdiction</li> </ul>
9. Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by an Hospital Records Section	<ul style="list-style-type: none"> <li>From the 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)	<ul style="list-style-type: none"> <li>From the Local Social Welfare and Development Officer who has jurisdiction on the area of the applicant</li> </ul>
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.	<ul style="list-style-type: none"> <li>From the 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)	<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- 089 Pledge of Commitment</li> </ul>
13. Fund Utilization Report (Annex 12) of proceeds and expenditures	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> <li>DSWD-SB-GF- 090 Fund Utilization Report</li> </ul>
14. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service./Unit (FMS/U)	<ul style="list-style-type: none"> <li>From the Applicant as issued by the concerned Field Office</li> </ul>

15. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020	<ul style="list-style-type: none"> <li>Concerned LGU where the applicant is based</li> </ul>
<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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form thru the DSWD Website or from the DSWD Field Office	Client secures or provided with application form and checklist of requirements	None	5 minutes	Support Staff – Standards Section  DSWD Field Office MIMAROPA
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction				
2. Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	₱1,000.00	10 minutes	Receiving Staff – Cash Division Finance Service Unit - DSWD Field Office MIMAROPA
3. Submit/file application documents	<b>If Complete and Compliant:</b>  1.1 Receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.  <b>If found incomplete or non-compliant,</b>  1.1 Communicate	None	15 minutes	Focal Person Standards Section - DSWD Field Office MIMAROPA
	1.1 Communicate	None	3 days	Focal Person

	<p>with the applicant citing reason/s for non-processing and denial</p> <p>1.2 Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for applicant Organization's compliance.</p>			Standards Section - DSWD Field Office MIMAROPA
4. Wait for the result of the assessment	<p>1.1 Endorse complete application documents including copy of official receipt representing payment of processing fee together with the assessment report to the Standards Bureau – DSWD Central Office</p> <p>1.2 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 Undersecretary concerned for recommending her approval</p> <p>1.3 Endorse</p>	<p>None</p> <p>None</p> <p>None</p>	<p>7 days</p> <p>2 days, 6 hours and 30 minutes</p> <p>1 day</p>	<p>Focal Person Standards Section/Section Head/Division Chief/Regional Director - DSWD Field Office MIMAROPA Technical Staff – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office</p> <p>Assistant Secretary</p>

	<p>application documents and Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Undersecretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign</p> <p>Note: If disapproved, return to the Standards Bureau and provide reason for disapproval</p>	None	1 day	Undersecretary
	<p>1.4 Endorse application documents and Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign</p> <p>Note: If disapproved, return to the Standards Bureau and provide reason for disapproval</p>	None	2 days	DSWD Secretary or Authorized Representative
	<p>1.5 Approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign by the Secretary or his/her</p>			

	authorized representative.  Note: If disapproved, return to the Standards Bureau and provide reason for disapproval			
	<b>If disapproved to requirements:</b> 1.1 Call the attention of the concerned DSWD Field Office and communicate citing reason/s for non-processing and denial.  1.2 Provides the necessary technical assistance to rectify the gap and/or submit lacking requirements.	None	3 days	Technical Staff – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau  DSWD Central Office
5. Issuance of Permit	1.1 Notify the Applicant Organization on the approved National Fundraising Campaign Authority/Permit through Conform Letter  1.2 Issues the National Fundraising Campaign Authority/Permit or the Denial Letter  1.3 Notify DSWD Field Office concern for monitoring and validate the conduct of solicitation activities	None	1 hour and 30 minutes	Focal Person - Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office

	of applicants to determine whether solicitation activity is in accordance with the issued permit			
<b>TOTAL</b>				
For Complete and Compliant		₱1,000.00	14 working days	
Complete but Non – Compliant and/or Incomplete Submission:		₱1,000.00	3 days	
Incomplete Submission:		None	30 Minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback</b>	<ul style="list-style-type: none"> <li>Concerned citizen/concerned agencies send letter/email to Field Office (FO) MIMAROPA</li> <li>DSWD - Field Office send memo/email to Standards Bureau</li> </ul>
<b>How feedbacks are processed</b>	<ul style="list-style-type: none"> <li>FO send reply to the concerned citizen/ agencies.</li> <li>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen</li> </ul>
<b>How to file a complaint</b>	Complaints can be filed thru sending a letter or email to DSWD Field Office MIMAROPA. The name of person being complained and the circumstances of the complaint should be included in the information.
<b>How complaints are processed</b>	<ul style="list-style-type: none"> <li>The Regional Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</li> <li>Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</li> </ul>
<b>Contact Information of ARTA, PCC, CCB</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)



## 17. Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA)

The Certification Declaring a Child Legally Available for Adoption (CDCLAA) is a document signed by the DSWD Secretary or his/her duly authorized representative, administratively declaring the child legally available for adoption.

<b>Office or Division:</b>	Protective Services Division – Adoption Resource and Referral Section (PSD-ARRS)		
<b>Classification:</b>	RA 9523		
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizens		
<b>Who may avail:</b>	All Provincial/ City or Municipal Social Welfare and Development Office (MSWDO); Child Caring Agency (CCA)/ Child Placing Agency (CPA); and DSWD Residential Care Facilities (RCF)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Abandoned, Neglected or Foundling children:			
1. Transmittal Letter/Application letter address to Regional Director (1 original)		Head of the LSWDOs and CCAs	
2. Notarized Petition (1 original)		Head of Provincial/City or MSWDO; CCA; CPA; DSWD RCF	
3. Case Study Report (1 original)		Licensed Social Worker from Provincial/City or MSWDO; CCA; CPA; DSWD RCF	
4. Original Copy of Written Certification from Radio/ TV Station (1 original)		Radio or TV station	
5. Original copy of One (1) Newspaper publication (1 original)		Newspaper Publication	
6. One original copy of the following: • Police Clearance - Barangay Certification ertified Copy of Tracing Report		- Police Station where the child was found/abandoned - Barangay where the child was found/abandoned Philippine National Red Cross (PNRC)	
7. Original Copy of Returned Registered Mail		Licensed Social Worker handling the case in the MSWDO; CCA; CPA; DSWD RCF	
8. Original Copy Birth/Foundling Certificate		Philippine Statistics Authority	
9. Child’s Profile (1 original)		Licensed Social Worker handling the case in the MSWDO; CCA; CPA; DSWD RCF	
10. Recent Photograph (1 original)		Licensed Social Worker handling the case in the MSWDO; CCA; CPA; DSWD RCF	
11. Photograph of the Child upon Admission/Abandonment (1 original)		Licensed Social Worker handling the case in the MSWDO; CCA; CPA; DSWD RCF	
12. Notice of Petition (1 original)		Regional Director of the DSWD Office where the petition was filed	
13. Certificate of Posting (1 original)		Local Social Welfare Office or Barangay, Health Center, etc., who caused the posting ordered by the DSWD Director	
14. Dental or bone ageing certificate (1 original)		Hospital/Clinic where the child was submitted for check-up	



For Surrendered Cases:	
1. Transmittal Letter/Application letter address to Regional Director (1 original)	Head of the CCAs and LSWDOS
2. Case Study Report (1 original)	Licensed Social Worker from Provincial/City or MSWDO; CCA;
3. Notarized Deed of Voluntary Commitment (DVC) (1 original)	To be executed by the child's birthparent/s; or in the absence of the birthparent/s per Article 216 of the Family Code the succession will apply as to who will exercise substitute parental authority in signing the DVC
4. Birth Certificate (1 original)	Philippine Statistics Authority
5. Recent Whole Body Photograph (1 original)	Licensed Social Worker handling the case in the MSWDO; CCA; CPA; DSWD RCF
6. Photograph of the Child upon Relinquishment/ Admission to Agency (1 original)	Licensed Social Worker handling the case in the MSWDO; CCA; CPA; DSWD RCF
Additional requirements/supporting documents	Clerk of Court or Regional Trial/Family Court Licensed Social Worker handling the case in the MSWDO; CCA Licensed Psychologist
6. Certificate of Authority for Notarial Act	
7. Psychological Evaluation for 5 years old and above	
8. Death Certificate of birthparents if deceased	
9. Psychological Report if birthparents is/are reported or diagnosed to be intellectually challenge	
10. Copy of Marriage Certificate	
*Per DSWD Administrative Order No. 12, s. of 2011 or the <i>Guidelines for the issuance of the DSWD Certification</i> , additional documents may be required to support the report/case of the child if it is for the best interest of the child to be issued with CDCLAA.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The concerned CCAs/ LSWDOS endorses the Petition/application and supporting documents to the DSWD – MIMAROPA -ARRU	Review and assessment of the Petition/Application and required follows  A. For abandoned /foundling children  1. Review and examines the petition if sufficient in form and substance. ARRS will inform the concerned CCAs/	None	3 days	ARRS Social Worker

	LSWDO if there is discrepancies or incomplete documents through official letter			
	2. Posting of notice of petition & picture in conspicuous places where the child was found	None	5 days	<i>ARRS Social Worker Regional Director and Local Social Welfare Officer</i>
	3. From completion of posting , upon finding merit in the Petition, the Regional Director renders recommendation	None	5 days	<i>ARRS Social Worker, ARRS Head, and PSD chief and Regional Director</i>
	4. Forward the approved letter/transmittal and complete and original documents to the DSWD-Central Office		2 days	<i>Admin Staff</i>
<b>TOTAL</b>		None	15 days	
	B. For surrendered children  1. Review the application together with the supporting documents. ARRS will inform the concerned CCAs/ LSWDO if there is discrepancies or incomplete documents through official letter	None	3 days	<i>ARRS Social Worker</i>
	2. Renders recommendation on the application	None	2 days	<i>ARRS Social Worker, Division Chief and Regional Director</i>
	3. Transmit the dossier of the child to Central Officer Office once the Regional Director signs the recommendation	None	2 days	<i>Administrative Staff</i>

<b>TOTAL:</b>	None	7 days	
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## FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback</b>	<p>The Adoption Resource and Referral Unit encourages the clients and citizens to give comments, feedback and suggestions during the conduct of transactions.</p> <p>Clients may send their feedback through email at <a href="mailto:arrs.fomimaropa@dswd.gov.ph">arrs.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedback are processed</b>	<p>Through the email, all feedback is easily generated and consolidated. The Adoption Resource and Referral Unit will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must be recommended for execution. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24003</i></p>
<b>How to file a complaint</b>	<p>Requesting party may submit a complaint through the official email address of Adoption Resource and Referral Unit at <a href="mailto:arrs.fomimaropa@dswd.gov.ph">arrs.fomimaropa@dswd.gov.ph</a>.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24003</i></p>
<b>How complaints are processed</b>	<p>Complaint letter received by the Adoption Resource and Referral Unit shall be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24003</i></p>
<b>Contact Information of CCB, PCC, ARTA</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 18. Issuance of Gate Pass for Service Providers and Suppliers

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

<b>Office or Division:</b>	Administrative Division – 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>	Department of Social Welfare and Development (DSWD) Employees who are: a. DSWD employees and officials b. DSWD service providers c. DSWD suppliers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Three (3) original copies of duly accomplished Gate Pass	1. To be prepared by the client ODSUs' Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format
2. Number of Property/ies to be brought outside	2. To be prepared by the client without any prescribed format
3. Two (2) copies of duly accomplished Equipment Borrower Slip/ printed email from accountable person authorizing the borrower to bring the property	3. To be prepared by the client ODSUs' DPO through PREMIS with prescribed format
4. One (1) photocopy of Special Order for order of succession	4. Records and Archives Management Section (RAMS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished gate pass with attachments and present property for checking	1. Receive and review submitted duly accomplished gate pass and attachments vis-à-vis property presented  1.1 Update the Property Records and Equipment Monitoring Inventory System (PREMIS)	None	15 Minutes	PSS staff

	regarding the gate pass through scanning the barcode of the Gate Pass to record the time of receipt of request in and endorse the same to the PSS for approval.			
	1.2 Approve Gate Pass	None	5 Minutes	PSS Section Head
	1.3 Forward copy of the approved Gate Pass to: a. Original copy – Security Guard b. Duplicate copy – Person who shall take the equipment out of DSWD premises to present to Security Guard On-Duty/Property Officer c. Triplicate – PSS copy	None	5 Minutes	PSS Staff
2. Present property together with the duplicate copy of the approved Gate Pass to the security guard	2.1 Review the presented property vis-a-vis the duplicate copy of the approved Gate Pass a. With discrepancy – Return gate pass the borrower/person who shall take the equipment out of the DSWD premises and instruct the latter to secure new gate pass reflecting the	None	10 Minutes	Security Guard On-Duty

	<p>correct details of the property to be borrowed/brought outside the DSWD premises</p> <p>b. Without discrepancy – Security Guard On-Duty shall sign the gate pass, both the original and duplicate copy, return signed duplicate copy to the borrower/personnel</p>			
	2.2 Record the time of bringing out of the equipment in the Gate Pass	None	2 Minutes	Security Guard On-Duty
3. Upon return of property brought outside the DSWD premises, present to the Security Guard On-Duty signed duplicate copy of gate pass together with the property	<p>3. Review and validate returned property vis-à-vis signed duplicate copy of gate pass</p> <p>a. With discrepancy – Go to AS-PSAMD and inquire on how to proceed</p> <p>b. Without discrepancy – sign the gate pass, both the original and duplicate copy and indicate the date of return</p>	None	10 Minutes	Security Guard On-Duty
	3.1. Record the	None	2 Minutes	Security Guard on

	time of return of equipment in the Gate Pass			Duty
	3.2 Surrender original copies of gate pass for returned property to PSS	None	5 Minutes	Security Guard on Duty
	3.3 Update record of gate pass in PREMIS indicating the actual the date of return of the property	None	10 Minutes	PSS staff
	3.4 File gate pass for safe keeping and future reference	None	10 Minutes	PSS staff
<b>TOTAL:</b>		None	1 Hour, 14 Minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
<b>How to send a feedback</b>	Customer Feedback Form shall be provided to the client after issue of the approved property clearance.
<b>How feedback is processed</b>	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
<b>How to file a complaint</b>	Requesting OBSU and Field Office may submit an appeal for the request that has been denied or may send a complaint letter to the Administrative Division - Property and Supply Section DSWD FO MIMAROPA 1680 F.T. Benitez Street, Malate, Manila 1004 Email: <a href="mailto:supply.fomimaropa@dswd.gov.ph">supply.fomimaropa@dswd.gov.ph</a> Tel. No: 002 8336 8106

<b>How complaints are processed</b>	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AD-PSS through 002 8336 8106 or through email: <a href="mailto:supply.fomimaropa@dswd.gov.ph">supply.fomimaropa@dswd.gov.ph</a></p>
<b>Contact information of ARTA, CSC, PCC</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
<b>Contact Center ng Bayan (CCB)</b>	<p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

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

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

Office/Division:	Administrative Division – Property and Supply Section (PSS)		
Classification:	Simple		
Type of Transaction :	G2C – Government to Citizen		
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: 1. Resigned 2. Transferred to other Government Offices 3. Non-renewal of Contract 4. Terminated 5. Retired		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<b><u>A. Without Property Accountability</u></b> 1. Three (3) copies of Clearance Form		<b><u>A. Without Property Accountability</u></b> 1. Personnel Administration Division with prescribed format.	
<b><u>B. With Property Accountability</u></b> 1. Three (3) copies of Clearance Form 2. One (1) Original Copy of Duly Accomplished Furniture and Equipment Transfer Slip (FETS) to		<b><u>B. With Property Accountability</u></b> 1. Personnel Administration Section prescribed format 2. To be prepared by the client ODSUs' Designated Property and Supply	



transfer/turnover of property accountabilities 3. With request for relief from property accountability due to loss - one (1) copy of COA decision 4. With request for replacement of lost property - One (1) photo copy of request for replacement approved by the Undersecretary for General Administration and Support Services Group	Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format 3. DSWD Commission on Audit without any prescribed format  4. Property Supply and Asset Management Division without any prescribed format
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved request for transfer, resignation and/or retirement 2 months before the effectivity of retirement, 30 days of resignation or transfer	1. Receive and record the submitted duly approved request for transfer, resignation and/or retirement	None	15 Minutes	PSS Technical Staff
	1.1 Review and validate recorded accountability/ies on file using Property Records and Equipment Monitoring Inventory System (PREMIS) and individual folder	None	1 Hour, 30 Minutes	PSS Technical Staff
	1.2 <b>No Accountabilities</b> Process the clearance by affixing initial and forward to the Division Chief for approval  <b>With Accountabilities</b> Inform ODSU of the applicant on the remaining accountabilities to process cancellation of accountabilities	None	15 Minutes	PSS Technical Staff

	through Memorandum			
2. Submit documents and other requirements as proof of cancelled property accountability	2. Receive and validate submitted documents and other requirements as proof of cancelled property accountability	None	30 Minutes	PSS Technical Staff
	2.1. If property accountability were cancelled, initial clearance and forward to the Division Chief (DC) for signature	None	5 Minutes	PSS technical staff
	2.2. Sign Clearance	None	5 Minutes	Administrative Division Chief
	2.3. Scan and record signed clearance in logbook and forward to the next office concerned	None	10 Minutes	Incoming / Outgoing PSS Staff
	2.4. Upload scanned signed clearance in PREMIS	None	10 Minutes	PSS technical staff
<b>TOTAL:</b>		None	3 Hours	

### FEEDBACK AND COMPLAINTS MECHANISMS

<b>How to send a feedback</b>	Customer Feedback Form shall be provided to the client after issue of the approved property clearance.
<b>How feedback is processed</b>	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.

<b>How to file a complaint</b>	Requesting OBSU and Field Office may submit an appeal for the request that has been denied or may send a complaint letter to the Administrative Division - Property and Supply Section DSWD FO MIMAROPA 1680 F.T. Benitez Street, Malate, Manila 1004 Email: <a href="mailto:supply.fomimaropa@dswd.gov.ph">supply.fomimaropa@dswd.gov.ph</a> Tel. No: 002 8336 8106
<b>How complaints are processed</b>	Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact AD-PSS through 002 8336 8106 or through email: <a href="mailto:supply.fomimaropa@dswd.gov.ph">supply.fomimaropa@dswd.gov.ph</a>
<b>Contact information of ARTA, CSC, PCC</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
<b>Contact Center ng Bayan (CCB)</b>	SMS: 0908 881 6565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

## 20. Licensing of Foster Parent/s

The Foster Family Care License is a document issued by DSWD authorizing the foster parent(s) to provide foster care

Office or Division:	Protective Services Division – Adoption Resource and Referral Section (PMD-ARRS)		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens		
Who may avail:	All Provincial/ City or Municipal Social Welfare and Development Office (MSWDO); and DSWD FO/SWADT, foster parents applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application Form		DSWD FOs and LGUs	
2. Home Study Report (HSR)		DSWD FOs and LGUs	
3. Birth Certificate of Applicants		Philippine Statistics Authority	
4. Marriage Certificate or Divorce, Annulment, Declaration of Nullity or Legal Separation		Philippine Statistics Authority Philippine Courts	

documents	
6. Consent of biological children of the applicant (if 10 years old and above)	DSWD FOs, LGUs, Applicant
7. Certificate of Attendance to Foster Care Forum	DSWD FOs, LGUs and CPAs
8. Physical & Medical Certification	Physician, Applicants
9. Psychological Evaluation (required for single applicants, for married, when appropriate, as assessed by the Social Workers)	Psychologist, Applicants
10. NBI or Police clearance	National Bureau of Investigation Police Station
11. Barangay Certificate	Barangay where the applicant resides
12. Latest Income Tax Return or any other documents showing financial capability, e.g. Employment Certificate, Bank Certificate of Statement of Assets and Liabilities;	Bureau of Internal Revenue Bank Company/Organization of Employment
13. Recent Family Photo	Applicant
Such other documents that the Depart may require	
Additional requirements for alien applicants <ul style="list-style-type: none"> <li>- Certificate of Residence in the Philippines issued by the Bureau of Immigration or Department of Foreign affairs</li> <li>- Two Character references form non-relative who knew the applicants in the country of which is/she is a citizen as a resident of prior to residing in the Philippines, except for those who have resided in the Philippines for more than 15 days</li> <li>- Legally documented but not limited to passport</li> </ul>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants inquire on Foster Care or express interest to foster through email, dashboard or walk in.	1. Receives and logs the application and supporting documents	None	10 minutes	<i>Administrative Staff</i>

2. Applicants attends Foster Care Forum	2. Provides response to inquiry or acknowledges the expression of interest to Foster application submitted		2 days before the forum	<i>FO Social Worker</i>
3. Applicants submit documentary requirements to the concerned LSWDOS then endorses the documents other requirements to the DSWD – MIMAROPA - ARRS	3. Provides the applicant/s with the confirmed schedule of the foster care forum. If conducted virtually send the applicant with Google/Zoom link and registration form		1 day	<i>FO Social Worker</i>
	4. Provides orientation on Foster Services and issues Certificate of attendance to the foster care forum			<i>FO Social Worker</i>
5. Fill outs an application form and submit along with complete documentary requirements	5. Receives and logs the application and supporting documents of the applicant/s		5 minutes	<i>Administrative Staff</i>
	6. Acknowledges and reviews/assess the applicant's application and supporting documents		1 day	<i>Administrative Staff</i>
	7. Conducts of at least one planned visit to the applicants and interview with applicants/s and family		1 day	<i>LGU/ ARRS social worker</i>
	8. Prepares a comprehensive Home Study Report		Within 20 days from the time application and submission of complete documents	<i>FO Social Worker</i>
	9. Prepares draft transmittal memo, Foster Family Care License and unnumbered Foster		15 minutes	<i>FO Social Worker</i>

	Care ID			
	10. Approves/Signs the Home Study Report, Foster Care License and Foster Care ID and transmittal Letter		1 day	<i>Regional Director</i>
	11. Logs the document number		5 minutes	<i>Administrative Staff</i>
	12. Transmits the approved Foster Care License and Foster Care ID to licensed Foster Parent		3- 5 days	<i>Administrative Staff- Records Section</i>
<b>TOTAL:</b>		None	31 days, 50 minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback</b>	The Adoption Resource and Referral Unit encourages the clients and citizens to give comments, feedback and suggestions during the conduct of transactions. Clients may send their feedback through email at <a href="mailto:arrs.fomimaropa@dswd.gov.ph">arrs.fomimaropa@dswd.gov.ph</a> .
<b>How feedback are processed</b>	Through the email, all feedback is easily generated and consolidated. The Adoption Resource and Referral Unit will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must be recommended for execution. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following telephone number: <i>5336-8106 loc. 24003</i>
<b>How to file a complaint</b>	Requesting party may submit a complaint through the official email address of Adoption Resource and Referral Unit at <a href="mailto:arrs.fomimaropa@dswd.gov.ph">arrs.fomimaropa@dswd.gov.ph</a> . For inquiries and follow-ups, clients may contact the following telephone number: <i>5336-8106 loc. 24003</i>

<b>How complaints are processed</b>	Complaint letter received by the Adoption Resource and Referral Unit shall be forwarded to the concerned individual or office to address the concern. The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action. Reply letter shall be sent to the complainant. For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24003
<b>Contact Information of CCB, PCC, ARTA</b>	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

## 21. Licensing of Private Social Welfare and Development Agencies (SWDAs) - Operating in one Region

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

<b>Office:</b>	DSWD Field Office MIMAROPA – Standards Section (Covering the area of operation if operating <b>only in one</b> (1) region)		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	Government to Client (G2C)		
<b>Who may avail:</b>	ALL Private SWDAs Intending to Operate		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) Duly Accomplished and Notarized Application Form (1 original)		<ul style="list-style-type: none"><li>Any DSWD Field Office MIMAROPA - Standards Section</li><li><a href="https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-047%20Application%20Form%20for%20Licensing">https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-047 Application Form for Licensing</a></li></ul>	
2. One (1) set of the following Basic Documents (original): a. A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of Employees and volunteers whichever is applicable  b. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others		<ul style="list-style-type: none"><li><a href="https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-064%20Profile%20of%20Employees">https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-064 Profile of Employees</a></li><li><a href="https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-049%20Manual%20of%20Operation">https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-049 Manual of Operation</a></li></ul>	



<p>c. Profile of Board of Trustees</p> <p>d. Certified True Copy of General Information Sheet issued by SEC (One (1) copy)</p> <p>e. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years</p> <p>f. Work and Financial Plan for the two (2) succeeding years</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-063">https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-063</a> Profile of Governing Board</li> <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)</li> <li>• Board resolution by the Organization</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-054">https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-054</a> Work and Financial Plan</li> </ul>
<p><b>3. ADDITIONAL REQUIREMENTS</b></p> <p>a. Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others (1 original)</p> <p>b. <b>For Applicant SWA's implementing Child Placement Services</b> Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p><b>c. Documents Establishing Corporate Existence and Regulatory Compliance</b></p> <p>1. For Center Based (<i>Residential and Non-Residential Based</i>)</p>	<ul style="list-style-type: none"> <li>• Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-064">https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-064</a> Profile of Employees</li> </ul>



<p>Copy of the valid safety certificates namely:</p> <ol style="list-style-type: none"> <li>Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</li> <li>Fire Safety Inspection Certificate</li> <li>Water Potability Certificate or Sanitary Permit</li> </ol> <p>2. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.</p> <p>3. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <ol style="list-style-type: none"> <li>Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</li> </ol>	<ul style="list-style-type: none"> <li>City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</li> <li>Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> <li>City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> <li>National Commission of Indigenous People (NCIP) Regional Office where the NGO operates.</li> <li>DSWD Field Office – Financial and Management Service</li> <li>Government Agency where the Organization implemented or implements projects and programs.</li> </ul>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
1. Secure application form thru the DSWD Website or from the DSWD Field Office	1.1 Provided the client with application form and checklist of requirements	None	10 minutes	Abbie Mae Engracial – AA II
2. Submit/ file application and supporting documents.	2.1 Receive the documentary requirements and provide the applicant organization with an application reference number for easy	None	20 minutes	Abbie Mae Engracial – AA II

<p>For applicant organization with complete requirements, shall have acknowledgement receipt of the submitted requirements.</p> <p>For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.</p>	<p>tracking and reference.</p> <p>2.2 Determine whether the submitted documents are complete.</p> <p>If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS).</p> <p>If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>			
3. If Complete, Settle the required processing fee.	3.1 Prepare Billing Statement and instruct applicant to proceed to the Accounting Section	None	20 minutes	Abbie Mae Engracial – AA II
	3.2 Process payment and issues Official Receipt.	₱1,000.00	15 minutes	Cashier Section-FO)
4. Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	4.1 Acknowledge the photocopy of the Official Receipt from the applicant Organization.	None	15 Minutes	Abbie Mae Engracial – AA II
5. Accomplish and drop the Customer's Feedback Form on the dropbox.	5.1 Provide the applicant Organization the Customer's Feedback Form	None	5 minutes	Abbie Mae Engracial – AA II
<b>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</b>				
6. Wait for the result of the documents review	6.1 Review the submitted documents	None	2 days	Technical Staff

and notice of validation assessment.	<p>as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:</p> <ul style="list-style-type: none"> <li>i. In case a <b>new applicant SWDA</b> applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer</li> <li>ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</li> <li>iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for</li> </ul>			
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	<p>administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><b>Note: Criteria iv and v are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</b></p> <p><b>1.2.1 If complete and compliant,</b> an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p><b>1.2.2 If found incomplete or non-compliant,</b> the Acknowledgment Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application</p>			
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	documents submitted.			
	6.2 Review and approval of the Acknowledgement Letter including its attachments.	None	2 days	Section Head/ Division Chief/ Regional Director
7. Confirm the Availability on the proposed Validation Visit	7.1 For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	30 minutes	Technical Staff
8. Assist the Assessor during the conduct of Validation visit.	8.1 Conduct of Validation visit	None	5 hours and 25 minutes	Technical Staff
9. Accomplish and place the Customer's Feedback Form on a sealed envelope.	9.1 Provide the applicant Organization the Customer's Feedback Form	None	5 minutes	Technical Staff
10. Awaits the result of the licensing assessment	10.1 Prepare Confirmation Report 1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.  1.2.2 If not favorable, the Technical staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.	None	3 days	Technical Staff
	10.2 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.  If unfavorable, review and approval of the Confirmation Report.	None	8 days  7 days	Section Head/ Division Chief/ Regional Director
	10.2 If favorable, for		3 days	Section Head/

	approval and signature of the Certificate of License to Operate.  If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		2 days	Division Chief/ Regional Director
11. Acknowledge the receipt of the Certificate of License to Operate.	11.1 Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 day	Abbie Mae Engracial – AA II
<b>TOTAL:</b>		₱1,000.00	20 days	
<b>B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:</b>				
1. Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to:  <b>Standards Section</b> DSWD FO MIMAROPA 1680 F.T. Benitez cor. Malvar St., Malate, Manila 1004	1.1 Log receipt into the Incoming Tracker. This shall be route to the Assigned Technical Staff.	None	15 minutes	Abbie Mae Engracial – AA II
2. Wait for the result of documents review.	2.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:	None	2 days	Technical Staff

	<p>i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities.</p> <p>ii. In case a <b>new applicant SWDA</b> applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer</p> <p>iii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</p> <p>iv. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p>			
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	<p>v. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>vi. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><b>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</b></p> <p><b>If complete and compliant,</b> an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p><b>If found incomplete or non-compliant,</b> the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
<p>3. Settle the required processing fee.</p> <p>For those operating in more than one region, the applicant organization may settle its payment either at DSWD Field Office where their Main Office is located</p>	<p>3.1 <b>If found both complete and compliant,</b> notify the Applicant Organization that they have to settle their processing fee.</p> <p>3.2 Inform the applicant organization that the processing of the application shall start once they have paid</p>	<p>₱1,000 .00</p>	<p>15 minutes</p>	<p>Technical Staff</p>



according to Organization's preference.	<p>the required fees and provided the Standards Bureau the copy of the Official Receipt.</p> <p><b>Field Office:</b> The Support Staff shall prepare Billing Statement and instructs applicant to proceed to Field Office Cashier Section.</p> <p><b>Note: The processes shall only take place once the applicant organization settle its payment.</b></p>			
<p>4. Provide the DSWD Standards Bureau the copy of the Official Receipt (OR) through the following:</p> <p>* Scanned copy of the Official Receipt <a href="mailto:standards.fomimaropa@dswd.gov.ph">standards.fomimaropa@dswd.gov.ph</a> with the subject: <b>Name of the Organization_ Copy of OR for Licensing.</b></p> <p>* Hand-carry the Photocopy of Official Receipt</p> <p>* Courier the Photocopy of Official Receipt</p> <p><b>Note:</b> For those operating in more than one region, the applicant organization may settles its payment either at DSWD Central Office or at the DSWD Field Office where their</p>	<p>4.1 Acknowledge the copy of Official Receipt from the SWDA.</p> <p>4.2 For the Copy of OR sent through email: The Support Staff managing the Official email of the Standards Bureau shall acknowledge its receipt.</p> <p>For the Copy of OR sent through mail/courier: the assigned technical Staff shall acknowledge its receipt.</p>	None	15 Minutes	Support Staff

Main Office is located according to Organization's preference.				
5. Accomplish and drop the Customer's Feedback Form on the dropbox.	5.1 Provide the applicant Organization the Customer's Feedback Form	None	5 minutes	Support Staff
<b>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</b>				
6. Wait for the notice of validation assessment.	6.1 Review and approval of the Acknowledgement Letter including its attachments.  For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	3 days	Section Head/ Division Chief/ Regional Director
7. Confirm the Availability on the proposed Validation Visit	7.1 For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	1 day	Technical Staff
8. Assist the Assessor during the conduct of Validation visit.	8.1 Conduct of Validation visit	None	1 day	Technical Staff
9. Accomplish and place the Customer's Feedback Form on a sealed envelope.	9.1 Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff
10. Wait for the result of the Validation visit	10.1 Prepare Confirmation Report  If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.  If not favorable, the Technical Staff shall detail the Assessors	None	3 working days	Technical Staff

	Findings and the agreed compliance date of the Action Plan.			
	10.2 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.  If unfavorable, review and approval of the Confirmation Report.	None	8 days	Section Head/ Division Chief/ Regional Director
	10.3 If favorable, for approval and signature of the Certificate of License to Operate.  If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.	None	3 days	Regional Director
11. Wait on the release of the Certificate of License to Operate.	11.1 Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 day	Support Staff
<b>TOTAL:</b>		₱1,000.00	20 days	
For Incomplete Submission		None	17 days	

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ul style="list-style-type: none"> <li>Concerned citizen/concerned agencies send letter/email to Field Office (FO) MIMAROPA</li> <li>DSWD - Field Office send memo/email to Standards Bureau</li> </ul>
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How feedbacks are processed	<ul style="list-style-type: none"> <li>FO send reply to the concerned citizen/ agencies.</li> <li>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen</li> </ul>
How to file a complaint	Complaints can be filed thru sending a letter or email to DSWD Field Office MIMAROPA. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> <li>The Regional Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</li> <li>Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</li> </ul>
Contact Information of ARTA, PCC, CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

## 22. Placement of Children to Foster Parents

For every placement of a child under foster care, a Foster Placement Authority should be issued. It is a document issued by DSWD to authorize the placement of a particular child to a licensed foster family.

Office or Division:	Protective Services Division – Adoption Resource and Referral Section (PSD-ARRS)		
Classification:	RA 10165 or Foster Care Act of 2012		
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens		
Who may avail:	All Provincial/ City or Municipal Social Welfare and Development Office (MSWDO); Child Caring Agency (CCA)/ Child Placing Agency (CPA); and DSWD Residential Care Facilities (RCF)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Case Study Report (1 original)		Licensed Social Worker from Provincial/City or MSWDO; CCA; CPA; DSWD RCF	
2. Birth/Foundling Certificate (1 photocopy)		Philippine Statistics Authority	
3.Recent Photograph (1 original)		Licensed Social Worker handling the case in the MSWDO; CCA; CPA; DSWD RCF	
4.School Record (1 original, 1 photocopy)		School, Licensed Social Worker handling the case in the MSWDO; CCA; DSWD	
5.Medical Records (1 original, 1 photocopy)		Hospital; Licensed Social Worker handling the case in the MSWDO; CCA; DSWD	
6.Psychological Evaluation for 5 years old above (1 original)		Psychologist	

Other supporting documents if needed Documents from court,		Court, Licensed Social Worker handling the case in the MSWDO; CCA; DSWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The concerned CCAs/ LSWDOS endorses the documents other requirements to the DSWD – MIMAROPA -ARRU	1. Receives and logs the child's dossier	None	5 minutes	Administrative Staff
	2. Acknowledges and reviews the substance of the child study report and completeness of documents and makes assessment and recommendation	None	2 days	ARRU Social Worker
	3. Informs the concerned CCA/LGUS on the comments and recommendation through an official memo	None		
	4. Signs/approves the memo	None	1 day	Regional Director
	5. Prepares the roster of available children/foster parents for the presentation in the matching conference	None	5 days upon receipt of dossier	Matching Secretariat
	6. Prepares the agenda, attendance sheet and visual presentation of cases to be presented in the matching	None	3 days before the matching schedule	FO/LGU Social Worker

	conference			
	7. Prepares/sends out invitation to social worker/case manager		At least 3 days before the matching	Matching Secretariat
	8. Provides the Regional Child Welfare Specialist Group copy of dossier of children/foster parents for matching		At least 3 days before the matching	Matching Secretariat
	9. Present the cases for matching		1 day	FO/LGU Social Worker
	10. Provides substantial comments, observations and inputs on the cases presented and deliberate matching of children and foster parents			
	11. Signs the Certificate of Matching and Certificate of Resolution for cases matched and recommended to the Regional Director its approval		After the matching	Regional Child Welfare and Specialist Group
	12. Approves the Certificate of Matching and Certificate of Resolution		1 day	Regional Director
	13. Notifies the child's social worker on the result of the foster care matching		1 day upon approval	ARRS Social Worker

	14. Submits an acceptance letter		1 day	Foster Parents
	15. Receives and logs acceptance letter		5 minutes	Administrative Staff/ Matching Secretariat
	16. Prepares Foster Placement Authority and transmittal memo to CCA/LGU worker		15 minutes	Matching Secretariat
	17. Endorses the draft transmittal memo and FPA to the office of the Regional Director		5 minutes	Administrative Staff
	18. Signs/approves Foster Placement Authority		1 day upon receipt of acceptance letter	Regional Director
	19. If the foster child is recommended for long term foster care placement having met all the conditions, a long term foster placement Authority (LTFPA) shall be issued instead			
	20. Receives and logs the original copy of FPA/LTFPA		5 minutes	Administrative Staff
	21. Endorses the approved transmittal memo and signed original copy of FPA/LTFPA to Records Sections/Unit		5 minutes	Administrative Staff
	22. Send out the approved transmittal memo and signed original		3-5 days	Record Section Staff

	copy of FPA to concerned agency/LGU			
	23. Conducts discharge conference to brief the foster parent/s on the background of the case or needs of the foster child and turn over the custody of the child to the foster parent/s		2 days	FO/LGU Social Worker
	24. Provides monthly foster care subsidy		Monthly	FO Social Worker
	25. Conducts supervisory visit to foster child and foster parents		Monthly for the first three months and bi-monthly thereafter	FO/LGU Social Worker
	26. Determines permanency plan for the child		Short Term Foster Care Placement- 6 months  Long term Care Placement – 6 Months more	FO/LGU Social Worker
	27. Terminates the foster care placement following the circumstances of RA 101654			FO social Worker
<b>TOTAL:</b>		None	25 days and 40 minutes (excluding the supervisory visits/monthly subsidy and long term placement)	

## FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback</b>	The Adoption Resource and Referral Unit encourages the clients and citizens to give comments, feedback and suggestions during the conduct of transactions. Clients may send their feedback through email at <a href="mailto:arrrs.fomimaropa@dswd.gov.ph">arrrs.fomimaropa@dswd.gov.ph</a> .
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<b>How feedback are processed</b>	<p>Through the email, all feedback is easily generated and consolidated. The Adoption Resource and Referral Unit will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must be recommended for execution. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24003</i></p>
<b>How to file a complaint</b>	<p>Requesting party may submit a complaint through the official email address of Adoption Resource and Referral Unit at <a href="mailto:arrs.fomimaropa@dswd.gov.ph">arrs.fomimaropa@dswd.gov.ph</a>.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24003</i></p>
<b>How complaints are processed</b>	<p>Complaint letter received by the Adoption Resource and Referral Unit shall be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24003</i></p>
<b>Contact Information of CCB, PCC, ARTA</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>        8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 23. Pre-Accreditation Assessment of Senior Citizens Center

Refers to the process of assessing the Senior Citizen Center if they are compliant to set standards

<b>Office or Division:</b>	Standards Section – DSWD Field Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	ALL Public Senior Citizens Center
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>One (1) Duly Accomplished Application Form (1 original)</li> </ul>	<ul style="list-style-type: none"> <li>DSWD Field Office MIMAROPA – Standards Section, 1680 F. T. Benitez cor. Malvar Sts. Malate Manila</li> <li><a href="https://www.dswd.gov.ph/downloads-2/Annex%2025.%20DSWD-RLA-F025%20Application%20for%20Accreditation%20of%20Senior%20Citizens%20Center">https://www.dswd.gov.ph/downloads-2/Annex 25. DSWD-RLA-F025 Application for Accreditation of Senior Citizens Center</a></li> </ul>
<ul style="list-style-type: none"> <li>Constitution and By-Laws/Local Ordinance or Resolution</li> </ul>	<ul style="list-style-type: none"> <li>City/Municipal Sangguniang Bayan Office or at the City/Municipal Social Welfare and Development Office of Local Government Unit of Local Government Unit/ Municipal Federation of Senior Citizens Association</li> </ul>
<ul style="list-style-type: none"> <li><b>One (1) photocopy of the following Documents Establishing Track Record and Good Standing</b> <ol style="list-style-type: none"> <li>Duly signed Work and Financial Plan for the two (2) succeeding years/ Local Government Unit Approved Budget for the year</li> <li>Annual Accomplishment Report of the previous year</li> <li>Financial Report of the previous year signed by the Provincial/City/Municipal Accountant or the DSWD Regional Accountant.</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-2/Annex%209.%20DSWD-RLA-F009%20Work%20and%20Financial%20Plan">https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan</a></li> <li><a href="https://www.dswd.gov.ph/downloads-2/Annex%206.%20DSWD-RLA-F006%20Accomplishment%20Report">https://www.dswd.gov.ph/downloads-2/Annex 6. DSWD-RLA-F006 Accomplishment Report</a></li> <li><a href="https://www.dswd.gov.ph/downloads-2/Annex%208.%20DSWD-RLA-F008%20Audited%20Financial%20Statement">https://www.dswd.gov.ph/downloads-2/Annex 8. DSWD-RLA-F008 Audited Financial Statement</a></li> </ul>

In the absence of the Certified Public Accountant from the LGU or DSWD, financial report from the Commission on Audit (COA) Representatives	
<ul style="list-style-type: none"> <li>• <b>One (1) photocopy of the following Documents Establishing Corporate Existence and Regulatory Compliance</b></li> </ul> <p>a. Photocopy of the valid safety certificates namely:</p> <ol style="list-style-type: none"> <li>1. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</li> <li>2. Fire Safety Inspection Certificate</li> <li>3. Water Potability Certificate or Sanitary Permit</li> </ol>	<ul style="list-style-type: none"> <li>• City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</li> <li>• Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> <li>• City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
1. Secures application form thru the DSWD Website/Field Office	1.1 Provides client application form and checklist of requirements	None	30 minutes	Ms. Abbie Mae Engracial Administrative Support
2. Submit/ file application and supporting documents at Field Office	2.1 Receive the application documents (Encoding in the Incoming Tracker)	None	30 minutes	Ms. Abbie Mae Engracial Administrative Support
3. For SCC with complete requirements, shall have acknowledgement receipt of the submitted requirements.	3.1 Determine whether the submitted documents are complete.  If complete, provide the organization an	None	30 minutes	Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Standards Section)

For incomplete requirements, the SCC shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	acknowledgement receipt  If incomplete, return all documents submitted accompanied by a checklist of requirements for compliance.			
4. Accomplish and drop the Customer's Feedback Form on the dropbox.	4.1 Provide the applicant Organization the Customer's Feedback Form	None	5 minutes	Technical Staff
<b>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</b>				
5. Wait for the result of the documents review and notice of accreditation assessment visit	5.1 Review the submitted documents as to completeness and compliance.  If found complete and compliant, shall prepare an Acknowledgement Letter notifying the conduct of 1-day Accreditation Assessment.  If found incomplete or non-compliant, shall send Acknowledgement Letter to the SCC containing the checklist of documents for compliance to be secured or accomplished together with all the application documents	None	2 days	Technical Staff/ Section Head/ Division Chief/ Regional Director

	submitted.			
6. Confirm the Availability on the proposed Assessment Visit	6.1 For those with requirements that are complete and compliant, Confirmation of Virtual/Assessment Visit.	None	30 minutes	Technical Staff (Standards Section )
7. Prepare and make available if necessary the Client and Staff.  Assist the Assessor during the conduct of Accreditation Assessment visit.	7.1 Conduct of Accreditation Assessment which includes the conduct of Document Review, Focused Group Discussion, Collateral Interview, among others.	None	1 day	Technical Staff (Standards Section)
	8. Prepare Assessment and or confirmation Report and endorsement memo to Standards Bureau  <ul style="list-style-type: none"> <li>• If favorable, the Technical Staff shall confirmation Report and endorsement letter to Standards Bureau</li> <li>• If not favorable, the Technical Staff shall detail the Assessors Findings in the confirmation report to which the SCC is expected to take action and comply with.</li> </ul>	None	3 days	Technical Staff (Standards Section)
	9. Review and approval of the Report together with the endorsement memo	None	5 working days	Section Head/Division Chief/ Regional Director

	<ul style="list-style-type: none"> <li>If favorable, review and approval of the assessment report and the endorsement memo</li> <li>If unfavorable, the support staff shall send the confirmation report to the concerned SCC</li> </ul>			Support Staff
	10. If favorable, the technical staff shall endorse the application together with the documentary requirements to Standards Bureau.		1 day	Support staff
<b>TOTAL:</b>		None	12 days	
For Complete Requirements with Areas for Compliance:		None	11 days	
<b>B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:</b>				
1. Send the Application Form together with the prescribed documentary requirements for Accreditation through Mail or Courier to:  <b>Standards Section</b> DSWD Field Office- MIMAROPA, 1680 F.T Benitez St. cor. Malvar, Malate Manila	1.1 Log the receipt of documents. This shall be route to the Assigned Technical Staff.	None	15 minutes	Support Staff (Standards Section)
<b>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</b>				
	2.1 Review the submitted documents as to completeness and	None	2 days	Technical Staff/ Section Head/ Division Chief/ Regional

	<p>compliance.</p> <p>2.2 If found complete and compliant, shall prepare an Acknowledgement Letter notifying the conduct of 1-day pre-accreditation Assessment.</p> <p>If found incomplete or non-compliant, shall send Acknowledgement Letter to the SCC containing the checklist of documents for compliance to be secured or accomplished together with all the application documents submitted.</p>			Director
3. Confirm the Availability on the proposed Assessment Visit	3.1 For those with requirements that are complete and compliant, Confirmation of the virtual/ Assessment Visit.	None	*30 minutes	Technical Staff (Standards Section)
4. Prepare and make the available if necessary, the senior citizens and staff  Assist the Assessor during the conduct of pre-assessment	4.1 Conduct of pre-accreditation Assessment which includes the conduct of Document Review, Focused Group Discussion, Collateral Interview, among others.	None	1 day	Technical Staff (Standards Section)
5. Accomplish and place the Customer's Feedback Form on a sealed envelope.	5.1 Provide the applicant Organization the Customer's Feedback Form	None	5 minutes	Technical Staff (Standards Section)
	6. Prepare	None	3 days	Technical Staff

	Assessment and or confirmation Report and endorsement memo to Standards Bureau <ul style="list-style-type: none"> <li>• If favorable, the Technical Staff shall confirmation Report and endorsement letter to Standards Bureau</li> <li>• If not favorable, the Technical Staff shall detail the Assessors Findings in the confirmation report to which the SCC is expected to take action and comply with.</li> </ul>			(Standards Section)
	7. Review and approval of the Report together with the endorsement memo <ul style="list-style-type: none"> <li>• If favorable, review and approval of the assessment report and the endorsement memo</li> <li>• If unfavorable, the support staff shall send the confirmation report to the concerned SCC</li> </ul>	None	5 days	Section Head/Division Chief/ Regional Director  Support Staff
	8. If favorable, the technical staff shall endorse the application together with the documentary requirements to		1 day	Support staff



	Standards Bureau.			
<b>TOTAL:</b>		None	12 days	
For Complete Requirements with Areas for Compliance:		None	11 days	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<ul style="list-style-type: none"> <li>Concerned citizen/concerned agencies send letter/email to Field Office (FO) MIMAROPA</li> <li>DSWD - Field Office send memo/email to Standards Bureau</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>FO send reply to the concerned citizen/ agencies.</li> <li>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen</li> </ul>
How to file a complaint	Complaints can be filed thru sending a letter or email to DSWD Field Office MIMAROPA. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> <li>The Regional Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</li> <li>Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</li> </ul>
Contact Information of ARTA, PCC, CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

## 24. Pre-Accreditation Assessment of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs) - Operating within the Region

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

<b>Office or Division:</b>	DSWD Field Office – Standards Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Client (G2C) Government to Government (G2G)
<b>Who may avail:</b>	New applicant Registered and Licensed SWDA operating within the region
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of the Duly Accomplished Application Form	<ul style="list-style-type: none"> <li>DSWD Field Office MIMAROPA</li> <li><a href="https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-048%20Application%20Form%20for%20Accreditation">https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-048 Application Form for Accreditation</a></li> </ul>
2. Pre-accreditation assessment <ul style="list-style-type: none"> <li>For New Applicant, submit one (1) original copy of the pre-assessment conducted by concerned Field Office covering the Area of Operation</li> <li>For Renewal, submit one (1) original copy of the assessment tool signed by the SWAs Head of Agency</li> </ul>	<p><b>FOR COMMUNITY BASED</b></p> <ul style="list-style-type: none"> <li>DSWD-SB-GF-066 Accreditation of Community-Based/ Social Welfare and Development (SWD) Programs and Services</li> </ul> <p><b>FOR CENTER BASED (NON-RESIDENTIAL)</b></p> <ul style="list-style-type: none"> <li>DSWD-SB-GF-069 Assessment Tool for the accreditation of special drugs education center (SDEC)</li> <li>DSWD-SB-GF- 070 Assessment Tool for Reception and Action Centers (RACs) Drop-In-Centers, And Other Centers Providing Similar Programs and Services</li> <li>DSWD-SB-GF-071 Accreditation Assessment Tool – NVRC, AVRC and other similar Centers</li> </ul> <p><b>FOR CENTER BASED (RESIDENTIAL)</b></p> <p>DSWD-SB-GF-074 Assessment tool for the accreditation of Center-based (residential) social welfare and development (SWD) programs and services</p>
3. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance	

<p>a. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application <b>(not applicable for Public SWDA)</b>)</p> <p>b. ABSNET Membership Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.</p> <p>For RAB President, the Standards Section shall be the one to issue the required certification.</p>	<ul style="list-style-type: none"> <li>• <b>Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</b></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-065%20ABSNET%20Active%20Membership%20Certification">https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-065 ABSNET Active Membership Certification</a></li> </ul>
<p>4. <i>One (1) photocopy of the following Documents Establishing Track Record and Good Standing</i></p> <ol style="list-style-type: none"> <li>1. Duly signed Work and Financial Plan for the two (2) succeeding years</li> <li>2. Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years. <b>(not applicable for Public SWDA)</b></li> <li>3. Annual Accomplishment Report previous year</li> <li>4. Audited Financial Report of the previous year</li> <li>5. Profile of Clients served for the preceding and current year</li> </ol>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-054%20Work%20and%20Financial%20Plan">https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF- 054 Work and Financial Plan</a></li> <li>• <a href="#">Board Resolution by the Organization</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-051%20Accomplishment%20Report">https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-051 Accomplishment Report</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-053%20Audited%20Financial%20Report">https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF- 053 Audited Financial Report</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-062%20Profile%20of%20Clients/Beneficiaries%20Served">https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF- 062 Profile of Clients/Beneficiaries Served</a></li> </ul>

<p>5. <i>One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</i></p> <p><input type="checkbox"/> Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-056%20Declaration%20of%20Commitment">https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF- 056 Declaration of Commitment</a></li> </ul>
<p><i>One (1) photocopy of the following Basic Documents</i></p> <ol style="list-style-type: none"> <li>1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others</li> <li>2. Profile of Board Trustees <b>(not applicable for Public SWDA)</b></li> <li>3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations</li> <li>4. Certified True Copy of General Information Sheet issued by SEC <b>(not applicable for Public SWDA)</b></li> </ol> <p><b>(Note: The first 4 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau)</b></p> <p>For Applicant SWA's implementing Child Placement Services:</p> <ol style="list-style-type: none"> <li>1. One (1) Original Copy of the Certification from DSWD or one (1)</li> </ol>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-049%20Manual%20of%20Operation">https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-049 Manual of Operation</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-063%20Profile%20of%20Governing%20Board">https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-063 Profile of Governing Board</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-064%20Profile%20of%20Employees">https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF- 064 Profile of Employees</a></li> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• DSWD-SB-GF- 064 Profile of Employees</li> </ul>

<p>photocopy of the certificate of training attended by the hired RSW related to child placement services.</p> <p>2. Certified true copy of general information sheet issued by SEC <b>(not applicable for Public SWDA)</b></p> <p>3. For Center Based (Residential and Non-Residential Based) AND Community Based, Copy of the valid safety certificates namely:</p> <p style="padding-left: 40px;">a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p style="padding-left: 40px;">b. Fire Safety Inspection Certificate Water</p> <p style="padding-left: 40px;">c. Potability Certificate or Sanitary Permit</p> <p>4. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP</p> <p>5. For applicants with past and current partnership with the DSWD that involved transfer of funds.</p> <p>6. Signed Data Privacy Consent Form</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>• City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</li> <li>• Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> <li>• City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> <li>• National Commission of Indigenous People (NCIP) Regional Office where the NGO operates</li> <li>• Field Office- Financial and Management Service Unit or concerned Government Agency where the Organization implemented or implements projects and programs. DSWD-SB-GF-055 Certification Free from Financial Liability</li> </ul> <p>Applicant</p>
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**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Accreditation based on DSWD Memorandum Circular No. 17 Series of 2018

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Request received through courier/email (7 days)</b>				
1. Secures application form thru the DSWD Website/ Standards Bureau/Field Office	1.1 Upload and make available of the necessary documents in the DSWD website	None	None	SWDA/ DSWD Field Office
2. Submits the application documents, get a stamped receiving copy of the documents submitted and reference number for the follow up of the request.	2.1 Receives the documentary requirements, stamped the receiving copy and provide the applicant SWDA with an application reference number for easy tracking.	None	30 minutes	Support Staff (Standards Section)
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
3. Awaits the result of the documents review and notice of pre-accreditation assessment.	3.1 If complete, prepares acknowledgement letter indicating the schedule of the pre-assessment.  If Incomplete, prepares an acknowledgement letter indicating the checklist of documents to be submitted	None	6 days, 7 hours, 30 minutes	Technical Staff/ Section Head/ Division Chief/ Regional Director
4. Receive the acknowledgment letter from the DSWD Field Office:  If the acknowledgement letter indicates that the submitted documents are complete and compliant, confirm the schedule of the pre-accreditation assessment to the	4.1 Prepare necessary documents: pre-assessment tool, power point presentation, special order.	None	Depends on the SWDA	Technical Staff (Standards Section)

DSWD Field Office.  If the acknowledgement letter indicates that the submitted documents submitted are incomplete and non-compliant, comply and submit the lacking requirements.				
5. For the SWDA with complete and compliant documents, participate in the conduct of pre accreditation assessment	Conducts the pre-accreditation assessment (virtual or actual visit) through the following activities: Focus Group Discussion with Clients  1. Interview with the staff 2. Review of documents 3. Ocular Inspection 4. Action Planning/ Exit Conference	None	Maximum of 2 working days depending on the programs and services for Accreditation	Technical Staff/ SWDA
6. Answer the Client Satisfaction Measurement Form (CSMF) and submit to DSWD Field Office.	6.1 Provide the SWDA with a Client Satisfaction Measurement Form for them to answer and submit to the DSWD Field Office	None	After the Pre-accreditation assessment	Technical Staff/ SWDA
<i>Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.</i>				
7. Wait for the result of assessment.	7.1 If the result of the pre-accreditation assessment is favorable, the technical staff to	None	11 days	Technical Staff (Standards Bureau - SB)

	prepare the following: <ul style="list-style-type: none"> <li>• Confirmation Report to the SWDA</li> <li>• Transmittal memo to Standards Bureau attached the confirmation report, complete documentary requirements including the accomplished pre-accreditation assessment tool.</li> </ul> <p>If the result of the pre-accreditation is not favorable, prepares a confirmation report to the SWDA and Standard Bureau highlighting the indicators / requirements for compliance of SWDA.</p>			Section Head/Division Chief/Bureau Director
<b>TOTAL</b>		None	20 days	
Social Work Agency:				
Senior Citizen Center:		None	19 days	

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ul style="list-style-type: none"> <li>▪ Concerned citizen/concerned agencies send letter/email to Field Office (FO) MIMAROPA</li> <li>▪ DSWD - Field Office send memo/email to Standards Bureau</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>▪ FO send reply to the concerned citizen/ agencies.</li> <li>▪ Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen</li> </ul>



How to file a complaint	Complaints can be filed thru sending a letter or email to DSWD Field Office MIMAROPA. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> <li>▪ The Regional Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</li> <li>▪ Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</li> </ul>
Contact Information of ARTA, PCC, CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

## 25. Procedure for Social Pension Provision to Indigent Senior Citizens

Provision of monthly stipend amounting to Five Hundred Pesos (PhP500.00) to Indigent senior citizen refers to any elderly who is: frail, sickly, or with disability, without pension, without permanent source of income, compensation or financial assistance from his/ her relatives to support his/ her basic needs

<b>Office or Division:</b>	Protective Services Division – Social Pension Program	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizens	
<b>Who May Avail:</b>	Social Pension beneficiaries and their authorized representatives	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Beneficiary 1. OSCA ID (1 original)		Office of the Senior Citizens Affairs
Authorized Representative of Living: 1. OSCA ID (1 original) 2. Gov’t issued ID of Authorized Representative (1 original) 3. Authorization letter (1 original) 4. Medical Certificate (1 original)		Beneficiary Hospital/Local Health Officer/Barangay Health Worker
For Deceased 1. OSCA ID (1 original) 2. Gov’t issued ID of Authorized Representative (1 original) 3. Death Certificate / Certification from the Barangay or Chieftain indicating the date of death (Original or Certified Thru Copy) 4. Warranty and Release from DSWD (Annex 4)		Local Civil Registrar / Chieftain  DSWD / MSWDO / OSCA

For Transferred 1. OSCA ID (1 original) 2. Gov't issued ID of Authorized Representative (1 original) 3. Authorization letter (1 original) 4. Barangay Certification confirming the transfer with new address (1 original)		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the information from the local government unit.	Before the scheduled payout:  1. Social Pension Program will send communication letter addressed to the Local Chief Executive attention to Municipal Social Welfare Development Officer with official list of beneficiaries.	None	(1 week before the scheduled payout) 3-5 minutes	SPPMO Project Development Officer
2. The beneficiary / authorized representative shall fall in line to get their stipend.	During the payout:  2.1 Conduct Orientation re: Operational Guidelines of Social Pension based on Memorandum Circular 4 series of 2019 as well as the directives on the untimely provision of stipend	None	15 minutes	Team Leader of the Payout Team

	<p>2.2 Validation if included in the payroll list / checking of documents brought by authorized representative.</p> <p>2.3 If in the payroll list, beneficiary / authorized representative shall sign the payroll and receive the cash grants.</p>		<p>3 minutes</p> <p>3 minutes</p>	<p>Social Pension Staff</p> <p>Disbursing Officer</p>
3. The beneficiary / authorized representative failed to get their stipend on the scheduled payout, they may visit the SWAD / Regional Office.	<p>3.1 Receives walk-in client and crosscheck if included in the payroll under Cash Advance of which SDO.</p> <p>3.2 Interview and assess on why the client failed to come during payout and when they will come back to their locality.</p> <p>3.3 Client shall sign the payroll and receive the cash grants.</p>	None	<p>15 minutes</p> <p>5 minutes</p> <p>3 minutes</p>	Social pension staff
<b>TOTAL:</b>		None	49 minutes	

## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<p>The Social Pension Program Management Office encourage their client to give comments and feedback to further enhance the rendition of services to the senior citizens thru the official email address of Social Pension Program - <a href="mailto:socpen.fomimaropa@dswd.gov.ph">socpen.fomimaropa@dswd.gov.ph</a></p> <p>Clients can submit their feedbacks thru the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk to rate the service.</p>
How feedbacks are processed?	<p>Feedbacks can be processed by emails and written communications so as to be able to assess the services rendered, eliminate and resolve issues and to formulate actions that would favorably improve the services.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 336-8106 loc. 24027</p>
How to file a complaint?	<p>Requesting party may submit a complaint through the official email address of Social Pension Program - <a href="mailto:socpen.fomimaropa@dswd.gov.ph">socpen.fomimaropa@dswd.gov.ph</a></p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 336-8106 loc. 24027</p>
How complaints are processed	<p>Complaint letter received by the SPPMO will be acted upon by the PDO I.</p> <p>The PDO I will be coordinating with the LGU to gather additional information needed to formulate a response favorable to the complainant/.</p> <p>A reply letter will be sent to the complainant giving details to the concerns and provide recommendations/.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 336-8106 loc. 24027 Or thru the official email address of Social Pension Program - <a href="mailto:socpen.fomimaropa@dswd.gov.ph">socpen.fomimaropa@dswd.gov.ph</a></p>
Contact Information of ARTA, PCC, CCB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

## 26. Processing of Adoption Application

This is a socio-legal process of placing a Filipino child who is legally available for adoption permanently to an eligible/qualified prospective adoptive parent/s based on the requirements stipulated in RA 8552 or the Domestic Adoption Act of 1998.

Office or Division:	Protective Services Division-Adoption Resource and Referral Section (ARRS)	
Classification:	RA 8552	
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens	
Who may avail:	Local Government Units (LGUs), Field Office (FO), and Prospective Adoptive Parents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b><i>Prospective Adoptive Parent’s (PAPs) Dossier</i></b>		
1. Home Study Report (HSR) (1 original)		DSWD FOs and LGUs
2. Birth Certificate of Applicants and Children (1 original, 1 photocopy)		Philippine Statistics Authority
3. Marriage Certificate or Divorce, Annulment, Declaration of Nullity or Legal Separation documents (1 original, 1 photocopy)		Philippine Statistics Authority Philippine Courts
4. Death Certificate, if necessary (1 photocopy)		Philippine Statistics Authority
5. Consent for Adoption (if 10 years old and above) (1 original)		DSWD FOs, LGUs, Prospective Adoptive Parents
6. Certificate of Attendance to Adoption Forum (1 original)		DSWD FOs, LGUs and CPAs
7. Physical & Medical Evaluation Certification (1 original)		Physician
8. Psychological Evaluation (when appropriate and as assessed by the Social Workers) (1 original)		Psychologist
9. NBI or Police clearance (at least one (1) year before the preparation of HSR) (1 original)		National Bureau of Investigation Police Station
10. Latest Income Tax Return or any other documents showing financial capability, e.g. Employment Certificate, Bank Certificate of Statement of Assets and Liabilities (1 original);		Bureau of Internal Revenue Bank Company/Organization of Employment
11. 3x5 inch-sized photos of the applicant, their family, and their home (taken within the last 3 months) (1 original).		Applicant
12. Three (3) letters of character references who have known the applicants for at least 3 years (1 original)		Character Reference
13. Affidavit of Temporary Custody (1 original)		Applicant
Additional requirements for foreign nationals		

1. Certification by his or her diplomatic or consular office or any appropriate government agency that she/he has a legal capacity to adopt in his or her country and his or her governments allows the adoptee to enter his or her country as his or her adopted child. 2. Certificate of residence in the Philippines issued by the Bureau of Immigration or DFA 3. Police clearance from all place or residence in the past two years prior to residing in the Philippines 4. Two (2) character reference from non-relatives who knew the applicants in the country of which he/she is a resident/citizen prior to residing to the Philippines except for those who have resided in the Philippines for more than 15 years				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The applicant/s inquire on adoption /express interest to adopt either through email/dashboard/walk-in.	1. Receives and logs the inquiry on adoption/ expression of interest to adopt and endorse to concerned ARRS social worker	None	10 minutes	<i>Admin Staff and ARRS Social Worker</i>
The Applicants submit the application form and all the documentary requirements to SWADT/ LSWDO	2. Provide response to inquiry or acknowledges the expression to adoption/Application indicating the schedule of pre-Adoption Counseling/Forum through email	None	1 day	<i>ARRS Social Worker</i>
	3. Provide orientation/seminar/pre-adoption counseling and issues Certificate of Attendance to participants/s	None	1 day	<i>ARRU Social Worker</i>
	4. Advise the applicant/s to accomplish the application form and submit the required documents	None	15 minutes	<i>ARRS Social Worker</i>
	5. Receives, acknowledges and reviews/assess the applicant's application and supporting	None	2 hours and 5 minutes	<i>ARRS Social Worker</i>

	documents of the applicant/s			
	6. Conduct assessment and home visit with the applicants and prepares comprehensive Home Study Report and approval of their application and home study report	None	Within 1 month from the date of filling of application and receipt of complete requirements	<i>ARRS Social Worker, ARRS Head/PSD Chief and RD ARRU secretariat</i>
	7. Inform the applicants/s on the result of the assessment	None	1 hour	<i>ARRS Social Worker</i>
	8. Acknowledges and review dossier of the applicants/PAPS for matching	None	Within 2 days upon receipt dossier	<i>Matching Secretariat</i>
	9. Inform the assigned social worker and LGU social worker on the comments/ recommendation through official memo/letter	None	Within 3 days after receipt of dossier	<i>Matching Secretariat</i>
	10. Prepares roster of children and PAPS available for matching	None	30 minutes	<i>Matching Secretariat</i>
	11. Invite the managing social worker to present the case for matching	None	At least 3 days prior to schedule of matching	<i>Matching Secretariat</i>
	12. Invite the Regional Child Welfare Specialist Group (RCWSG) to matching conference	None	3 days before the matching	<i>Matching Secretariat</i>
	13. Provide the RCWS members the advance copies of dossier of children/PAPS		5 working days before matching	<i>ARRS Social Worker/Case Manage</i>
	14. Conduct/present the case in the matching conference		On the day of matching	<i>Regional Child Welfare Specialist Group</i>



The applicants submit their acceptance or non-acceptance letter to Field Office	15. Provides substantial comments. Observations and inputs on the cases presented and deliberate the matching of children and PAPS	Right after the matching	<i>Regional Child Welfare Specialist Group</i>
	16. Issues and approves Certificate of Matching	A day after the matching	<i>Matching Secretariat/ Presiding Officer and Regional director</i>
	17. For PAPS not matched after two presentations, issuance of Regional Clearance and endorsement to CO	Within 2 days after receipt of notice of the result of matching	
	18. Inform the PAPS on the result of matching		<i>PAPS and ARRS Social Worker</i>
	19. If matched, Submission of acceptance letter		
	20. Prepare Pre-Adoption Placement Authority (PAPA), approval of the PAPA and transmittal to concerned Agency	Within a day from the receipt of acceptance letter	<i>Matching Secretariat, ARRS head, Division and Regional Director</i>
	21. Endorse the approved PAPA and transmittal to FO Records Section/Unit	5 minutes 3-5 working days	<i>Admin Staff</i>
	22. Facilitate the physical transfer of the child to PAPS.	Within 10 working days	<i>PAPS and ARRS Social Worker</i>
	23. Conduct 3 months' post placement period	At least 3 months	<i>Matching Secretariat, ARRS head, Division and</i>
	24. Facilitate and approves the	1 day	



	issuance of Certification of Consent to Adoption  <i>ARRS Monitors the filing          of petition for adoption in          court until issuance of          adoption decree,          certificate of finality and          amended birth certificate</i>			
<b>TOTAL:</b>		None	153 days and 65 minutes	

## FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback</b>	The Adoption Resource and Referral Unit encourages the clients and citizens to give comments, feedback and suggestions during the conduct of transactions. Clients may send their feedback through email at <a href="mailto:arrs.fomimaropa@dswd.gov.ph">arrs.fomimaropa@dswd.gov.ph</a> .
<b>How feedback are processed</b>	Through the email, all feedback is easily generated and consolidated. The Adoption Resource and Referral Unit will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must be recommended for execution. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24003
<b>How to file a complaint</b>	Requesting party may submit a complaint through the official email address of Adoption Resource and Referral Unit at <a href="mailto:arrs.fomimaropa@dswd.gov.ph">arrs.fomimaropa@dswd.gov.ph</a> . For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24003
<b>How complaints are processed</b>	Complaint letter received by the Adoption Resource and Referral Unit shall be forwarded to the concerned individual or office to address the concern. The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action. Reply letter shall be sent to the complainant.

	For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24003
<b>Contact Information of CCB, PCC, ARTA</b>	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

## 27. Processing of Assistance to Persons Living with HIV

Provision of assistance to Persons Living with HIV

<b>Office or Division:</b>	Protective Services Division (PSD)- Persons Living with HIV
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who May Avail:</b>	Persons living with HIV and their Families
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Assistance 1. Social Case Study Report or Crisis Intervention Intake Sheet (1 original) 2. Medical Certificates / Clinical Abstract/ Billing Statement (1 original, 1 photocopy) 3. Valid Identification Card (1 original, 1 photocopy) 4. Certificate of Indigency (1 original) 5. Copy of Medicine Prescription (1 photocopy) 6. Copy of Request of Laboratories and other treatment (1 photocopy) Educational Assistance 1. Social Case Study Report or Crisis Intervention Intake Sheet (1 original, 1 photocopy) 2. Certificate of Enrollment (1 original, 1 photocopy) 3. Valid Identification Card (1 original, 1 photocopy) 4. Certificate of Indigency (1 original) Burial Assistance 1. Social Case Study Report or Crisis Intervention Intake Sheet (1 original) 2. Funeral Contract (1 original, 1 photocopy)	Social Case Study at Local Social Welfare Offices  Medical Documents- Hospitals and Doctors  Certificate of Indigency – Barangay address of the clients

3. Valid Identification Card (1 original, 1 photocopy) 4. Certificate of Indigency (1 original) *required documents based on the request assistance additional documents may be require depending on the cases or as need arises				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Persons Living with HIV and their Families may visit the SWADT Offices or Regional Offices (Walk-in- Clients)	For Walk-In- Clients- Funds with cash available through SDO 1. Social Worker / PLHIV Focal Person receives and review the documents 2. If documents are complete; Social Worker to prepare the certificate of eligibility, petty cash voucher for approval of division chief 3. If no social case study or intake sheet, social worker will conduct the interview and preparation of SCSR or intake 4. Release of cash to clients	None	2-3 minutes 2-3 minutes 5-10 minutes 1-2 minutes 7 minutes with social case study and intake and other supporting documents) 17 minutes without social case study report or intake	<i>PLHIV Focal Persons/ SWADT Social Worker and SWADT Leader /Division Chief</i>
Persons Living with HIV and their Families may visit the SWADT Offices or Regional Offices (Walk-in- Clients)	For Walk-In- Clients- Funds - Voucher Scheme	None	2-3 minutes	<i>PLHIV region focal, division chief, budget, accounting, ORD/ARDO Office, cash section</i>

	<p>1. Social Worker / PLHIV Focal Person receives and review the documents</p> <p>2. If documents are complete; Social Worker to prepare the certificate of eligibility, petty cash voucher for approval of division chief</p> <p>3. If no social case study or intake sheet, social worker will conduct the interview and preparation of SCSR or intake</p> <p>4. Social Worker to prepare voucher for approval of Division Chief, Budget, Accounting, RD or ARDO</p> <p>5. Preparation of Check and approval</p> <p>6. Release of check to clients</p>		<p>2-3 minutes</p> <p>5-10 minutes</p> <p>6 working days</p> <p>1 working day</p> <p>1-2 minutes</p>	
Persons Living with HIV and their Families may visit Provincial/City / Municipal Social Welfare Offices (P/C/MSWDOs)	<p>For Referral Clients</p> <p>1. Social Worker received and review the</p>	None	5 working days	<i>LGU, PLHIV region focal, division chief, budget, accounting, ORD/ARDO Office, cash and SWAD Offices</i>

	documents, if documents are complete, preparation of certificate of eligibility, voucher for approval of division chief			
	2. Voucher for approval of budget, accounting section, ORD/ARDO office, cash unit for preparation of check and approval of check		1 working day	
	3. Cash unit will send client check to SWAD Offices thru mail		1 day	
	4. SWAD office to contact and release check to clients			
<b>TOTAL:</b>		None	14 days, 1 hour	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Protective Services Division encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:cnsp.dswd4b@gmail.com">cnsp.dswd4b@gmail.com</a></p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Protective Services Division will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for</p>

	<p>execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24026</i></p>
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of Protective Services Division at <a href="mailto:cnsp.dswd4b@gmail.com">cnsp.dswd4b@gmail.com</a></p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24026</i></p>
<b>How complaints are processed</b>	<p>Complaint letter received by the Protective Services Division shall be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24026</i></p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>        8478 5093        PCC: 8888        CCB: 0908-881-6565 (SMS)</p>

## 28. Processing of Relief Augmentation Request by DSWD Field Offices

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

<b>Office or Division:</b>	Disaster Response Management Division – Disaster Response Rehabilitation Section
<b>Classification:</b>	G2C-Government to Citizen G2G-Government to Government
<b>Type of Transaction:</b>	Complex
<b>Who may avail:</b>	Local Government Units
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. LGU Request, with either of the following attachments: <i>Situational Report / Assessment Report / Disaster Incident Report and its relative attachments based on existing guidelines</i> (1 original);	- c/o the Concerned LGU
2. Response Letter to LGUs (1 original);	- DSWD Field Office
3. Delivery Receipt (1 original); and	- DSWD Field Office
4. Relief Distribution Sheet (RDS)	- DSWD Field Office

CLIENTS ACTION	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter with either of the following attachments: Situational Reports/ Assessment Report/ Disaster Incident Report and its relatives attachments based on the existing guidelines	1. Receive, review and assess request for relief augmentation	None	15 minutes	DRMD Admin Staff and DRMD Chief
	2. Review, validate and assess the request by the	None	2 hours	DRRS Head

	concerned Section Head through the LDRRMC of requesting LGUs, or through review of the following reports, if available: a. Latest DROMIC report b. RDANA Report c. DSWD Predictive Analytics			
	3. Coordinate with the RROS Head/ Staff on the availability of FNI Resources for augmentation to LGUs, and to determine other logistics requirements	None	30 minutes	DRRS Head / Staff
	4. If FNIs are not available, prepare Request Letter for augmentation of FNI Resources from OUSDRMG, attention DRMB	None	*30 minutes	RROS Head
	5. If FNIs are available, prepare RIS/IF (c/o RROS) and Response Letter to LGUs (c/o DRRS)	None	1 hour	DRRS / RROS Head
	6. Review all documents; provide recommendation; initial pertinent documents	None	1 hour	DRMD Chief
	7. Review all documents and provide recommendations. RIS/IF for signature of the ARDO and initial on other pertinent documents	None	1 hour	Assistant Regional Director for Operations (ARDO)
	8. Review all documents for approval/disapproval	None	1 hour	Regional Director (RD)



	9. Send Response letter to LGUs through DRMD Admin staff and forward RIS/F, Assessment Report, LGU Request Letter to RROS Head / Staff for release of Goods	None	1 hour	DRRS Head / Staff
2) Receive requested goods through hauling or delivery	10. Facilitate the following: a. Coordination with LGUs on the schedule of delivery/hauling of goods from DSWD warehouse to LGU;	None	2 hours	DRRS/RROS Head / Staff
	b. Facilitate preparation and signature of Delivery Receipt by RROS Head			RROS Head / Staff
	c. Facilitate release of goods to LGUs and ensure signed receipts of RIS/IF and Delivery Receipt by receiving LGUs			RROS / DRRS Staff
<b>TOTAL</b>		<b>None</b>	<b>10 hours 15 minutes</b>	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback</b>	The Disaster Response Management Division encourages the clients and citizens to give comments, feedback and suggestions during the conduct of transactions. Clients may send their feedback through email at <a href="mailto:drds.fomimaropa@dswd.gov.ph">drds.fomimaropa@dswd.gov.ph</a>
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<b>How feedback are processed</b>	<p>Through the email, all feedback is easily generated and consolidated.</p> <p>The Disaster Response Management Division will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must be recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24006</i></p>
<b>How to file a complaint</b>	<p>Requesting party may submit a complaint through the official email address of Disaster Response Management Division at <a href="mailto:drms.fomimaropa@dswd.gov.ph">drms.fomimaropa@dswd.gov.ph</a> For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24006</i></p>
<b>How complaints are processed</b>	<p>Complaint letter received by the Disaster Response Management Division shall be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24006</i></p>
<b>Contact Information of CCB, PCC, ARTA</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>        8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

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

Provision of assistance to victims-survivors of trafficking and their families is based on MC No 20 series of 2015 Guidelines in the implementation of the Recovery and Reintegration Program for Trafficked Persons. Wherein, victims-survivors of trafficking assisted by the FOs and LGUs from CY 2003 to present may avail of the services under RRPTP from DSWD field Offices. The categories shall include victims of trafficking within and outside the country. Moreover, clients who wish not to file legal action may also avail the services.

<b>Office or Division:</b>	Protective Services Division (PSD)- RRPTP		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C – Government to Citizens		
<b>Who May Avail:</b>	Survivor of Trafficking and their Families		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Medical Assistance			
1. Social Case Study Report or RRPTP Intake Sheet (1 original)		– P/MSWDOs / Regional Office	
2. Medical Certificates / Clinical Abstract/ Billing Statement (1 original, 1 photocopy)		– Hospitals/Clinic Doctors	
3. Valid Identification Card (1 original, 1 photocopy)		– Client	
4. Certificate of Indigency (1 original)		– Barangay	
5. Copy of Medicine Prescription (1 photocopy)		– Hospitals/Clinic Doctors	
6. Copy of Request of Laboratories and other treatment (1 photocopy)		– Hospitals/Clinic Doctors	
Educational Assistance			
1. Social Case Study Report or RRPTP Intake Sheet (1 original)		– P/MSWDOs / Regional Office	
2. Certificate of Enrollment (1 original, 1 photocopy)		– School	
3. Valid Identification Card / School ID		– School / Client	
4. Certificate of Indigency (1 original)		– Barangay	
Burial Assistance			
1. Social Case Study Report or RRPTP Intake Sheet (1 original)		– P/MSWDOs / Regional Office	
2. Funeral Contract (1 original, 1 photocopy)		– Funeral Service provider	
3. Valid Identification Card (1 original)		– Client	
4. Certificate of Indigency (1 original)		– Barangay	
Livelihood Assistance			
1. Livelihood Assessment Form (1 original)			

2. SLP Profile Form for Individual Referrals (1 original) 3. Certificate of Eligibility (1 original) 4. Mungkahing Proyekto (1 original) 5. SCF Modality Application Form (1 original) *required documents based on the request assistance additional documents may be		– DSWD SLP Project Development Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Victim Survivor of Trafficking and their Families may visit the SWADT Offices or Regional Offices (Walk-in-Clients)	<b>For Walk-In-Clients- Funds with cash available through SDO</b>  1. Social Worker receives and review the documents	None	3 minutes	RRPTP SWO II
	2. If documents are complete; Social Worker to prepare the certificate of eligibility, petty cash voucher for approval of SWAD Leader as SDO		10 minutes	RRPTP SWO II
	3. If no social case study or intake sheet, social worker will conduct the interview and preparation of SCSR or intake		15 minutes	RRPTP SWO II
	4. Release of cash to clients		2 minutes	RRPTP SWO II
TOTAL:		None	30 minutes	

Victim Survivor of Trafficking and their Families may visit the SWADT Offices or Regional Offices (Walk-in-Clients)	<b>For Walk-In-Clients- Funds - Voucher Scheme</b>	None		
	1. Social Worker receives and review the documents		3 minutes	<i>RRPTP SWO II</i>
	2. If documents are complete; Social Worker to prepare the certificate of eligibility, voucher for approval of division chief		10 minutes	<i>RRPTP SWO II</i>
	3. If no social case study or intake sheet, social worker will conduct the interview and preparation of SCSR or intake		15 minutes	<i>RRPTP SWO II</i>
	4. Social Worker to prepare voucher for approval of Division Chief, Budget, Accounting, RD or ARDO		7 days	<i>RRPTP SWO II</i>
	5. Preparation of Check and approval		2 days	<i>RRPTP SWO II</i>
	6. Release of check to clients		2 minutes	<i>RRPTP SWO II</i>
<b>TOTAL:</b>		None	9 days, 30 minutes	

Victims Survivor of Human Trafficking their Families may visit Provincial/City / Municipal Social Welfare Offices (P/C/MSWDOs)	<b>For Referral Clients</b>	None		
	1. Social Worker received and review the documents, if documents are complete, preparation of certificate of eligibility, voucher for approval of division chief		15 minutes	<i>RRPTP SWO II</i>
	2. Disbursement Voucher for approval of budget, accounting section, ORD/ARDO office, cash unit for preparation of check and approval of check		7 days	<i>RRPTP SWO II</i>
	3. Cash unit will send client check to SWAD Offices thru mail		1 day	<i>Cash Unit</i>
	4. SWAD office to contact and release check to clients		3 days	<i>SWAD Office</i>
<b>TOTAL:</b>		None	11 days, 15 minutes	
Victims Survivor of Human Trafficking their Families may visit Provincial/City / Municipal Social Welfare Offices (P/C/MSWDOs) and SLP Provincial Office	<b>Victims Survivor availing Livelihood Assistance (Walk-in and Referral)</b>	None		
	1. RRPTP Social Worker receives and		5 days	<i>RRPTP SWO II</i>

	review the documents		1 day	<i>RRPTP SWO II</i>
	2. If documents are complete, social worker to prepare voucher		7 days	<i>Financial Management Division</i>
	3. Disbursement Voucher for approval of division chief, budget, accounting section head, ORD/ARDO office, cash unit for preparation of check and approval of check			
	4. Cash unit will send client check to SWAD Offices thru mail		1 day	<i>Cash Unit</i>
	5. SWAD office to contact and release check to clients		3 days	<i>SWAD Office</i>
<b>TOTAL:</b>		None	17 days	

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<p>Recovery and Reintegration Program for Trafficked Persons (RRPTP) encourage its clients to give comments, feedback and/or suggestions after completion of the transaction.</p> <p>Clients may answer the client satisfactory form and give it to the Staff available during the completion of the transaction or they can send it thru email address  <i>rrptp.fomimaropa@dswd.gov.ph</i></p>
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<p>How feedbacks are processed?</p>	<p>Feedbacks sent thru email and client satisfactory form/s are consolidated.</p> <p>Recovery and Reintegration Program for Trafficked Persons (RRPTP) will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24028 or email at <a href="mailto:rrptp.fomimaropa@dswd.gov.ph">rrptp.fomimaropa@dswd.gov.ph</a></i></p>
<p>How to file a complaint?</p>	<p>Requesting party may submit a complaint through the official email address of Recovery and Reintegration Program for Trafficked Persons (RRPTP) at  <i><a href="mailto:rrptp.fomimaropa@dswd.gov.ph">rrptp.fomimaropa@dswd.gov.ph</a></i></p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24028 or email at <a href="mailto:rrptp.fomimaropa@dswd.gov.ph">rrptp.fomimaropa@dswd.gov.ph</a></i></p>
<p>How complaints are processed</p>	<p>Complaint letter received by the Recovery and Reintegration Program for Trafficked Persons (RRPTP) regarding trafficking shall be address by the Social Welfare Officer handling the program.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24028 or email at <a href="mailto:rrptp.fomimaropa@dswd.gov.ph">rrptp.fomimaropa@dswd.gov.ph</a></i></p>
<p>Contact Information of ARTA, PCC, CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>        8478 5093        PCC: 8888        CCB: 0908-881-6565 (SMS)</p>



### 30. Provision of Centenarian Gift to Centenarians

Provision of cash gift to a senior citizen who reached the age of 100 years old amounting to PHP 100,000.00

<b>Office or Division:</b>	Protective Services Division – Social Pension Program
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who May Avail:</b>	Possible Centenarian and their relative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>For Living Centenarian</b>  <b>(all documentary requirements based on the existing policies)</b>  1. Senior Citizen's Identification (ID) Card issued by the Office of Senior Citizens Affairs (OSCA) indicating the year of birth (1 original) 2. Original Copy of PSA Birth Certificate of the above mentioned senior citizens (1 original) 3. Original Copy of PSA Birth Certificate of children borne by / of the centenarian (1 original) 4. Marriage Certificate of the Centenarian (if married) (1 original) 5. Other Philippine-government issued identification cards showing Filipino citizenship and year of birth as a reference point for the centenarian's eligibility such as (1 original, 1 photocopy): <ul style="list-style-type: none"> <li>• Land Transportation (LTO)-issued Driver's License</li> <li>• Social security cards like the Government Service Insurance System (GSIS), and Social Security System (SSS)</li> <li>• Professional Regulatory Commission (PRC) license</li> <li>• Philippine Postal ID</li> <li>• Commission on Elections (COMELEC) voter's ID</li> </ul> 6. Senior Citizens General Intake Sheet (to be filled up by the MSWDO /OSCA or DSWD staff)	Office of the Senior Citizens Affairs   PSA in their Locality  PSA in their Locality  PSA in their Locality

<b>For the deceased Centenarian</b>  1. Senior Citizen's Identification (ID) Card issued by the Office of Senior Citizens Affairs (OSCA) indicating the year of birth (1 original, 1 photocopy) 2. Senior Citizens General Intake Sheet (to be filled up by the MSWDO /OSCA or DSWD staff) (1 original) 3. Birth Certificate of Centenarian; 4. Original PSA Death Certificate of deceased centenarian (1 original); 5. Copy of government issued ID of all immediate relative (children/spouse) (1 photocopy); 6. Copy of birth certificate, marriage certificate, baptismal record and other relevant documents that would establish the relationship to the deceased centenarian (1 photocopy); 7. Special Power of Attorney (Annex 1) (1 original); and 8. Warranty and Release from Liability Form (Annex 2) (1 original)		Office of the Senior Citizens Affairs  PSA in their Locality  PSA in their Locality  DSWD / MSWDO/ OSCA Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure all the documentary requirements needed and submit to the office of MSWDO and MSWDO will submit the documents collated of the possible centenarian to the Social Welfare and Development Office in the Province	SWAD staff received the documents	None	1 day	SWAD Staff
	Documents will be forwarded to the Regional Office through EMAIL as advance copy		30 minutes	SWAD Staff
	Or will forward the hard copy through courier		1 week (since it be send through courier)	Project Development Officer II/ Administrative Staff
	The social worker received the application and will conduct the paper screening based on the authenticity and		30 minutes	Project Development Officer II/ DSWD Staff

	<p>completeness of the supporting documents for the provision of cash incentives</p> <p>Social Worker conducts an actual visit and validation to possible centenarian.</p> <p><b>If documents are incomplete:</b></p> <p>The documents will be returned to the client through MSWDO for completion of the lacking documents.</p> <p><b>If documents are complete:</b></p> <p>Preparation and signing of the documents within the division</p> <ul style="list-style-type: none"> <li>• Regional Special Order of Special Disbursing officer</li> <li>• Disbursement Voucher</li> <li>• Obligation Request and Status</li> <li>• Payroll of the centenarian beneficiaries</li> </ul> <p>Approval of budget, accounting and Regional Director and Preparation of List of due and demandable accounts payable.</p>		<p>5 days (including travel time)</p> <p>2-3 days</p> <p>2 days</p> <p>5 working days</p>	<p>Project Development Worker/ assigned staff</p> <p>SWAD staff</p> <p>Division Chief/ PDO II</p> <p>Budget Officer/ Accountant/ Cash Unit/Division Chief/ARDO and Regional Director</p> <p>Client/ Accountant</p>
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	<p><b><i>(additional documents may be requiring by the Regional Accountant depending on the cases)</i></b></p> <p>Downloading of Centenarian Cash incentives to the designated Special disbursing officer</p> <p>Withdrawal of cash of special disbursing officer</p> <p>Direct release of centenarian cash incentives amounting to Php100,000.00 pesos</p>		<p>Additional 5 days for the completion of the documents required by the Regional Accountant</p> <p>2 days</p> <p>1 day</p> <p>30 minutes</p>	<p>Cash Unit</p> <p>Special Disbursing Officer or representative of SDO</p> <p>Centenarian/ SDO/ PDO II/MSWDO and OSCA</p>
<b>TOTAL:</b>		None	19 days, 1 hour, 30 minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<p>The Centenarian Program under the umbrella of the Social Pension Program Management Office encourage their client to give comments and feedback to further enhance the rendition of services to the senior citizens thru the <a href="mailto:socpen.fomimaropa@dswd.gov.ph">socpen.fomimaropa@dswd.gov.ph</a></p> <p>Clients can submit their feedbacks thru the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk to rate the service.</p>
How feedbacks are processed?	<p>Feedbacks can be processed by emails and written communications so as to be able to assess the services rendered, eliminate and resolve issues and to formulate actions that would favorably improve the services.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days</p>

	<p>of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 336-8106 loc. 24027</p>
How to file a complaint?	<p>Requesting party may submit a complaint through the official email address of Social Pension Program – <a href="mailto:socpen.fomimaropa@dswd.gov.ph">socpen.fomimaropa@dswd.gov.ph</a></p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 336-8106 loc. 24027</p>
How complaints are processed	<p>Complaint letter received by the SPPMO will be acted upon by the PDO II of Centenarian Program.</p> <p>The PDO II will be coordinating with the LGU to gather additional information needed to formulate a response favorable to the complainant/.</p> <p>A reply letter will be sent to the complainant giving details to the concerns and provide recommendations/.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 336-8106 loc. 24027 <a href="mailto:socpen.fomimaropa@dswd.gov.ph">socpen.fomimaropa@dswd.gov.ph</a></p>
Contact Information of ARTA, PCC, CCB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

### 31. Provision of Technical Assistance on Social Marketing for the Institutionalization of Completed Social Technologies (STs)

The Social Technology Bureau (STB) provides technical assistance to DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD Field Offices, National Government Agencies (NGAs), Local Government Units (LGUs), academe and Non-Government Organizations (NGOs) with intent to institutionalize that is to adopt or replicate completed Social Technologies (ST). The Technical Assistance provided by the Bureau includes among others resource person in social marketing activities, capability building activities, advocacy and lobbying with policy making bodies, and orientation on completed STs.

<b>Office or Division:</b>	Office of the Regional Director/Social Technology Unit
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who May Avail:</b>	DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD-Field Offices, National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations

(NGOs), Civil Society Organizations (CSOs), and academe				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written and signed request letter with complete contact details (name and contact information) of the requesting party, and details of the technical assistance needed. (1 original)		Requesting Office/Individual/Institution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Local Government Units (LGUs) send request to DSWD Field Office to institutionalize (i.e., adopt or replicate) completed social technologies).	1.1. The STU Social Welfare Officer I in-charge of incoming documents receives and encodes the requests via email or mail.	None	30 minutes	SWO/
	1.2. Review the request and coordinate with the Central Office if necessary to get additional information on the TA being requested, and prepare a reply.	None	3 working days	SWO /
	1.3. If the TA request entails travel to act as resource person during capability building activity, orientation on completed STs, the Technical Staff shall prepare Travel Order.	None	30 minutes	SWO /Administrative Staff
	1.4. Prepare a Regional Travel Order (RTO) or Authority to Travel of Technical staff to serve as resource person, secure initial of concerned	None	2 days	SWO/Records Section

	technical staff and forward RTO/Authority to Travel to Records Section for review and signature.			
	1.5. Review content of RTO/Authority to Travel of technical staff and endorse document to Unit Head for approval.	None	30 minutes	<i>Social Technology Unit Head/ Regional Director</i>
	1.6. Assess and approves the RTO/Authority to Travel of technical staff	None	1 day	<i>Regional Director</i>
	1.7. If the RTO/Authority to Travel is by plane, the Technical Staff shall fill-up the Booking Request Form, attach signed RTO and for purchase of air ticket.	None	30 minutes	<i>SWO I/PDO II/AA</i>
	1.8. Purchase travel ticket for land travels	None	30 minutes	<i>SWOI/ Administrative Staff/General Services Section</i>
2. Accomplish Customer Satisfaction Survey Form and give it to the Technical Staff in a sealed envelope.	2.1. Conduct Technical Assistance (Resource Person) on the Institutionalization of Completed STs	None	3 days	<i>SWO I/PDO II</i>
3. Conduct of the Institutionalization Activity (replication or adoption)	3.1. Prepare and submit feedback report	None	7 days	<i>SWO I/PDO II</i>

	3.2. Review the Feedback report and endorse the document for approval to the Regional Director	None	1 hour	<i>SWO III, Social Technology Unit Head/Regional Director</i>
	3.3 Review and approves the feedback report	None	1 hour	<i>Regional Director</i>
	3.4 Endorse/submit the approved feedback report to the Social Technology Bureau	None	1 hour	<i>SWOI/PDOII/ Admin Aide</i>
<b>TOTAL:</b>		None	16 days, 5 hours and 30 minutes	

## FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback</b>	<p>The Social Technology Section encourages the clients and citizens to give comments, feedback and suggestions during the conduct of transactions.</p> <p>Clients may send their feedback through email at <a href="mailto:socotech.fomimaropa@dswd.gov.ph">socotech.fomimaropa@dswd.gov.ph</a></p>
<b>How feedback are processed</b>	<p>Through the email, all feedback is easily generated and consolidated. The Social Technology Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must be recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following telephone number:  <b>5336-8106 loc. 24023</b></p>



<b>How to file a complaint</b>	Requesting party may submit a complaint through the official email address of Social Technology Section at <a href="mailto:soctech.fomimaropa@dswd.gov.ph">soctech.fomimaropa@dswd.gov.ph</a> . For inquiries and follow-ups, clients may contact the following telephone number: <i>5336-8106 loc. 24023</i>
<b>How complaints are processed</b>	Complaint letter received by the Social Technology Section shall be forwarded to the concerned individual or office to address the concern. The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action. Reply letter shall be sent to the complainant. For inquiries and follow-ups, clients may contact the following telephone number: <i>5336-8106 loc. 24023</i>
<b>Contact Information of CCB, PCC, ARTA</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

## 32. Recruitment, Selection and Placement in the Field Office

This process involves the filling of vacancies in the Regional Office; which starts from the publication of the notice of vacancies, up to the issuance of appointments.

<b>Office or Division:</b>	Human Resource Planning and Performance Management Section (HRPPMS)		
<b>Classification:</b>	Highly Technical Covered by Special Law (CSC MC No. 14 s. 2018)		
<b>Type of Transaction:</b>	G2C – Government to Transacting Public (External Applicants) G2G – Government to Government (Internal/DSWD Employee Applicants, OBSUs or Hiring Offices)		
<b>Who may avail:</b>	All interested applicants (External and Internal)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Submitted documentary requirements/ application for a particular vacant position		Applicant/HRPPMS Applicant Tracker System	
Pre-employment requirements:			
2. Two (2) copies of duly accomplished Personnel Data Sheet (PDS) with Work Experience Sheet (CS Form 212 Revised 2017) –		CSC Website	
3. Two (2) copies of CSC Certificate of Eligibility		CSC Office	

(Certified True Copy) –	
4. Two (2) copies of PRC ID (Certified True Copy) –	PRC Office
5. Two (2) Copies of PRC Board Certificate (Certified True Copy) or two (2) Copies of PRC Certificate of Rating (Certified True Copy) –	PRC Office
6. NBI Clearance (Original) -	NBI Office
7. Transcript of Records (Certified True Copy) – School graduated	School graduated
8. Diploma (Certified True Copy) –	School Graduated
9. Birth Certificate (PSA Original or Authenticated Copy) –	PSA Office
10. Marriage Contract (if Married) (PSA Original or Authenticated Copy) –	PSA Office
11. Clearance from Previous Employer/Certificate of Employment –	Previous Employer
12. Certificate of Trainings Attended	Applicant
13. Medical Certificate must be signed by Government Physician	Applicant
- X-ray Result	
- Blood Test (CBC)	
- Urinalysis	
- Drug Test	
14. One (1) Documentary Stamp attachment for Medical Certificate –	Post Office
15. Service Record of Contractual and Permanent Coming from Different NGA, GOCC, LGU –	Previous Employer
16. Approved 1905 and 1902 for Permanent and Contractual –	BIR Office
17. Accomplished BIR Form 2316 for Permanent and Contractual	BIR Office
18. Accomplished 1901 from BIR for Contract of Service – BIR Office	BIR Office

19. Photocopy of Philhealth ID	Applicant			
20. Photocopy of TIN ID	Applicant			
21. Photocopy of Pag-ibig ID	Applicant			
22. Photocopy of SSS ID	Applicant			
23. SALN for Permanent and Contractual	Applicant			
24. ID Request Form	HRPPMS			
25. One (1) piece 2x2 picture with Red Background	Applicant			
26. Two (2) pieces passport size picture red Background w/o name	Applicant			
Hiring Documents:  Appointment/Memorandum of Agreement (MOA)  Assumption  Position Description Form (PDF)  Oath  Deployment	HRPPMS Personnel			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Hiring Office to submit Request for Publication to the Human Resource Planning and Performance Management Section (HRPPMS)	None	13 days  (3 days processing of request for posting and 10	<i>Hiring Office</i>
	1.1 The HRPPMS Personnel shall review and assess the request vis-à-vis the required attachments	None	days mandatory posting of the vacant position)	<i>HRPPMS Personnel</i>
1. Applicant to submit application to HRPPMS through DSWD MIMAROPA Application Form (link) or walk-in	1.2 For Permanent Positions, if the request is in order, the HRPPMS Personnel shall prepare the Notice of Vacancy which shall be posted in at least three (3) conspicuous places for 10 calendar days	None		<i>HRPPMS Personnel</i>

	1.3 If the request is not in order based on the submitted attachments and set criteria, the HRPPMS Personnel shall coordinate and return the request to the requesting office	None		<i>HRPPMS Personnel</i>
	1.4 For permanent positions, the HRPPMS Personnel shall notify the next in rank through Invitation of Next In Rank	None		<i>HRPPMS Personnel</i>
2. Upon the closing/deadline of submission of applications, wait for the result of HRPPMS evaluation on your application	2. Within 3 working days upon closing of publication, the HRPPMS focal Person shall assess the qualifications of all interested applicants based on the position's CSC Minimum Qualification Standards (MQS)	None	3 days	<i>HRPPMS Personnel</i>
	2.1 Applicants who met the CSC Minimum Qualification Standards (MQS) and with submitted complete requirements within the publication period shall be considered to take the Initial Qualifying Test (IQT) or other appropriated Aptitude Test as required by the DSWD MSP specifically indicated on the Calibration of Points	None		<i>HRPPMS Personnel</i>
	2.2 Applicants who did not meet the CSC MQS shall be notified of the status of their application through the preparation and issuance of a Regret Letter via email and/or letter	None		<i>HRPPMS Personnel</i>
3. Qualified applicants to take the Initial Qualifying Test (IQT)	3. Upon determination of the list of qualified applicants, the HRPPMS Personnel shall immediately schedule the IQT or any aptitude test and invite all qualified applicants	None		<i>HRPPMS Personnel</i>
	3.1 In accordance with the new normal, the Field Offices may adopt the online administration of the Initial Qualifying Test through any	None		<i>HRPPMS Personnel</i>

	available online platform. Meanwhile, the aptitude test will be administered through pen and paper. To ensure the integrity and security of the Test			
	<p>3.2 With the approval of the hiring office, rescheduling of IQT/Aptitude test may be allowed only once when any of the following circumstances arise:</p> <ul style="list-style-type: none"> <li>• Applicant is on official travel</li> <li>• Applicant is on personal travel; and/or</li> <li>• Applicant is sick/confined in the hospital</li> <li>• Force Majeure circumstances</li> </ul> <p><u>NOTE:</u> For any of the above reasons, sufficient documentary evidence shall support the claim.</p>	None		<i>HRPPMS Personnel</i>
	4. Within one (1) day after the Test administration, the HRPPMS Personnel shall proceed on the preparation of the Longlist of Applicants including the Summary of Education, Training and Experience (ETE) results	None	7 days (after the end of publication)	<i>HRPPMS Personnel</i>
	4.1 The HRPPMS/RSP Focal in charge for preparation of Longlist will be consolidating the requirements of qualified applicants simultaneously with the IQT/Aptitude Test scheduling, administration and Result preparation	None		<i>HRPPMS Personnel</i>
	4.2 Only the applicants who met the specific cut-off of the IQT/Aptitude Test will be included in the Longlist of applicants but for transparency purpose, the HRPPMS Focal will include the test result of all the	None		<i>HRPPMS Personnel</i>

	applicants who took the IQT but the requirements will not be transmitted and a remarks on the Matrix of Applicants will be included			
	4.3 The supporting documents submitted with the Longlist are consolidated and packaged. Likewise, applicants with incomplete requirements will not be part of the Longlist	None		<i>HRPPMS Personnel</i>
	4.4 Send letter of regret to applicants that have not met the prescribed IQT cutoff for the position	None		<i>HRPPMS Personnel</i>
4. Qualified applicants to take the Technical Examination	5. One (1) working day upon finalization of the longlist including the Summary of ETE results, the HRPPMS Personnel shall schedule and invite the initial shortlisted applicants for the Technical Examination	None	3 days	<i>HRPPMS Personnel</i>
	5.1 Applicants who were not included in the shortlist shall be notified of the status of their application through the preparation and issuance of a Regret Letter	None		<i>HRPPMS Personnel</i>
	5.2 The HRPPMS Personnel shall administer the Technical Examination on the scheduled date and for uniformity, the Technical Examination may be administered online	None		<i>HRPPMS Personnel</i>
	5.3 Within three (3) working days from the examination, The HRPPMS Personnel shall forward the coded answer sheets to the hiring office for checking of answers	None	3 days	<i>HRPPMS Personnel</i>
	5.4 All answer sheets must be coded in a random sequence of letters or numbers to prevent undue preference and promote partiality while the hiring office checks the answers	None		<i>HRPPMS Personnel</i>

	5.5 The hiring office shall forward within three (3) working days the corrected answer sheets to the HRPPMS to decode the examination results	None	3 days	<i>Hiring Office</i>
	5.6 The decoded result will be forwarded to the hiring office within three (3) working days for scheduling the Competency-Based Interview and HRMPSB Deliberation	None		<i>HRPPMS Personnel</i>
	6. The HRPPMS Secretariat shall conduct Background Investigation of the shortlisted applicants prior to the Competency Based Interview an HRMPSB Deliberation. Results of the Background Check shall be included for information and reference of the HRMPSP members	None	3 days	<i>HRPPMS Personnel</i>
5. Qualified applicants to attend the panel interview	7. One (1) day upon receipt of the decoded scores or finalization on the technical examination scores of the applicants, the HRPPMS Personnel shall prepare the Briefer, Comparative Data Matrix and other HRMPSB supporting document	None	14 days	<i>HRPPMS Personnel</i>
	7.1 The HRPPMS Personnel shall schedule the FO-HRMPSB deliberation immediately either face to face or through online platforms such as Zoom or Google Meet	None		<i>HRPPMS Personnel</i>
	7.2 The HRPPMS Personnel shall seek the confirmation of the shortlisted applicants' interest to pursue the application and projected availability to assume the position if selected	None		<i>HRPPMS Personnel</i>
	7.3 Three (3) days before the scheduled FO-HRMPSB deliberation, the HRPPMS Personnel shall forward a briefer and scanned copy of the annexes to support the	None		<i>HRPPMS Personnel</i>

	deliberation of the FO-HRMPSB			
	7.4 The FO-HRMPSB shall conduct interview to the applicants and deliberation	None		<i>HRPPMS Personnel / HRMPSB Members</i>
	7.5 After the final FO-HRMPSB deliberation, the HRPPMS Personnel shall post the final shortlist of applicants into three (3) conspicuous places for fifteen (15) days	None		<i>HRPPMS Personnel</i>
	7.6 Within three (3) working days from the deliberation, the HRPPMS Personnel shall prepare a PSB Resolution for signature of the FO-HRMPSB members together with the supporting documents and annexes	None		<i>HRPPMS Personnel</i>
	8. The HRPPMS Personnel shall prepare a Memorandum endorsing the completely signed FO-HRMPSB Resolution/Recommendation to the Appointing Authority for selection immediately after the approval of the FO-HRMPSB Resolution/Recommendation	None	10 days	<i>HRPPMS Personnel</i>
	8.1 The Appointing Authority shall select among the top five (5) ranking candidates or more depending on the number of vacant positions listed in the FO-HRMPSB Resolution. In the case of other non-career positions, the Appointing Authority shall select the deemed most qualified candidates on the endorsement/recommendation	None		<i>Appointing Authority</i>
	8.2 Immediately upon receipt of approved selection, the HRPPMS Personnel shall prepare the appointment paper of the selected applicant/personnel	None		<i>HRPPMS Personnel</i>
	8.3 Within three (3) days upon receipt of the selection form, the appointment of the	None	3 days	<i>HRPPMS Personnel / Appointing Authority</i>



	selected applicant/ personnel shall be forwarded to the Appointing Authority for signature and approval			
6. Appointee to accept or reject the job offer	9. The HRPPMS Focal person shall notify the appointee through email the approved appointment and prepare a notice of the issued appointment. The notice of issued appointment shall be posted in three (3) conspicuous places for fifteen (15) days to give time to other applicants to file protest if applicable			<i>HRPPMS Personnel</i>
	9.1 Should the appointee accept the appointment, proceed to Item 9.3			<i>Applicant</i>
	9.2 Should the appointee not accept the appointment, the FO-HRMPSB Secretariat/HRPPMS Focal will prepare the cancellation of appointment and endorse the remaining shortlisted applicants			<i>Appointee / HRPPMS Personnel</i>
	9.3 The HRPPMS Focal shall prepare a memorandum addressed to the Hiring Office regarding the approved appointment and requirements needed to process the appointee's initial salary			<i>HRPPMS Personnel</i>
	9.4 In case of original appointments for permanent position, the appointee will undergo the probationary period. A separate memorandum will be transmitted upon notification of the assumption date of the appointee			<i>HRPPMS Personnel</i>
7. Appointee to submit complete pre-employment requirements	9.5 Once the appointee's requirements are completely submitted to the HRPPMS, it shall be forwarded to the HRMDD-Personnel Administration Service (PAS) for the processing of initial			<i>HRPPMS Personnel</i>

	salary and submission of appointment to CSC for validation			
	9.6 n case of the declaration of Enhanced Community Quarantine (ECQ) and Modified Enhanced Community Quarantine, the appointee may submit a promissory note for approval of the HRMDS Director but the requirements should be submitted within fifteen (15) working days upon cancellation of ECQ and MECQ			<i>Appointee</i>
<b>TOTAL:</b>		None	80 days	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Human Resource Planning and Performance Management Section ensures that the clients provide their feedbacks on the Recruitment, Selection, and Placement process of the region.</p> <p>Clients may answer the online Recruitment Process Evaluation Form or they can send their feedbacks through email at <a href="mailto:hrppms.fomimaropa@dswd.gov.ph">hrppms.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>The Human Resource Planning and Performance Management Section will conduct evaluation and identify the processes to be improved.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <b>5336-8106 loc. 24019</b></p>
<b>How to file a complaint?</b>	<p>Clients may submit a complaint through the official email address of Human Resource Planning and Performance Management Section at <a href="mailto:hrppms.fomimaropa@dswd.gov.ph">hrppms.fomimaropa@dswd.gov.ph</a></p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <b>5336-8106 loc. 24019</b></p>
<b>How complaints are processed</b>	<p>Complaint letter received by the Human Resource Planning and Performance Management section will be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual or office will create a report after the</p>

	evaluation and shall submit it to the Head of Office for appropriate action.  Reply letter shall be sent to the complainant.  For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24019
<b>Contact Information of ARTA, PCC, CCB</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

### 33. Referral Management Process for SLP

The SLP Referral Management Process is for Individuals and or families that belong to the vulnerable sector and are indigent. These are also for individuals and or families that are listed in the Listahanan database that are found poor, victims of natural calamities / disaster and armed conflict or are otherwise qualified after the administration of SLP profile form, means test and LAF.

<b>Office or Division:</b>	Sustainable Livelihood Program – Grievance and Referral Management Focal (GRMF)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All qualified program participants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Supporting Documents as necessary: Filled-up SLP Referral and Grievance Form (1 original)		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Walk-in clients	1.1 Brief Orientation on SLP Processes and address queries	None	5 minutes	<i>Special Projects Focal/ Technical Staff</i>
	1.2 Fill-out Intake Sheet	None	5 minutes	<i>Client</i>
	1.3 Classification of the request	None	3 minutes	<i>Special Projects Technical Staff I</i>
	1.4 Data encoding of client's profile		5 minutes	<i>Special Projects Focal/Technical Staff</i>
	1.5 Refer to concerned Provincial Offices, OBSUs, NGAs, NGOs, CSOs, and		1 day	<i>Special Projects Focal/Technical Staff</i>

	other institutions			
<b>TOTAL:</b>		None	1 day and 19 minutes	
2. Referral from OBSUs, NGAs, NGOs, CSOs, and other institutions	2.1 Classification of the request	None	3 minutes	<i>Special Projects Focal/ Technical Staff</i>
	2.2 Drafting and approval of acknowledgement letters addressed to the referring institution/offices	None	1 day	<i>Special Projects Focal/ Technical Staff</i>
	2.3 Drafting and approval of endorsement letters to the concerned provincial office	None	1 day	<i>Special Projects Focal/ Technical Staff</i>
	2.4 Validating of lacking information of the client/s as necessary and submission of feedback report	None	1 day	<i>Provincial PDO / Provincial Coordinator</i>
	2.5 Client eligibility assessment	None	5 minutes	<i>Regional Monitoring and Evaluation Officer</i>
	2.6 Proposal drafting for livelihood assistance	None	1 day	<i>Provincial PDO / Provincial Coordinator</i>
	2.7 Approval of livelihood assistance proposal	None	3 days	<i>SLP - Admin</i>
	2.8 Disbursement of livelihood grant	None	1 month	<i>SLP – Admin/ Provincial PDO / Provincial Coordinator</i>
<b>TOTAL:</b>		None	1 month and 7 days 8 minutes	
3. Inquiries and Applications through Email, social media, phone calls and sms	3.1 Fill-out of Referral In-take form	None	5 minutes	<i>Special Projects Focal</i>

	3.2 Classification of the request	None	3 minutes	<i>Special Projects Focal</i>
	3.3 Drafting and approval of acknowledgement letters addressed to the referring institution/offices	None	1 day	<i>Special Projects Focal/ Technical Staff</i>
	3.4 Drafting and approval of endorsement letters to the concerned provincial office	None	1 day	<i>Special Projects Focal/ Technical Staff</i>
	3.5 Validating of lacking information of the client/s as necessary and submission of feedback report	None	1 day	<i>Provincial PDO / Provincial Coordinator</i>
	3.6 Client eligibility assessment	None	5 minutes	<i>Regional Monitoring and Evaluation Officer</i>
	3.7 Proposal drafting for livelihood assistance	None	1 day	<i>Provincial PDO / Provincial Coordinator</i>
	3.8 Approval of livelihood assistance proposal	None	3 days	<i>SLP - Admin</i>
	3.8 Disbursement of livelihood grant	None	1 month	<i>SLP – Admin/Regional Budget Unit/Regional Accounting/ Regional Cash unit/ Provincial PDO / Provincial Coordinator</i>
<b>TOTAL:</b>		None	1 month, 7 days, 13 minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ul style="list-style-type: none"> <li>• Clients answer the Client Satisfactory</li> <li>• Feedback (CSF) Form and drop it at the drop box in all Public Assistance and Complaints Desk (PACD) or may directly email at <a href="mailto:slp.fomimaropa@dswd.gov.ph">slp.fomimaropa@dswd.gov.ph</a></li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>• Feedbacks requiring actions will be discussed to the concerned GRMU Staff and required to submit incident report three (3) days after the initial discussion;</li> <li>• Feedbacks will be relayed to the concerned client;</li> <li>• For inquiries and follow-ups, clients may contact the GRMU Unit though landline 8951-2806 or email at</li> </ul>

	slp.fomimaropa@dswd.gov.ph
How to file a complaint	<ul style="list-style-type: none"> <li>Officer of the day will conduct initial interview to the client and the client will fill-out the Grievance Form and will be classified if it is technical or highly technical.</li> </ul> <b>SLP – MIMAROPA</b> Landline: 83368106 loc. 24016 Email: slp.fomimaropa@dswd.gov.ph
How complaints are processed	<ul style="list-style-type: none"> <li>Walk-in Client: Writing formal letter to the client through email or courier service;</li> <li>From Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions: Response letter to the endorsee, briefer for the Secretary (as necessary), and writing a formal letter to the client through email or courier service;</li> <li>From email, social media, phone calls and sms: Writing formal letter to the client and send through preferred mode of communication/feedback</li> </ul>
Contact Information of ARTA, PCC, CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

### 34. Registration of Private Social Welfare and Development Agencies (SWDAS) - Operating in one Region

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

Office or Division:	Policy and Plans Division – Standards Section		
Classification:	Simple		
Type of Transaction:	Government to Client (G2C) Government to Government (G2G)		
Who may avail:	All eligible person/individual, corporation, organization or association intending/ already engaging in SWD activities in One (1) region		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For applicant person/individual, corporation, organization or association intending/already engaging in SWD activities			
1. One (1) Duly Accomplished and Notarized Application Form (Note: Per Secretary’s advisory, during state of public health emergency, Application need not be notarized)		<ul style="list-style-type: none"><li>• DSWD Field Office – MIMAROPA Standards Section</li><li>• <a href="#">DSWD-SB-GF-046</a> Application Form for Registration</li></ul>	

2. One (1) Updated Copy of Certificate of Registration and latest Articles of Incorporation and by-laws indicating that the organization's primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non-profit organization to operate in the Philippines (1 original) <b>*Not applicable to Government Agencies.</b>	<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)</li> </ul>
3. One (1) Copy of any of the following: <ul style="list-style-type: none"> <li>• Handbook or Manual Operations of its programs policies and procedures to attain its purposes</li> <li>• Brochure</li> <li>• Duly signed Work and Financial Plan for at least two (2) years</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-049 Manual of Operation">https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-049 Manual of Operation</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-050 Guide in the preparation of Brochure">https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-050 Guide in the preparation of Brochure</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-054 Work and Financial Plan">https://www.dswd.gov.ph/downloads-2/DSWD-SB-GF-054 Work and Financial Plan</a></li> </ul>
4. Copy of Official Receipt (OR) of processing fee on registration amounting to P 1,000.00	Applicant
<b>Note to Applicant:</b> The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Registration based on DSWD Memorandum Circular No. 17 Series of 2018.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form thru the DSWD Website or from the DSWD Field Office	Provided the client with application form and checklist of requirements	None	--	Support Staff (Standards Section- Field Office)
2. Submit/ file application and supporting documents.  1.1 For applicant organization with complete requirements, receive the acknowledgement receipt of the submitted requirements.	1. Determine whether the submitted documents are complete. 1.1. If complete, receive the documentary requirements and provide the organization an acknowledgment receipt and log the receipt of application documents into	None	30 minutes	Support Staff in charge of all incoming documents (Standards Section- Field Office)  Officer of the day (Standards Section- Field Office)



1.2 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	the Document Tracking System.  1.2 Logs its receipt in the document tracking system (DTMS).  1.3 Provides the walk-in applicant with document reference number for easy tracking.  1.4. If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
3. If Complete, Settle the required processing fee and make payments to Cash Section or thru online.	Prepares billing statement	None	10 minutes	Support Staff in charge on the issuance of Billing Statement (Standards Section- Field Office)
	Process payment and issues Official Receipt.	₱1,000.00	20 minutes	Cashier (Cashier Section-FO)
4. Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	Attach the photocopy of the official receipt of the processing fee.	None	5 minutes	Support Staff in charge on the issuance of Billing Statement (Standards Section- Field Office)
5. Ensure that the Client Satisfaction Measurement Form is duly accomplished and emailed/via courier by the applicant to the Standards Bureau	Provides the applicant the Client Satisfaction Measurement Form	None	5 minutes	Standards Section Support Staff/Technical Staff
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				



6. Wait for the result of the assessment	1.1 Routes to Standards Section the Application Documents.	None	25 minutes	Support Staff (Standards Section- Field Office)
	1.2 Receives incoming applications and assigns to concerned technical staff.	None	30 minutes	Standards Section Head/
	1.3 Conducts desk review of the received application as to completeness and compliance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support the said criteria. If complete and compliant, notify the applicant SWDA on the payment for processing fee	None	3 hours	Assigned Technical Staff
	1. 1.1 If incomplete, prepares an acknowledgement letter with checklist of documents indicating the lacking requirement.			
	Preparation of the Confirmation Report with attached draft Certificate of Registration and printing of Security Paper (SECPA).	None	5 hours and 25 minutes	Assigned Technical Staff/
	Review and approval of the Confirmation	None	7 hours	Standards Section Support

	Report; Endorsement for Approval of the Registration Certificate			Staff/Standards Section Head/ PPD Chief/ ORD Support Staff/ Regional Director
7. Signs in the logbook for received certificate thru pick-up.	Releasing of the Certificate of Registration to the SWDA	None	30 minutes	ORD / ARDA / Standards Section
<b>TOTAL</b>		₱1,000.00	3 days	
For Complete and Compliant:				
For Incomplete Submission		None		
Walk-in:			30 Minutes	
Courier:			2 days	
<b>B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:</b>				
1. Send the Application Form together with the prescribed documentary requirements through Mail or Courier to:  <b>Standards Section</b> DSWD FO MIMAROPA 1680 F.T. Benitez cor. Malvar St., Malate, Manila 1004	1.1 "Received" stamp the document and logs its receipt into the document tracking system.  1.2 Endorse the document to section head.	None	30 minutes	Support Staff (Standards Section- Field Office)
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
2. Wait for the result of documents review..	2. Receives incoming applications and assigns to concerned technical staff.  Provides notes/ instructions for action to concerned technical staff.	None	30 minutes	Standards Section Head
	2.1 Review the submitted documents as to completeness and compliance, both in form and	None	3 hours	Technical Staff

	<p>substance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support the said criteria.</p> <p>2.2 If complete and compliant, notify the SWDA on the payment for processing fee.</p> <p>2.3 If incomplete, an acknowledgement letter with checklist of requirements shall be returned to the applicant.</p>			
3. Wait for the result of the assessment.	<p>3.1 Prepares the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy</p> <p>3.2 Reviews and provides inputs and endorses the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy to the</p>	None	<p>5 hours and 25 minutes</p> <p>2 hours and 25 minutes</p>	Support Staff in charge of incoming documents (Standards Section- Field Office)

	PPD Chief for initial 3.3 Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate		4 hours and 10 minutes	Standards Section Support Staff/ PPD Chief/ORD Support Staff/ Regional Director/
4. Receive the Certificate and confirmation letter	4.1 Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier	None	30 Minutes	Support Staff (Standards Section)
<b>TOTAL</b>				
For Complete and Compliant:		₱1,000.00	3 working days	
For Incomplete Submission				
Walk-in:		None	30 Minutes	
Courier:			2 days	

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ul style="list-style-type: none"> <li>Concerned citizen/concerned agencies send letter/email to Field Office (FO) MIMAROPA</li> <li>DSWD - Field Office send memo/email to Standards Bureau</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>FO send reply to the concerned citizen/ agencies.</li> <li>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen</li> </ul>
How to file a complaint	Complaints can be filed thru sending a letter or email to DSWD Field Office MIMAROPA. The name of person being complained and the circumstances of the complaint should be included in the information.

## FEEDBACK AND COMPLAINTS MECHANISM

How complaints are processed	<ul style="list-style-type: none"> <li>The Regional Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</li> <li>Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</li> </ul>
Contact Information of ARTA, PCC, CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

### 35. Request for 4Ps Data

This section describes the process of providing assistance to clients and various stakeholders (general public and other government organizations) both within and outside DSWD through the sharing of public data. However, access to data will be subject to the limitations set to safeguard privacy of the beneficiaries, data security and data misappropriation. Therefore, access to data shall be carefully considered and granted in accordance with the Pantawid data sharing protocol.

In processing the request, there is an expectation that all documentary requirements have been submitted by the requesting party. Otherwise, the start of processing may take an extended period of time.

<b>Office or Division:</b>	Pantawid Pamilyang Pilipino Program Regional Program Management Office (4Ps RPMO) Monitoring and Evaluation Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Accomplished Data Request Form		Pantawid Website, Pantawid RPMO/POO/MOO ( <a href="https://pantawid.dswd.gov.ph/citizens-charter">https://pantawid.dswd.gov.ph/citizens-charter</a> )		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends filled up data request form	1. Receipt of completely filled out data request form or letter of request (with attachments as applicable).	None	2 hours	Regional Monitoring and Evaluation Officer (RMEO) at the Regional Program

	<p>1.1 Encoding of data request to monitoring tool thru Electronic Document Management System (EDMS) of the incoming data request.</p> <p>1.2. Acknowledgement and assessment by the Regional Monitoring and Evaluation Unit (RMEU) at the RPMO.</p> <p>1.2.1. If Primary Data, endorse the request to the concerned Unit.</p> <p>1.2.2. If Secondary Data, determine if the data that are being requested are <b>public or classified</b> based on the submitted documents.</p>		<p>30 minutes</p> <p>1 day</p>	<p>Management Office (RPMO)</p> <p>RMEO</p> <p>RMEO</p>
2. Receive requested data and fill out the client survey form	<p>2. If the data requested is identified as <b>Public Data</b>, the RMEU will forward the request to the appropriate division/unit for data generation and preparation.</p> <p>2.1 If the data is in the periodic reports, IEC materials, and/or Pantawid Pamilya website, the RMEU will refer the client to the resource site or provide the readily available data and</p>	None	<p>4 hours</p> <p>1 day</p>	<p>RMEO</p> <p>RMEO</p>

	client satisfaction survey form.			
	2.2.1 If the data needs to be generated, data generation shall be undertaken by the RMEU.		5 days	RMEO
	2.2.2. Preparation of memo endorsement to the RD for approval.		6 hours	RMEO
	2.2.2.1. If the data request is approved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form		4 hours	RMEO
	2.2.2.2. If the data request is disapproved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form.		4 hours	RMEO
	2.3. If the data requested is identified as <b>Classified Data</b> , the request will be forwarded to the Data Protection Officer and RD for review and evaluation. The RMEU will provide initial comments prior to endorsing the request to the Data Protection Officer (DPO) and RD.		3 days	RMEO

	2.3.1 If the request is valid, a Memorandum of Agreement (MOA) on data sharing between the requesting party and the Department/Pantawid Pamilya RPMO will be prepared by RMEU prior to the release of data requested.	6 days	RMEO
	2.3.1.1. Sharing of the draft MOA to the client for review.	4 hours	RMEO
	2.3.1.2. Review of the MOA and endorsement of comments/inputs to MEU from the Legal Section/Service.	3 days	Legal Section Staff      Service/ Technical
	2.3.1.3. Revision of the MOA based on the Legal Service/Section's comments.	2 days	RMEO
	2.3.1.4. Sharing of MOA to the client.	4 hours	RMEO
	2.3.1.5. Acknowledgement of receipt of MOA approved by the client.	4 hours	RMEO
	2.3.1.6. Preparation of communication to client regarding MOA signing	4 hours	RMEO
	2.3.1.7. Signing of MOA with the client	1 day	RMEO
	2.3.1.8. Provision of the data request to	4 hours	RMEO



	the client and submission of request to accomplish the client satisfaction measurement form.  2.3.2. If the data request is disapproved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form.		4 hours	RMEO
<b>TOTAL:</b>  <b>Output 1: Request for Secondary Data</b>  <b>Output 2: Request for Administrative Data</b>  <b>Output 3.1: (Approved MOA)</b>  <b>Output 3.2: (Disapproved MOA)</b>		None	<b>2 days, 6 hours and 30 minutes</b>  <b>6 days, 6 hours and 30 minutes</b>  <b>19 days, 2hrs and 30 minutes</b>  <b>4 days, 2hrs and 30 minutes</b>	

### FEEDBACK AND COMPLAINTS MECHANISM

How to send a feedback	For <b>inquiries and follow-ups</b> , the client may send message to the following contact details: Email: <a href="mailto:4psassistance@dswd.gov.ph">4psassistance@dswd.gov.ph</a> 4Ps Text hotline: 09189122813  For <b>completed services</b> , the client is encouraged to fill out a Client Satisfaction Survey Form downloadable from <a href="https://pantawid.dswd.gov.ph/citizens-charter">https://pantawid.dswd.gov.ph/citizens-charter</a> and submit it to the concerned office where the request was made or to any of the contact details provided above.
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How feedback is processed	<p>The Grievance Officers compiles and records all submitted feedback. These are forwarded to the concerned offices or officers who is expected to provide a response to the client via email or phone call within three (3) days from receipt of email from the client.</p> <p>On the other hand, satisfaction surveys for completed services are being analyzed by the Grievance Officers as among the bases to improve its service delivery.</p>
How to file complaint	<p>The client shall accomplish the grievance form and submit to Pantawid staff.</p> <p>The client may also directly communicate through the contact details provided below:</p> <p>Email: <a href="mailto:4psassistance@dswd.gov.ph">4psassistance@dswd.gov.ph</a>          4Ps Text hotline: 09189122813</p>
How complaints are processed	<p>Upon submission of the grievance form, it will be forwarded to a technical officer or Grievance Officer for evaluation. The Grievance Officer shall conduct validation, submit report, and provide feedback to the client. It shall be primarily guided by violations and penalties under the Ease of Doing Business Act <a href="https://arta.gov.ph/about/violations-and-penalties">https://arta.gov.ph/about/violations-and-penalties</a></p> <p>Service delivery complaints shall be automatically considered as highly technical transactions due to its nature. The client shall be provided feedback 20 days from the filing of the complaint.</p>
Contact Information of ARTA, PCC, CCB	<p><b>Anti Red-Tape Authority (ARTA):</b>          Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> / <a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a>          Call: 8-478-5093</p> <p><b>Presidential Complaint Center (PCC):</b>          Email: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>          Call: 8888</p> <p><b>Contact Center ng Bayan (CCB):</b>          SMS: 0908-881-6565          Call: 165 56          P5.00 + VAT per call anywhere in the Philippines via PLDT landlines          Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a>          Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>

### 36. Securing Travel Clearance for Minors Traveling Abroad

Travel Clearance is a certificate issued by the Department of Social Welfare and Development for minors traveling alone or accompanied by a person other than a parent or the legal guardian to a foreign country.

Office or Division:	Protective Management Division- Minors Traveling Abroad	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Filipino Minors Traveling Abroad	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Issuance of MTA Blue cards		
1. Official Request for MTA Blue Cards signed by the Regional Director (1 original)		Field Offices
Provision of Technical Assistance to field Offices on MTA Guidelines		
1. Request for Technical Assistance signed by the Regional Director (1 original)		Field Offices
Office or Division:	Protective Management Division/DSWD Field Offices	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	Filipino Minors Traveling Abroad	
Response to MTA Inquiries		
1. Letter/ email/ phone inquiry or walk-in clients requesting information on MTA (1 original)		Public
Office or Division:	DSWD Field Offices	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	Filipino Minors Traveling Abroad	
Issuance of Travel Clearance Certificate		
A. For Minors Traveling Alone to a Foreign Country for the First Time		
1. Duly accomplished Application Form (1 original)		DSWD Field Offices or at download form at <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. LSWDO/SWAD Social Worker's assessment, when necessary (1 original)		Local Social Welfare and Development Office where the minor resides.
3. PSA issued Birth Certificate of Minor (1 original 1 photocopy)		Philippine Statistics Authority (PSA)
4. Photocopy of PSA issued Marriage Contract of minor's parents / Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Bgy or religious leader or PSA issued CENOMAR for illegitimate minors (1 photocopy)		Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader

5. Notarized Affidavit of Consent of both parents/ legal guardian/solo parent. (1 original)	Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad)
6. 2 original colored passport size photos of the minor (in Red or Blue Background) (2 original)	Applicant
7. Affidavit of Support and certified copy of evidence to show financial capability of sponsor e.g Certificate of Employment, Latest Income Tax Return, Bank Statement, etc) Certified True Copy of the Death Certificate (for deceased parent/s) on SECPA (1 original 1 photocopy)	Applicant
8. Unaccompanied Minor Certificate from the Airlines (1 photocopy)	Airline Company where ticket was availed
9. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child. (1 original)	Applicant
<b><i>For Succeeding Travel of Unaccompanied minor or Traveling ALONE</i></b>	
1. Duly accomplished Application Form (1 original)	DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. Notarized Affidavit or Written Consent of both parents, the Solo parent and the legal guardian, whichever is applicable, with copy of valid ID with signature (1 original)	Law Office and Notarized at the applicants'/parents' place of residence
3. Original copy of the previous Travel Clearance issued (1 original)	Applicant
4. Unaccompanied Minor Certificate from the Airline (1 photocopy)	Airline Company
5. Waiver from the parents releasing DSWD from any liability in case of untoward incident during the travel of the child (1 original)	Applicant
6. Two (2) original colored passport size photos of the minor taken within last six (6) months from the time of application (Red or Blue Background) No scanned pictures will be accepted.	Applicant
<b><i>Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian</i></b>	
1. Duly accomplished Application Form (1 original)	DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. Copy of the PSA issued birth certificate of the minor (1 photocopy)	Philippine Statistics Authority (PSA)

<p>3. Notarized Affidavit or Consent to travel of both parents/ legal guardian/solo parent whichever is applicable with copy of parent/s/ legal guardian's valid identification card with specimen signature</p> <p>3.1 If the parent/s is/are working abroad, copy of passport and valid visa or valid ID issued abroad</p>	Applicant
<p>4. Copy of Marriage Certificate of minors parents (SECPA), Solo Parent ID, for Solo Parents, Court Decree of Separation, Annulment or Divorce</p> <p>4.1 In the case of illegitimate minors, Certificate of No Marriage (CENOMAR) of the minor's mother from PSA on Security Paper(SECPA) (original to be attached for verification)</p> <p>4.2 In case of either or both parents of the minors are deceased, certified true copy of the Death Certificate/s of each of the parents (for deceased parent/s) on SECPA (1 original 1 photocopy)</p>	PSA, Local Social Welfare and Development Office (for the Solo Parents ID); Family Court
<p>5. Two (2) original colored passport size photos of the minor taken within last six (6) months from the time of application (Red or Blue Background) (2 original)</p>	Applicant
<p>6. Photocopy of Passport of the Traveling Companion</p>	Minor's travelling companion
<b>Minor/s travelling subsequently with person other than the parents or legal guardian</b>	
<p>1. Duly accomplished Application Form (1 original)</p>	Respective DSWD Field Offices or Social Welfare and Development Offices
<p>2. Original copy of the Travel Clearance previously issued by the DSWD Field Office;</p>	Applicant
<p>3. Notarized Affidavit or Consent to travel of both parents/ legal guardian/solo parent whichever is applicable with copy of parent/s/ legal guardian's valid identification card with specimen</p>	Applicant

signature	
3.1 If the parent/s is/are working abroad, copy of passport and valid visa or valid ID issued abroad	
4. Two (2) original colored passport size photos of the minor taken within last six (6) months from the time of application (Red or Blue Background) No scanned pictures will be accepted;	Applicant
5. Photocopy of Passport of the Traveling Companion	Minor's traveling companion
<b>Additional Requirements for Minors Under Special Circumstances:</b>	
<i>For Filipino Minors Migrating to Another Country</i>	
1. Visa Petition Approval	Applicant
<i>For Minors Studying Abroad</i>	
1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled (1 photocopy)	Applicant
<i>For Minors who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:</i>	
1. Certification from Sponsoring Organization (1 photocopy)	Sponsor Organization
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency (for sport competition ) (1 photocopy)	Sports Agency
3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel (1 photocopy)	Sponsoring Organization
<i>Minors going Abroad for Medical Purposes</i>	
1. Medical Abstract of the Minor (1 photocopy)	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not	Attending Physician

available in the country (1 photocopy)	
3. Letter from the Sponsor (1 photocopy)	Sponsor
<i>Minors going Abroad for Inter-Country Adoption</i>	
1. Placement Authority issued by ICAB (1 photocopy)	Inter-Country Adoption Board (ICAB)
2. Authority to Escort issued by ICAB (1 photocopy)	Inter-Country Adoption Board (ICAB)
<i>Minors under Foster Care</i>	
1. Notarized Affidavit of Undertaking by the Foster Parents (1 original)	Foster Parent
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative (1 original)	DSWD Regional Director
3. Photocopy of Foster Placement Authority (original copy to be attached for verification)	Applicant
4. Photocopy of Foster Care License of the family (original copy to be attached for verification)	Applicant
5. DSWD Certification of the CDCLAA Except those under Kinship Care (original copy to be attached for verification)	DSWD
6. Return Ticket/s	Applicant
<i>Minors Under Legal Guardianship</i>	
1. Certified True Copy of the Court Order on Legal Guardianship (1 original)	Court
<i>Minor/s whose parent/s are seafarers</i>	
1. Certification from the Manning Agency attesting to the parents employment	Applicant
2. Photocopy of Seaman's Book of Parent/s	Applicant



<i>For Minor/s with alleged missing parent/s</i>				
1. Social Case Study Report from the LSWDO where the alleged missing parent's last known address (1 original)	Local Social Welfare and Development Office			
2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent (1 photocopy)	Local Police or Barangay of the alleged missing parent/s last known address			
3. One (1) returned registered mail to the last known address of the alleged missing parent/s known address. (1 photocopy)	Applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1. Issuance of Service Sequence Number Encoding of the client's information in online Spreadsheet Issuance of the Client Satisfaction Survey Form (CSS Form)	None	5 minutes	Officer of the Day/ Security Guard
2. Application	2. Receives Filled Up Application Form and Documentary requirements presented by the Client.	None	5 minutes	On-Duty Social Worker
3. Screening of the Application form and documentary requirements	3. Social Worker will check the presented documentary requirements are complete. If not, the client will be asked to comply. If Complete, proceed to next Step.	None	5 minutes	On-Duty Social Worker
4. Interview/ Assessment*	4.1 Social Worker interviews and conducts assessment of the application	None	15 minutes	On-Duty Social Worker/ SWAD Social



	4.2 Recommends for the approval or disapproval of the application to the Signing Authority.			Welfare Officer
5. Review of the Application	<p>5.Approves/Disapproves the application</p> <p>5.1 If Approved, proceed to step 6</p> <p>5.2 If Disapproved, Counseling and Explanation of reason for disapproval of application</p> <p>5.3. Notify the DFA, BI PMB, DSWD-CO.</p> <p>If Exempted, Prepares the Certificate of Exemption for Approval of the Regional Director</p>	None	<p>5 minutes</p> <p>5 minutes</p> <p>10 minutes</p>	<p>Supervisor/OIC</p> <p>Social Worker</p> <p>Social Worker</p> <p>Social Worker</p> <p>Social Worker/ Administrative Staff</p>
6. Payment of:  PHP 300.00 for 1-year validity; PHP 600.00 for 2 years' validity	<p>1. Issues Order of Payment /Billing Statement</p> <p>2. Issues Official Receipt to the Applicant on the Payment Received</p> <p>3. Issuance of Claim Stub schedule of release (Minimum of 1-day processing and maximum of 3 days processing)</p>	<p>Php300.00 for 1year validity;</p> <p>Php600.00 for 2 years validity</p>	3 Minutes	Cashier
7. Preparation of Travel Clearance	1. Encodes/Types the details of the applicant to the Travel Clearance Certificate	None	10 Minutes	On-Duty Social Worker/ Administrative Staff

8. Approval of the Regional Director/ Authorized Signatory	1. Signs/Approves the Application or Certificate of Exemption for Exempted applicants	None	5 Minutes	Regional Director or the Authorized Approved Signatory
9. Receipt of the Travel Clearance Certificate and Submission of the Filled Up CSS Form and Signs the Logbook for the Received Travel Clearance/ Certificate of Exemption	Releases the Travel Clearance Certificate to the Applicant/ Certificate of Exemption/ Receipt of the Filled up CSS Form	None	5 Minutes	On-Duty Social Worker Officer/ Administrative Staff
<b>TOTAL:</b>		P300.00/ P600.00	1 hour and 9 minutes	

**\*Fees P 300.00 for one (1) Year and P 600.00 for two (2) years**

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

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p><b>Travel Clearance Unit</b> aims to know if the service rendered to Minors Travelling Abroad (MTA) are at a satisfactory level to be able to strengthen and improve its quality by identifying the expectations that are met and also the problems encountered by the applicants for the issuance of the said document.</p> <p><b>Client Satisfactory Survey</b> is a tool that was developed to measure and assess the level of satisfaction of the applicants and highlights applicant advocacies and experiences in improving the department's programs and services. This tool aims to measure, improve, and take action on DSWD's quality services through client's feedback.</p> <p>Clients may answer the client satisfactory form and give it to the staff available after the travel clearance certificate has been approved and issued to the applicant. The staff will collect the client satisfactory survey once accomplished and will consolidate it for the Client Satisfactory Survey Report submitted every semester.</p>
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<b>How feedbacks are processed?</b>	DSWD-PMB send reply letter/memo to the concerned Field Office.
<b>Complainant using 8888</b>	<p>SMS will receive the complaint and will be forwarded to PMB if the concern is:</p> <p>On Programs and Services – SPD will be the one replying to the complaint.</p> <p>On Personnel and other outside matters – The focal person will be the one replying to the complaint.</p>
<b>How to file a complaint?</b>	Complaints can be filed through sending a letter or email to PMB-DSWD. The details of the complaint should be included in the information
<b>How complaints are processed</b>	<p>The concerned office will conduct a case conference/ meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</p> <p>Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply/letter memo to the concerned.</p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

### 37. Walk - In Name Matching Data Process

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

Office or Division:	National Household Targeting Section		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All walk-in clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Walk-in Name Matching Form ( 1 original) 2. Valid Identification Card/Proof of Identity (1 original)		National Household Targeting Office – Administrative Unit	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will fill out the Walk-in Name Matching Form.	1.1 The Administrative staff receives and records the request in the DocuTrack ( <i>DSWD Document Tracking System</i> ). The request is forwarded to the Regional Field Coordinator (RFC) for remarks.	None	5 minutes	Administrative Assistant III for Operations
	2. RFC will interview the client to assess if the request is valid or necessary	None	10 minutes	Regional Field Coordinator
	3. The Regional Associate Statistician will process the request.	None	5 minutes	Regional Associate Statistician
	4. The results file from the Manual Verification will be forwarded to The Information Technology Officer for review, archiving, and endorsement to the RFC.	None	5 minutes	Regional Information Technology Officer
5. Receive Name Matching Result	5.1 The result of name matching will be presented by the RFC	None	5 minutes	Regional Field Coordinator
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	

## FEEDBACK AND COMPLAINT MECHANISM

How to send feedback?	Fill out the feedback form to be provided by the Administrative Assistant for Operations and drop it in the designated drop box or email to <a href="mailto:listahananmimaropa@dswd.gov.ph">listahananmimaropa@dswd.gov.ph</a>
How feedbacks are processed?	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p>
How to file a complaint?	<p>Fill out the complaint form to be provided by the Administrative staff and shall be forwarded to the designated Regional Grievance Officer.</p> <p>Complaints may also be filed via electronic mail at <a href="mailto:listahananmimaropa@dswd.gov.ph">listahananmimaropa@dswd.gov.ph</a> specifying the staff being complained, incident, and evidence if available.</p>
How complaints are processed?	<p>The Regional Grievance Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the Regional Field Coordinator for appropriate action.</p> <p>Grievance officer shall provide feedback to the client.</p>
Contact Information of ARTA, PCC, CCB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## **Field Office MIMAROPA Region**

### **Non - Frontline Services**

### 38. Approval for the Conduct of Research Study & Acquiring Primary Data from DSWD Officials/Personnel, Beneficiaries and Clients (FO)

Approval is issued to internal and external researchers who intend to conduct research studies related to or involving the Department. Primary data refers to data obtained through first hand investigation. These are collected through face-to-face interview, survey questionnaires, focused group discussion, case study among others. Request to conduct such activities need to undergo research protocol. Research whose target respondents covering one (1) region shall seek for the approval of the Regional Director. Research request must be submitted to Regional Director at least two (2) weeks before the projected start of data gathering activity.

<b>Office or Division</b>	Policy and Plans Division			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail</b>	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who intend to conduct research studies related to or involving the Department.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request (1 original) 2. Research Request Form (Annex C) (1 original) 3. Research Brief (Annex D) (1 original) and 4. Research Instruments (1 original)		Provided by the requesting party PPD Provided by the requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Approach the designated administrative staff and fill in all the fields in the researchers' logbook located in the receiving area	1. Give the logbook to researcher.	None	2 Minutes	Administrative staff

<p>2. Submit the required documents</p> <p>2.1. Fill up the <i>Research Request form</i>(Annex C) and <i>Research Brief</i> (Annex D)</p>	<p>2. Receive the required documents and give it to PPD Chief or OIC or Officer of the day to distribute to concerned Sector focal/available Technical Staff.</p> <p>2.1. Review and assess the research request if the request shall require secondary data or shall undergo the research protocol using the Checklist for Reviewing Research Request (Annex A)</p> <p>2.2. Assist the researcher in the completion of documentary requirements and provide orientation on the research protocol</p> <p>2.3. Request the researcher to fill up the Researcher's Feedback Form (Annex J)</p>	<p>None</p>	<p>1 Minute</p> <p>15 Minutes</p>	<p><i>Administrative staff</i></p> <p><i>PPD Technical Staff</i></p>
<p>3. Fill up the Researcher's Feedback Form (Annex J).</p>	<p>3.1 Collect the accomplished form</p> <p>3.2 Review and</p>	<p>None</p>	<p>1 Minute</p> <p>5 Days</p>	<p><i>PPD Technical Staff</i></p>



	<p>assess the research request in consultation with the concerned FO units, centers/institutions</p> <p>3.3 Coordinate with the researcher in cases where relevant revisions need to be made. Two (2) days will be given to researchers to respond.</p> <p>3.4 Prepare recommendation using the sample recommendations template (Annex E)</p> <p>3.5 Approval of research request</p> <p>3.6 Approved requests shall be endorsed to the concerned FO units, centers/institutions</p> <p>3.7 Inform the researcher once research request has been approved</p> <p>3.8 For requests that were not recommended for approval, the research proponents may seek advice from the PPD</p>		<p>1 Day</p> <p>2 Days</p>	<p><i>PPD Technical Staff</i></p> <p><i>Regional Director PPD Technical Staff</i></p>
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4. Coordinate with the concerned office where the research request was endorsed	4.1 Assist the researcher in matters related to conduct of data-gathering activities	None	1 Day	<i>Concerned FO unit, centers/Institutions Staff</i>
<b>TOTAL:</b>		None	9 Days and 34 Minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Researchers shall accomplish the Clients Satisfactory Survey/Feedback Form v thru PDPS email at <a href="mailto:planning.fomimaropa@dswd.gov.ph">planning.fomimaropa@dswd.gov.ph</a> or via google form</p> <p>For walk-in researchers, you may also opt to request for the Client Satisfactory Survey/Feedback Form to the PDPS Admin Assistant on duty and drop your feedback form at designated dropbox located at 3rd floor of DSWD Regional Office Building.</p>
<b>How feedbacks are processed?</b>	<p>The Researchers' feedback will be consolidated at the end of every quarter and shall form part of the rating for the quality performance of the PDPS designated staff along their Key Result Area (KRA) on Research Development Implementation and Monitoring.</p> <p>The Client Satisfaction Survey/Feedback will be analyzed/evaluated for further improvement and development of research protocols in the region. The result of the feedback shall also be discussed during the quarterly section meeting.</p>
<b>How to file a complaint?</b>	<p>You may send your complaints through the Policy Development and Planning Section email at <a href="mailto:planning.fomimaropa@dswd.gov.ph">planning.fomimaropa@dswd.gov.ph</a></p> <p>You may also file your complaint through telephone calls providing the following details:</p> <ul style="list-style-type: none"> <li>• Name and Contact Details</li> <li>• Type of Research Requested</li> <li>• Name of Person complained</li> <li>• Reason for the complaint</li> <li>• Evidences/if any</li> </ul> <p>For inquiries and follow-ups, the client may contact the following:          Telephone No. 336-8106 loc. 2402          Email Address: <a href="mailto:planning.fomimaropa@dswd.gov.ph">planning.fomimaropa@dswd.gov.ph</a></p>

<b>How complaints are processed</b>	Resolutions on the complaints shall be processed within 3 to 7 working days.  The complainants shall be informed through writing a formal letter via email or courier service within 3 to 7 working days.
<b>Contact Information of ARTA, PCC, CCB</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

### 39. Competitive Bidding of Goods and Services

This process covers the procurement of goods, infrastructure and consulting services based on the requirement needed by the agency to be procured using Competitive Bidding of 2016 Revised IRR of RA 9184 as mode of procurement.

<b>Office or Division:</b>	Administrative Division -Procurement Section			
<b>Classification:</b>	Highly Technical - Multi-Stage Process Covered by special law (RA 9184 ) Government Procurement Law			
<b>Type of Transaction:</b>	G2G- Government to Government G2B- Government to Business			
<b>Who may avail:</b>	Internal Staff / Interested Suppliers and Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request (3 original) 2. Project Proposal or Terms of Reference (1 photocopy) 3. Technical Assistance Report for ICT Equipment 1 photocopy) 4. Approved Project Procurement Management Plan (1 photocopy) 5. Annual Procurement Plan (1 photocopy) 6. Distribution List 7. Program of Works /Bill of Quantities for Infrastructure 8. Market Research/Cost Benefit Analysis (if applicable)		Procurement Section- Bids and Awards Committee /Secretariat Procurement Officer Government Accounting Manual ( <a href="http://www.coa.gov.ph">www.coa.gov.ph</a> ) DSWD ISO Resource Site ( <a href="https://bit.ly/30XTaok">https://bit.ly/30XTaok</a> ) DSWD MIMAROPA Portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of approved Purchase Request	1. Screen the PR in accordance with the following minimum standards within 30 minutes from the receipt. 1.1 Check if it conforms to the Government Accounting Manual (GAM) prescribed	None	10 minutes	<i>Admin Staff/ Procurement Officer –in- Charge</i>

	Purchase Request (PR) form 1.2 Check if it is signed by proper signatories 1.3 Check if it is produced in three (3) original copies 1.4 For ICT related equipment /supplies, check if there is a Technical Assistance (TA) Report from ICTMS 1.5 For repairs, check if there is Pre-Repair Inspection Report 1.6 Check if the technical specifications are complete and detailed  If the submission does not conform to all statements above, return the PR and provide TA on end user on how to properly accomplish the compliance or refer to the Procurement Officer for provision of TA			
2. Submit the correct format and complete supporting documents	2. Accept the PR, assign PR number and encode in the Procurement Tracker, Procurement Monitoring Report, and logbook. Forward the same to BAC Secretariat/Procurement Officer in Charge within 10 minutes from receipt.	None	2 minutes	<i>Incoming Admin Staff</i>
3. Submit the supplemental PPMP	3. The BAC Secretariat shall assess and evaluate if the requested goods and services are included in the Annual Procurement Plan	None	30 minutes	<i>Incoming Admin Staff/BAC Secretariat</i>

	<p>If not included in the APP, indicate in the PR and return to the end user for submission of supplemental PPMP. The supplemental PPMP should be submitted to update the Annual Procurement Plan. The updating of APP will be prepared by BAC Secretariat, for recommendation of BAC and approval of HOPE.</p> <p>If included in APP, the Incoming Admin Staff will endorse to BAC Secretariat Head.</p>			
	4. The TWG and BAC Secretariat will prepare the bidding documents.	None	3 hours	<i>TWG /BAC Secretariat</i>
	<p>5. The BAC Secretariat shall check:</p> <p>a. If the ABC is PHP 1 Million and above, the BAC Secretariat shall:</p> <p>Calendar the Schedule of BAC Activities Prepare the Notice of Meeting to the BAC, TWG and end user for the conduct of Pre-Procurement Conference</p> <p>If the ABC is below PHP 1 Million, the BAC Secretariat shall</p> <p>Review the Bidding Documents</p>	None	3 hours	<i>BAC Secretariat</i>

	<p>Facilitate the signing of the Invitation to Bid (ITB) by the BAC Chairperson or Vice Chairperson</p> <p>Post the same to the PHILGEPS and DSWD website and conspicuous place in the DSWD</p> <p>Print the PHILGEPS and website page showing its posting. Take a picture of the posting in the conspicuous place within the premises.</p>			
	<p>6. Conduct of Pre-Procurement Conference to discuss the readiness of the project at hand to undergo the procurement process. The Minutes of the Pre-Procurement Conference shall be prepared by the BAC Secretariat and routed for comments and approval from the conduct of the Pre-Procurement Conference</p>	None	1 day	<i>BAC/ BAC Secretariat/ TWG/ End User</i>
	<p>7. Immediately thereafter, the BAC Secretariat shall revise the Bidding Documents in accordance to the agreements made during the Pre-Procurement Conference</p>	None	3 hours	<i>BAC /BAC Secretariat/ TWG</i>
	<p>8. Facilitate the signing of the ITB by the BAC Chairperson or Vice Chairperson</p>	None	30 minutes	<i>BAC Secretariat/BAC Chairperson/ Vice - Chairperson</i>

	9. Post the Invitation to PHILGEPS and DSWD website and conspicuous places in DSWD. Print the PHILGEPS posting DSWD page showing its posting and posting in the conspicuous places	None	1 hour  (Posting to PHILGEPS is 7 Calendar Days)	<i>BAC Secretariat</i>
	10. Print/Reproduce and package the Bidding Documents	None	4 hours	<i>BAC Secretariat</i>
	11. Facilitate the issuance of Bidding Documents (Please refer to Purchase of Bidding Documents Business Process)	None	8 minutes	<i>BAC Secretariat</i>
	12. Prepare and Issuance of the Notice of Meeting/Letter to Observers	None	2 hours	<i>BAC Secretariat/BAC</i>
	13. Prepare the Notice of Pre-Bid Conference to the BAC/TWG /End User	None	10 minutes	<i>BAC Secretariat</i>
	14. Conduct of Pre-Bid Conference within twelve (12) days from posting of the Invitation to Bid. The Minutes of the Pre-Bid Conference shall be immediately prepared by the BAC Secretariat and be routed for comments and approval.	None	1 day  (12 Calendar Days before deadline and submission of bids)	<i>BAC/TWG /BAC Secretariat /End User/Observer</i>
	15. The BAC Secretariat shall , within seven (7) days before the conduct of the Bid Opening , facilitate queries made by prospective bidders through routing the query to the BAC	None	Within 7 Calendar Days before the submission of bid	<i>BAC Secretariat/BAC</i>

	and/or the end user, if necessary.			
	16. Prepare a Supplemental Bid Bulletin should there be changes on the Bidding Documents as agreed during the Pre-Bid Conference or in response to written queries made by prospective bidders to BAC	None	1 hour	<i>BAC/ BAC Secretariat</i>
	17. On the deadline set for submission of bids, the BAC shall open the submitted bids. The BAC Secretariat shall prepare the Minutes of the Bid Opening and Abstract of Bids		1 day Submission	<i>BAC/ BAC Secretariat/ TWG</i>
	18. The BAC Secretariat shall, within seven (7) days from the conduct of the bid opening:  a. Conduct the bid evaluation to determine any arithmetical errors in the bids submitted by the bidders. b. Determine the Lowest Calculated Bidder (LCB) is requested to submit the required post-qualification documents within five (5) calendar days from receipt of notice.		2 hours	<i>BAC Secretariat/BAC/ TWG</i>
	19. Conduct of post – qualification to the LCB.	None	5 calendar days	<i>TWG/BAC Secretariat</i>
	20. Prepare a letter to the bidders who submitted their bids informing them of such receipt.	None	30 minutes	<i>BAC Secretariat/BAC</i>



	21. Upon submission of the LCB of the post qualification documents, the TWG shall evaluate the bid submitted within 15 to 45 days from the submission of the post qualification documents.		3 days	<i>TWG/BAC Secretariat</i>
	<p>22. If the bid submitted is compliant to the technical specifications and within the approved budget for the contract (ABC), the TWG shall prepare its report and recommendation of award addressed to the BAC.</p> <p>If the bid is found to be non-compliant, the TWG shall prepare its report and recommendation of declaration of failure of bidding addressed or proceed to the 2<sup>nd</sup> Lowest Calculated Bidder (LCB)</p>	None	1 day	<i>TWG/BAC Secretariat</i>
	<p>23. The BAC may:</p> <p>a. Resolve to recommend the award to the winning bidder; or</p> <p>b. Resolve to issue a Notice of Post-Disqualification and proceed to post-qualify the 2<sup>nd</sup> LCB. If there is only one (1) bid received, the BAC shall declare failure of bidding.</p>	None	1 day	<i>BAC/BAC Secretariat/TWG</i>
	24. Prepare the resolution recommending award	None	1 day	<i>BAC Secretariat/BAC</i>

	to the Lowest Calculated and Responsive Bidder (LCRB) and facilitate the signing of the same to the BAC and HOPE			
	25. Approval of BAC Resolution of the HOPE	None	30 minutes	<i>HOPE</i>
	26. Prepare and facilitate the signing of Notice of Award by the HOPE	None	30 minutes	<i>BAC Secretariat</i>
	27. Signing of Notice of Award by the HOPE	None	30 minutes	<i>HOPE</i>
	28. Issuance of Notice of Award to the winning supplier/bidder thru email or fax	None	30 minutes	<i>BAC Secretariat</i>
	29. Prepare draft contract using the prescribed template in Bidding Documents including all its annexes and endorse the same to Legal Service for review.		2 hours	<i>Procurement Officer /Legal Service</i>
	30. Within three (3) days from receipt of comments, the concerned Procurement Officer shall finalize the contract in accordance to the comments of the Legal Unit.	None	2 hours	<i>Procurement Officer</i>
	31. The Procurement Officer shall facilitate the signing of Contract to the HOPE and winning supplier.  The same shall check that supplier submitted the performance security and has signed the Notice of Award, prior	None	1 day	<i>Procurement Officer</i>

	to transmittal to Budget Section for approval of Obligation Request and Status (ORS)			
	<p>32. Signing of Contract by the HOPE.</p> <p>The Procurement Officer should ensure that the contract has been notarized.</p>	None	30 minutes	<i>HOPE/Procurement Officer</i>
	33. Prepare and facilitate the signing of Notice to Proceed immediately upon receipt of notarized contract.	None	1 hour	<i>Procurement Officer</i>
	34. Signing of Notice to Proceed by the HOPE		10 minutes	<i>HOPE</i>
	35. Preparation of ORS and Purchase Order if applicable.	None	1 hour	<i>Procurement Officer</i>
	36. Signing of ORS and PO by the HOPE	None	10 minutes	<i>End User/HOPE</i>
	37. Forward the documents to Budget Section for approval of ORS by the Budget Officer	None	5 minutes	<i>Budget Section</i>
	<p>38. The Budget Section will forward the documents to Accounting Section for review and certification on the availability of funds.</p> <p>The Accountant will certify the availability of funds.</p> <p>The Accounting Section will forward the documents to Procurement Section once reviewed and certified.</p>	None	Maximum of 3 Calendar Days	<i>Accounting Section</i>

	39. The Procurement Officer will issue the Notice to Proceed to the winning bidder. The supplier shall conform/sign the NTP and proceed to deliver the goods or perform the services required within the timeline indicated in the bid.	None	1 day	<i>Procurement Officer</i>
2. Acceptance of the goods delivered	40. The Procurement Officer shall coordinate to the end user and Inspection Committee the inspection and acceptance of goods.  In case of services which are to be rendered for a period of time and be paid in accordance to the set payment tranches, the Procurement Officer and end user shall monitor the progress of services .		1 day	<i>End User/ Procurement Officer/ Inspection Committee</i>
	41. Forward the supporting documents to the end user for the preparation of disbursement voucher for payment	None	10 minutes	<i>Admin Staff/End User Staff</i>
	42. All documents in this stage therefore shall be routed by the Outgoing Clerk (End User) to FMD Incoming Clerk for processing of payment	None	30 minutes	<i>End User Staff /FMD</i>
	43. The Procurement Officer shall monitor if payment has been made and facilitate the evaluation of the	None	5 minutes	<i>Procurement Officer/ End User</i>

	goods delivered or services rendered by the end user and the supplier.			
<b>TOTAL:</b>		None	<b>26 Days</b>	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Procurement Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Procurement Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of Learning Development Section at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>How complaints are processed</b>	<p>Complaint letter received by the Learning Development Section shall be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:</p>

	5336-8106 loc. 24052
<b>Contact Information of ARTA, PCC, CCB</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

#### 40. Data Sharing with DSWD OBSUs – List of Data Subject

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

<b>Office or Division:</b>	National Household Targeting Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
<b>Who may avail:</b>	All DSWD Sections/Units/Programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (indicating purpose and list of data sets) (1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTS.	1.1 The Administrative Staff receives and records the request in the DocuTrack (DSWD Document Tracking System). The request is forwarded to the Office of the Regional Director for approval.	None	5 minutes	Administrative Assistant III for Operations

	The Administrative staff will advise the requesting party that they will receive an email or call after one (1) working day on the approval of their request and the expected schedule of release of the results.			
	2. The Regional Director will decide if the request is for processing or not. The request is forwarded to Policy and Plans Division Chief.	None	4 hours	Office of the Regional Director
	3. If the Director approves the processing of the request, then the PPD Chief will endorse the request to Information Technology Officer.	None	10 minutes	Policy and Plans Division Chief
	4. IT Officer will process the request.	None3 days		Regional Information Technology Officer
	5. The result of data generation is forwarded to Regional Field Coordinator for review.	None2	2 days	Regional Field Coordinator
	6. The IT Officer will secure the data by adding password protection to the file.	None	1 day	Regional Information Technology Officer

	After securing the data, the IT officer will prepare data release form, draft memo reply and burn results in a compact disc (CD). The IT officer and RFC will counter sign in the DRF, then forward the documents to the PPD Chief.			
	7. The IT Officer will finalize the memo attached with the DRF and secured data (CD), then forward it to the Administrative Staff.	None	4 hours	Regional Information Technology Officer
	8. The Regional Director will sign the memorandum.	None	4 hours	Office of the Regional Director
	9. The Administrative Staff will track and scan the document before releasing the result to the requesting Party.	None	5 minutes	Administrative Assistant III for Operations
Call NHTS Office	Upon receiving the result from NHTS, the requesting party will contact (thru phone) Data Processing Section for the password of the file.	None		Regional Information Technology Officer
<b>TOTAL:</b>		<b>None</b>	<b>7 days, 4 hours, 20 minutes</b>	



## FEEDBACK AND COMPLAINT MECHANISM

<b>How to send feedback?</b>	Fill out the feedback form to be provided by the Administrative Assistant for Operations and drop it in the designated drop box or email to <a href="mailto:listahananmimaropa@dswd.gov.ph">listahananmimaropa@dswd.gov.ph</a>
<b>How feedbacks are processed?</b>	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p>
<b>How to file a complaint?</b>	<p>Fill out the complaint form to be provided by the Administrative staff and shall be forwarded to the designated Regional Grievance Officer.</p> <p>Complaints may also be filed via electronic mail at <a href="mailto:listahananmimaropa@dswd.gov.ph">listahananmimaropa@dswd.gov.ph</a> specifying the staff being complained, incident, and evidence if available.</p>
<b>How complaints are processed?</b>	<p>The Regional Grievance Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the Regional Field Coordinator for appropriate action.</p> <p>Grievance officer shall provide feedback to the client.</p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

#### 41. Data Sharing with DSWD OBSUs - Name Matching

Processing of data to determine if a household is in the Listahanan database and what its corresponding poverty status.

<b>Office or Division:</b>	National Household Targeting Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
<b>Who may avail:</b>	All DSWD MIMAROPA Sections/Units/Programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (indicating reasons for name matching) (1 original) 2. Electronic copy of the names to be matched (1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will endorse their letter of request with attached e copy of names for name matching to NHTS.	1.1 The Administrative Staff receives and records the request in the DocuTrack ( <i>DSWD Document Tracking System</i> ). The request is forwarded to the Office of the Regional Director for approval.  The Administrative staff will advise the requesting party that they will receive an email or call after one (1) working day on the approval of their request and the expected	None	5 minutes	Administrative Assistant III for Operations

	schedule of release of the results.			
	2. The Regional Director will decide if the request is for processing or not. The request is forwarded to Policy and Plans Division Chief.	None	4 hours	Office of the Regional Director
	3. If the Regional Director approves the processing of the request, then the PPD Chief will endorse the request to the Information Technology Officer.	None	10 minutes	Policy and Plans Division Chief
	4. The approved request is endorsed to the Data Information Technology Officer to assess if the attached electronic copy of names is in accordance with the template required.  The IT Officer shall inform the Administrative staff of the schedule of release of the results.	None	1 hour	Regional Information Technology Officer
	5. Depending on the volume or number of names to be	None	30 days	Regional Information Technology Officer

	matched, the IT officer will process the request on set deadline.			
	6. The result of name matching is forwarded to Regional Field Coordinator for review.	None	3 days	Regional Field Coordinator
	7. The IT officer will secure the data by adding password protection to the file. After securing the data, the IT officer will prepare Data Release Form (DRF), draft memo reply and burn results in a compact disc (CD). The IT officer and the RFC will counter sign in the DRF, then forward the documents to the IT Division Chief. The PPD Chief will finalize the memo attached with the DRF and secured data (CD), then forward it to the Administrative Staff	None	2 days	Regional Information Technology Officer
	8. The Regional Director will sign the memorandum.	None	4 hours	Office of the Regional Director
	9. The Administrative Staff will track and scan	None	5 minutes	Administrative Assistant III for Operations

	the document before releasing the result to the requesting Party.			
10. Call NHTS	10.1 Upon receiving the result from NHTS, the requesting party will contact (thru phone) IT officer for the password of the file.	None		Regional Information Technology Officer
<b>TOTAL:</b>		<b>None</b>	<b>35 days, 9 hours, 20 minutes</b> (with justification and possible extension on the actual data processing - depends on the volume of data and names required)	

### FEEDBACK AND COMPLAINT MECHANISM

<b>How to send feedback?</b>	Fill out the feedback form to be provided by the Administrative Assistant for Operations and drop it in the designated drop box or email to listahananmimaropa@dswd.gov.ph
<b>How feedbacks are processed?</b>	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p>

<b>How to file a complaint?</b>	<p>Fill out the complaint form to be provided by the Administrative staff and shall be forwarded to the designated Regional Grievance Officer.</p> <p>Complaints may also be filed via electronic mail at <a href="mailto:listahananmimaropa@dswd.gov.ph">listahananmimaropa@dswd.gov.ph</a> specifying the staff being complained, incident, and evidence if available.</p>
<b>How complaints are processed?</b>	<p>The Regional Grievance Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the Regional Field Coordinator for appropriate action.</p> <p>Grievance officer shall provide feedback to the client.</p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 42. Disposal of Valueless Records

This covers the proper disposal of valueless records of DSWD MIMAROPA.

<b>Office or Division</b>	Administrative Division- Records Management Section			
<b>Classification</b>	Simple			
<b>Types of Transaction</b>	Internal Transaction			
<b>Who May Avail</b>	DSWD MIMAROPA Staff			
<b>CHECK LIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. List and Documents to be disposed (1 original) 2. NAP Form No. 3 (1 original)		Records Management Section		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Prepare list and documents to be disposed	1.1 Receive and review records based on the list for disposal submitted	None	30 minutes	<i>Records Staff</i>
	1.2 Consolidate	None	1 day	<i>Records Staff</i>

	list of all records for disposal			
	1.3 Prepare request letter and submit signed request for disposal using NAP Form No. 3 to National Archives of the Philippines	None	1 day	<i>Records Staff</i>
	1.4 Upon approval of NAP and receipt of Authority to dispose, request for available schedule to the NAP Authorized buyer to conduct the actual disposal  Note: Issuance of Authority to dispose with separate Business Process on the side of the NAP.	None	5 minutes	<i>Records Staff</i>
	1.5 Notify COA, IAS, and NAP of the schedule of the actual disposal	None	2 minutes	<i>Records Staff</i>
	1.6 Conduct Actual Disposal	None	1 hour	<i>Records Staff</i>
	1.7 Receive Certificate of	None	5 minutes	<i>Records Staff</i>

	Disposal signed by NAP representative			
	1.8 NAP authorized buyer will forward the proceed of Sale to Cash Section.	None	5 minutes	<i>Records Staff</i>
	1.9 File relevant records	None	2 minutes	<i>Records Staff</i>
<b>TOTAL:</b>		None	2 days and 50 minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Records and Archives Management Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:records.fomimaropa@dswd.gov.ph">records.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Records and Archives Management Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <b>5336-8107 loc. 24054</b></p>
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of Records and Archives Management Section at <a href="mailto:records.fomimaropa@dswd.gov.ph">records.fomimaropa@dswd.gov.ph</a>.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <b>5336-8107 loc. 24054</b></p>



<b>How complaints are processed</b>	<p>Complaint letter received by the Records and Archives Management Section shall be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8107 loc. 24054</p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

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

In case of the lost, damaged and destroyed property issued to employees due to force majeure, theft/robbery and fire, the Accountable Officer can request for Relief from Property Accountability to COA. AS-PSAMD facilitate this request upon submission of pertinent documents by the Accountable Officer.

<b>Office or Division:</b>	Administrative Division – Property and Supply Section (AD-PSS)		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Employees who are: a. DSWD employees and officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ol style="list-style-type: none"><li>1. One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP).</li><li>2. One (1) original copy of duly notarized Affidavit of Loss</li><li>3. One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person.</li><li>4. One (1) original copy of Police Report</li><li>5. One (1) original copy Comments of the Head Cluster</li><li>6. One (1) original copy of Certification from Competent Authority on the</li></ol>		<ol style="list-style-type: none"><li>1. From PSS Office through PREMIS</li><li>2. To be prepared by the client without any prescribed format</li><li>3. To be prepared by the client without any prescribed format</li><li>4. To be prepared by the client without any prescribed format</li><li>5. To be prepared by the client without any prescribed format</li><li>6. To be prepared by the client without any prescribed format</li><li>7. To be prepared by the client without any prescribed format</li><li>8. From PSS Office</li></ol>	

Destruction brought by Natural Calamity and Insurgency. 7. One (1) original copy of Inspection Report of Damaged Property. 8. One (1) photocopy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Technical Assistance to AS-PSAMD re loss of issued property	1. Record the request in the Electronic Database (EDMS). Forward request to PSS Section Head Officer	None	5 Minutes	PSS Staff
	1.1 Review the document and assign to concerned Technical Staff	None	5 Minutes	PSS Section Head
	1.2 Review and prepare Memorandum for signature of the Administrative Division Chief addressed to the requester to inform of the processes to be undertaken in requesting for relief from property accountability and the requirements to be submitted in accordance with the COA Guidelines.	None	3 Hours	PSS Technical Staff
2. Submit request for relief from property accountability to COA with the following documentary requirements:  a. RLSDDP b. Affidavit of Loss c. Affidavit of Two (2) Disinterested Person d. Comment of the Cluster Head	2. Review the documents submitted:  2.1. If not complete - Prepare Memorandum for Accountable Officer to require compliance  2.2. If complete – Prepare endorsement letter to Commission on Audit for Request for Relief	None	3 Hours	PSS Technical Staff

<p>e. Police Blotter and Certification (if applicable)</p> <p>f. Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency</p> <p>g. Inspection Report of Damaged Property.</p> <p>h. Copy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)</p>	<p>to be signed by Assistant Regional Director for Administration.</p> <p>a. Forward the signed endorsement to COA copy furnished the Accountable Officer.</p>			
<p>3. Upon receipt of COA Decision, request Technical Assistance as to settlement of accountability in accordance with COA decision</p>	<p>3. Provide Technical Assistance as follows:</p> <p>3.1. Request Granted –</p> <p>a. Prepare Memorandum endorsing the COA Decision to FMS for dropping of the lost property, for signature of AS-Division Chief, copy furnished the Accountable Officer</p> <p>b. Update records/PREMIS</p> <p>3.2 Request Denied – Prepare memorandum informing the Accountable Officer of the processes for replacement, payment or reimbursement</p>	None	3 Hours	PSS Technical Staff
<p>4. Submit replacement unit in accordance with COA Decision</p>	<p>4. Request presence of COA representative during inspection of replacement unit</p> <p>4.1. Analyze the specification of offered replacement item.</p>		<p>1 Hour</p> <p>1 Hour</p>	PSS Technical Staff

	<p>4.2. Accept replacement unit upon concurrence of COA representative</p> <p>4.3. Prepare necessary documentation/ update record in PREMIS</p> <p>Prepare Memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Account.</p>		2 Hours	
5. Pay the value of property in accordance with the COA Decision	<p>5. Provide assistance as to the mode of payment</p> <p>5.1. Prepare Memorandum to FMS for the receipt of payment; or</p> <p>5.2. Prepare Memorandum to HRMDS-PAS for the deduction of the amount of property in accordance with COA Decision</p> <p>Prepare necessary documentation/ update record in PREMIS</p>		3 Hours	PSS Technical Staff
<b>TOTAL</b>		None	2 days and 10 minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Property and Supply Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:supply.fomimaropa@dswd.gov.ph">supply.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Property and Supply Section will conduct evaluation regarding the data gathered through root cause analysis, and</p>

	<p>identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24053</i></p>
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of Learning Development Section at <a href="mailto:supply.fomimaropa@dswd.gov.ph">supply.fomimaropa@dswd.gov.ph</a>.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24053</i></p>
<b>How complaints are processed</b>	<p>Complaint letter received by the Learning Development Section shall be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24053</i></p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>        8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

#### 44. Facilitation of Request for Relief from Property Accountability through Reimbursement/Replacement

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/Division:</b>		Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)		
<b>Classification:</b>		Complex		
<b>Type of Transaction :</b>		G2G – Government to Government		
<b>Who may avail:</b>		Department of Social Welfare and Development (DSWD) 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. Submit copy of Memorandum to OUSGASSG and duly accomplished RLSDDP received by COA	1. Record the request in the Electronic Database (EDMS). Forward request to AS-PSAMD Chief Administrative Officer  1.1 Review the Request and RLSDDP	None	5 Minutes	PSAMD Staff
	1.2 Assigned the request to concerned Technical Staff	None	5 Minutes	PSAMD CAO
	1.3 Review the Request.  a. If not complete - Return to Accountable Officer for Compliance	None	4 Hours	PSAMD Technical Staff

	<p>b. If complete – Prepare Memorandum on the recommendation relative to request to Undersecretary for GASSG to be signed by the AS-Director</p> <p>1.4 Prepare Memorandum for Accountable Officer informing the approval of the request for Reimbursement/Replacement of Lost Property.</p>			
2. Submit compliance on the approved recommendation of settlement.	<p><b>2. Reimbursement</b></p> <p>2.1 Assist the Accountable Office for the Issuance of Order of Payment from Accounting Division.</p> <p>2.2 Assist the Accountable Officer for the issuance of Official Receipt of Cash Division for the payment.</p> <p>2.3 Update PREMIS as to the settlement of property accountability.</p> <p><b>2. Replacement</b></p> <p>2.1 Inspection of the offered replacement item.</p> <p>a. If not compliant – Returned the item/s to Accountable Officer for compliance.</p>	None	1 Hour	PSAMD Technical Staff

	b. If compliant – Updates record in PREMIS  2.2 Prepare Memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Account.			
<b>TOTAL:</b>		None	5 Hours , 10 Minutes	

### FEEDBACK AND COMPLAINTS MECHANISMS

<b>How to send a feedback</b>	Customer Feedback Form shall be provided to the client after issue of the approved property clearance on the lost/stolen/destroyed/damaged property.
<b>How feedback is processed</b>	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
<b>How to file a complaint</b>	Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: <a href="mailto:property@dswd.gov.ph">property@dswd.gov.ph</a> Tel No. 002-8931-9145
<b>How complaints are processed</b>	Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.  For inquiries and follow-ups, clients may contact AS-PSAMD through 002-8931-9145 or through email: <a href="mailto:property@dswd.gov.ph">property@dswd.gov.ph</a>



<b>Contact information of ARTA, CSC, PCC</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
<b>Contact Center ng Bayan (CCB)</b>	SMS: 0908 881 6565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

## 45. Handling of Administrative Complaints by Other Individuals

This process covers an administrative complaints initiated by any other persons other than DSWD employees.

<b>Office or Division:</b>	Legal Service			
<b>Classification:</b>	Highly Technical – Multi-Stage Process			
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Subscribe and sworn to complaint (1 original)		Complainant and his appointed Lawyer		
2. Certification of Non Forum Shopping (1 original)		Complainant and his appointed Lawyer		
3. Certified True copies of documentary evidence and affidavits of his/her witnesses, if any (1 original)		Complainant and his appointed Lawyer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of a complaint to the Human Resource Department or Office of the Regional Director	1. Human Resource Head or Regional Director  as disciplining authority endorse to Legal Service the Complaint.	None	7 days	<i>Human Resource Head or Regional Director</i>
The complaint shall contain the following:				

<p>a. Full name and address of the complainant;</p> <p>b. Full name and address of the person complained of as well as his/her position and office;</p> <p>c. A narration of the relevant and material facts which shows the acts or omissions allegedly committed;</p> <p>d. Certified true copies of documentary evidence and affidavits of his/her witnesses, if any; and</p>				
<p>e. Certification or statement of non-forum shopping.</p> <p>The absence of any of the aforementioned requirements may cause the dismissal of the complaint without prejudice to its refiling upon compliance with the same.</p>				
	<p>2. Receive the complaint with cover memorandum</p> <p>2.1 Screen the completeness of the documents.</p>	None	5 minutes	<i>Legal Service/ Lawyer</i>

	<p>2.2 If the documents are complete receive the request and stamp received with date, time and name of the receiving officer</p> <p>2.3. Otherwise, return the request to the sender and advice to submit the complete documents.</p>			
	<p>3. Study and conduct any research necessary to the complaint.</p> <p>3.1 Draft and submit a memorandum containing the recommendation on the complaint to the Director either for:</p> <p>(i) dismissal of the Incident Report,</p> <p>(ii) the conduct of the Fact Finding Investigation,</p> <p>(iii) endorsement to the Grievance Committee, or</p> <p>(iv) Show Cause Order.</p>	None	20 days	<i>Lawyer</i>

	4. Record the Memorandum through EDTMS and release the recommendation on the complaint to the Regional Director as disciplining authority.	None	10 minutes	<i>Admin Aide IV</i>
	<p>5. The Secretary shall approve or disapprove the recommendation of the Legal Service:</p> <p>5.1 If the Regional Director approves the recommendation, the RD shall sign the attached Memorandum, either for:</p> <p>(i) dismissal of the Incident Report, (1day)</p> <p>(ii) the conduct of the Fact Finding Investigation, (30days as per AO 13 S. 2011)</p> <p>(iii) endorsement to the Grievance Committee (30 days as per MC 04 S. 2011), or</p> <p>(iv) Show Cause Order. (5days as per</p>	None	30 days	<i>Regional Director</i>

	AO 13 S. 2011)  5.2 Return the recommendation to the complaint together with his approval and disapproval to the Legal Service.			
	6. Receive the approved or disapproved recommendation from the disciplining authority.	None	5 minutes	<i>Admin Aide IV</i>
Received memorandum/ recommendation to the complaint.	7. Record the Memorandum through EDTMS  7.1 Release of memorandum/r ecommendation to the complainant or to the Records Section for mailing to the Complainant	None	10 minutes	<i>Records Officer</i>
<b>TOTAL</b>		None	57 days, 1 hour and 10 minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Legal Service encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at fo4b@dswd.gov.ph</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Legal Service will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p>

	<p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24010</i></p>
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of Legal Service at fo4b@dswd.gov.ph.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24010</i></p>
<b>How complaints are processed</b>	<p>Complaint letter received by the Legal Service shall be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24010</i></p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>        8478 5093        PCC: 8888        CCB: 0908-881-6565 (SMS)</p>

## 46. Handling of Complaints and Grievances

In compliance to Memorandum Circular No. 1, Series of 2003, a grievance machinery is created to activate and strengthen the grievance redress system of DSWD and to settle grievances at the lowest possible level.

This process covers complaints/ grievances initiated by DSWD employees and other personalities outside DSWD towards DSWD employees.

<b>Office or Division:</b>	HRWS - Grievance Secretariat	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizens	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Original and Signed complaint		Complainant

2. Documentary evidences (1 original)		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submission of the complaint to the Regional Director/ Disciplining Authority.</p> <p>The complaint shall contain the following:</p> <ul style="list-style-type: none"> <li>a. Full name and designation (internal) or address (external) of the complainant;</li> <li>b. Full name and designation of the person complained of:</li> <li>c. Narration of the relevant and material facts which shows the acts or omissions allegedly committed;</li> <li>d. Copies of the documentary evidences and affidavits of his/her witnesses, if any.</li> </ul> <p>The absence of any of the aforementioned requirements may cause the dismissal of the complaint without prejudice to its refiling upon compliance with the same.</p> <p>Likewise, complaints/ grievances from an anonymous sender shall not be entertained further.</p>	<p>The Grievance Secretariat endorses the complaint to the Division Chief</p>	None	1 day	<i>Grievance Secretariat</i>

	<p>Evaluate the complaint and attachments submitted.</p> <p>Make the necessary action within the Division level and resolve if possible</p> <p>If not, elevate to the regional grievance committee</p>	None	5 days	<i>Division Chief</i>
	<p>Schedule and convene the Regional Grievance Committee (RGC) for the review and discussion of the merits of the complaint;</p>	None	4 days	<i>Regional Grievance Committee</i>
	<p>Draft and submit a board resolution and memorandum containing the recommendation on the complaint:</p> <ul style="list-style-type: none"> <li>(i) dismissal of the complaint/ grievance</li> <li>(ii) conduct of the fact finding investigation,</li> <li>(iii) endorsement to the appropriate committee,</li> </ul> <p>issuance of show cause order.</p>	None	6 days	<i>Grievance Secretariat</i>
	<p>The Director shall approve/ disapprove the board resolution and memorandum.</p>	None	3 days	<i>Regional Director/ Disciplining Authority</i>



	Encode the actions taken on the complaint and secure a copy of the whole complaint documentation and release the signed memorandum containing the decision/ recommendation to the person complained of and a status report to the complainant.	None	4 hours	<i>Grievance Secretariat</i>
<b>TOTAL</b>		None	19 days and 4 hours	Remark: *Best Effort Counting

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The HR Welfare Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:welfare.fomimaropa@dswd.gov.ph">welfare.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The HR Welfare Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24019</p>
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of HR Welfare Section at <a href="mailto:welfare.fomimaropa@dswd.gov.ph">welfare.fomimaropa@dswd.gov.ph</a>.</p>

	For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24019
<b>How complaints are processed</b>	<p>Complaint letter received by the HR Welfare Section shall be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24019</p>
<b>Contact Information of ARTA, PCC, CCB</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

## 47. ICT Support Services

Provision of ICT Technical Assistance Support and Services to DSWD FO MIMAROPA Staff

<b>Office or Division:</b>	Regional Information and Communications Technology Management Section (RICTMS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Staff /Unit / Section / Division / Satellite Offices / Provincial Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. ICT Support Ticket (1 original)		Requesting party may visit MIMAROPA Portal or <a href="http://172.26.70.200/portal">http://172.26.70.200/portal</a> or <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> for the RICTMS Form		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call/ Chat Service Desk	1.1 Accepts calls/chats through the Service Desk or phone/e-mail/chat and provides preliminary instructions and workaround.	None	5 minutes	RICTMS

2. Web Self Help Knowledgebase	2. Provides Self Help Knowledgebase Portal accessible via Network for further info and reading regarding the problem	None	30 minutes	Staff / Client
3. Incident Recording	3.1 Provision of RICTMS Support Ticketing System accessible via Network	None	1 minute	RICTMS
	3.2 Encode incident data based on category incident details in the RICTMS Support Ticketing System.	None	3 minutes	Staff / Client
4. Initial Response Resolution Ticket Updating	4.1 Initial Response	None	30 minutes	RICTMS
	4.2 Resolution / Workaround Documentation	None	15 minutes	RICTMS
	4.3 Updates the RICTMS Support Ticketing System	None	3 minutes	RICTMS
5. Detailed Support	5.1 Detailed Support Based on Complexity of incident	None	2 hours	RICTMS
	5.2 Resolution/ Workaround Documentation	None	3 minutes	RICTMS
	5.3 Updates the RICTMS Ticketing System	None	3 minutes	RICTMS
6. Escalation	6.1 Escalate problem to designated TIER.	None	15 minutes	RICTMS
	6.2 Updates the RICTMS Ticketing	None	3 minutes	RICTMS

	System			
7. Coordination	7.1 Coordinate with the designated TIER until the ticket is resolved.	None	15 minutes	RICTMS
	7.2 Updates the RICTMS Ticketing System	None	3 minutes	RICTMS
8. Satisfaction Rating	8. Provision of Satisfaction Rating System	None	3 minutes	Staff / Client
<b>TOTAL</b>		None	4 Hours, 12 minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<p>The Regional Information and Communications Technology Management Section (RICTMS) encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:rictms-mimaropa@dswd.gov.ph">rictms-mimaropa@dswd.gov.ph</a></p>
How feedbacks are processed?	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The RICTMS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <b>5336-8106 loc. 24045</b></p>

<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of RICTMS at <a href="mailto:rictms-mimaropa@dswd.gov.ph">rictms-mimaropa@dswd.gov.ph</a></p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24045</p>
<b>How complaints are processed</b>	<p>Complaint letter received by the RICTMS shall be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24045</p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

#### 48. Issuance of Sticker Pass

Clients with portable equipment which are frequently brought outside and inside the DSWD premises may request for issuance of Portable Equipment Sticker Pass (PESP) in lieu of Gate Pass.

Unlike Gate Pass which is valid until the stated date of returned, PESP is valid from issuance or renewal until the last working day of the semester for regular/casual//contractual/co-terminous employee, the same shall apply for personal portable equipment frequently brought by the employee and until the last day of the quarter for COS workers but not beyond the last day of the contracted service.

<b>Office/Division:</b>	Administrative Division – Property and Supply Section (PSS)
<b>Classification:</b>	Simple
<b>Type of Transaction :</b>	G2G – Government to Government
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) original copy of duly accomplished request for issuance of Portable Equipment Sticker Pass (PESP)	To be prepared by the client OBSUs' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System;

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for PESP	1. Validate submitted request if duly signed by the Head of ODSUs  1.1 Update expiration date of the sticker in PREMIS; for DSWD property with accountable person under regular / contractual / co-terminous / casual employee expiration date shall be every at the end of every semester and for COS workers, expiration date shall be by the end of the last month of every quarter. For personal property expiration date shall be similar to the DSWD property with regular accountable person  1.2 Generate and portable equipment sticker pass and forward PSS Section Head for signature  1.3 Record PESP details in the logbook	None	1 Hour	PSS Staff
	1.4 Sign PESP	None	5 Minutes	PSS Section Head
2. Claim PESP and present the portable property	2. Validate presented property vis-à-vis the details of property indicated in the request for issuance of PESP  2.1 Attach PESP in the most visible and secure area of the property	None	30 Minutes	PSS Staff

	2.2 Present PESP request submitted by the client for signature as received sticker			
	2.3 Update PREMIS and marked sticker pass as claimed			
<b>TOTAL</b>		None	1 Hour, 35 Minutes	

### FEEDBACK AND COMPLAINTS MECHANISMS

<b>How to send a feedback</b>	<p>Customer Feedback Form shall be provided to the client after issuance of the duly signed PESP.</p> <p>Customer Feedback Form through PREMIS online shall be accomplished by the Designated Property and Supply Custodian before generating PESP request for printing</p>
<b>How feedback is processed</b>	<p>Duly accomplished customer feedback forms shall be consolidated together with the generated PREMIS online customer feedback form once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.</p>
<b>How to file a complaint</b>	<p>Requesting OBSU and Field Office may submit an appeal for the request that has been denied or may send a complaint letter to the Administrative Division - Property and Supply Section DSWD FO MIMAROPA 1680 F.T. Benitez Street, Malate, Manila 1004 Email: <a href="mailto:supply.fomimaropa@dswd.gov.ph">supply.fomimaropa@dswd.gov.ph</a> Tel. No: 002 8336 8106</p>
<b>How complaints are processed</b>	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AD-PSS through 002 8336 8106 or through email:</p>

	<a href="mailto:supply.fomimaropa@dswd.gov.ph">supply.fomimaropa@dswd.gov.ph</a>
<b>Contact information of ARTA, CSC, PCC</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
<b>Contact Center ng Bayan (CCB)</b>	SMS: 0908 881 6565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

#### 49. KEC Function Room Reservation and Use

Reservation of the RLRC Conference Room for meetings, learning sessions, and exams for applicants via electronic mail or phone call

<b>Office or Division:</b>	Capability Building Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who May Avail:</b>	Regional employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request/notification via phone call or e-mail with the following details: (1 original) -Title of Activity -Date and Time -No. of participants		Requesting office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit/express request for reservation	1. Receive the request form & check calendar for availability	None	5 minutes	Admin Assistant II <i>Capacity Building Section</i>
	1.1 Inform the employee if request can be accommodated or not	None	10 Minutes	Admin Assistant II <i>Capacity Building Section</i>
	1.2 Secure Admin Officer's Approval and signature	None	10 minutes	Admin Assistant II <i>Capacity Building Section</i>
	1.3 Record in	None	5 minutes	Admin Assistant II



	google sheet			<i>Capacity Building Section</i>
<b>TOTAL:</b>		None	30 minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback?</b>	<p>The Capability Building Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:cbs.fomimaropa@dswd.gov.ph">cbs.fomimaropa@dswd.gov.ph</a></p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Capability Building Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24037</p>
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of Capability Building Section at <a href="mailto:cbs.fomimaropa@dswd.gov.ph">cbs.fomimaropa@dswd.gov.ph</a></p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24037</p>
<b>How complaints are processed</b>	<p>Complaint letter received by the Capability Building Section shall be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:</p>

	5336-8106 loc. 24037
<b>Contact Information of ARTA, PCC, CCB</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

## 50. Procurement at DBM Procurement Service under Negotiated Procurement -Agency-to-Agency

This process covers the procurement of goods based on the requirement needed by the agency to be procured at DBM Procurement Service using Negotiated Procurement -Agency-to-Agency under Section 53.5 of the 2016 Revised IRR of RA 9184 as mode of procurement.

<b>Office or Division:</b>	Procurement Section			
<b>Classification:</b>	Covered by special law (RA 9184 ) Government Procurement Law			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Internal Staff / Interested Suppliers and Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Purchase Request (3 original) 2. Project Proposal or Terms of Reference (1 photocopy) 3. Technical Assistance Report for ICT Equipment (1 original) 4. Program of Works/Detailed Engineering Design (1 original) 5. Project Procurement Management Plan (1 photocopy) 6. Annual Procurement Plan (1 photocopy) 7. Distribution List 8. Lay-out /Design/Picture of Design (For Printing Services) 9. Suggested Menu (for catering services if applicable) 10. Pre-Inspection Report for Repairs		Procurement Section- Bids and Awards Committee /Secretariat Procurement Officer Government Accounting Manual ( <a href="http://www.coa.gov.ph">www.coa.gov.ph</a> ) DSWD ISO Resource Site ( <a href="https://bit.ly/30XTaok">https://bit.ly/30XTaok</a> ) DSWD MIMAROPA Portal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of approved Purchase Request	1. Screen the PR in accordance with the following minimum standards within 30 minutes from the receipt. a. Check if it conforms to the Government	None	10 minutes	<i>Admin Staff/ Procurement Officer –in-Charge</i>

<p>2. Submit the correct format and complete supporting documents.</p>	<p>Accounting Manual (GAM) prescribed Purchase Request (PR) form</p> <p>b. Check if it is signed by proper signatories</p> <p>c. Check if it is produced in three (3) original copies</p> <p>d. For ICT related equipment /supplies, check if there is a Technical Assistance (TA) Report from ICTMS.</p> <p>e. Check if the specifications are complete and detailed.</p> <p>If the submission does not conform to all statements above, return the PR and provide TA on end user on how to properly accomplish the compliance or refer to the Procurement Officer for provision of TA.</p>			
	<p>2. Accept the PR, assign PR number and encode in the Procurement Tracker and logbook. Forward the same to BAC Secretariat/Procurement Officer in Charge within 10 minutes from receipt.</p>	None	5 minutes	<i>Incoming Admin Staff</i>
<p>3. Submit the supplemental PPMP</p>	<p>3. The BAC Secretariat shall assess and evaluate if the requested goods are included in the Annual Procurement Plan</p> <p>If not included in the APP, indicate in the PR and return to the end user for submission of supplemental PPMP. The supplemental PPMP should be submitted to</p>	None	30 minutes	<i>Incoming Admin Staff/BAC Secretariat</i>

	<p>update the Annual Procurement Plan. The updating of APP will be prepared by BAC Secretariat, for recommendation of BAC and approval of HOPE.</p> <p>If included in APP, the Incoming Admin Staff will endorse to BAC Secretariat Head .</p>			
	<p>4. The BAC Secretariat Head will endorse to the Procurement Officer to check the availability of supplies and equipment at DBM Procurement Service.</p>	None	5 minutes	<i>BAC Secretariat</i>
	<p>5. The Procurement Officer will log in the Virtual Store to check if there are still available funds for the eWallet Balance. If the balance is not sufficient, the Procurement Officer will prepare Agency Procurement Request based on the available supplies in the Procurement Service.</p>	None	1 hour	<i>Procurement Officer</i>
	<p>6. After preparing the APR, the Procurement Officer will facilitate the signing of APR to Supply Officer/End User.</p> <p>6.1 If there are available funds for the eWallet, the Procurement Officer will procure CSEs in accordance with the items and quantities indicated in the uploaded APP-CSE.</p> <p>Upon confirmation of the order, the Virtual Store shall send an electronic</p>	None	1 hour	<i>Procurement Officer/Supply Officer/End User</i>

	mail confirming the order. CSEs procured from the Virtual Store will be delivered to the office.			
	7. After signing by the End User/Supply Officer, it will be forwarded to HOPE for approval of PO and APR.	None	5 minutes	<i>Admin Staff/HOPE</i>
	8. Forward the signed PO and APR to the Procurement Section by the Outgoing Clerk of HOPE	None	5 minutes	<i>Admin Staff</i>
	9. After forwarding the documents, the Procurement Officer will prepare DV and ORS.	None	10 minutes	<i>Procurement Officer</i>
4. Receive the documents for signature	10. The DV and ORS will be forwarded to the end user for signature on Box A of ORS and DV.	None	10 minutes	<i>Admin Staff/End User</i>
	11. Once signed, the Admin Staff will forward the documents to Budget Section.	None	2 minutes	<i>Admin Staff</i>
	<p>12. The Budget Section will forward the documents to Accounting Section for review and certification on the availability of funds.</p> <p>The Accountant will certify the availability of funds and complete supporting documents.</p> <p>The Accounting Section will forward the documents to Cash Section for preparation of check</p> <p><i>Note: Separate Business Process under FMD</i></p>	None	7 days	<i>Budget /Accounting /Cash Section</i>
	13. Once the check is available, the Cash Section will inform the	None	4 hours	<i>Procurement Officer</i>

	<p>Procurement Officer to personally deliver the check to PS Depot for the cash funds and to maintain an eWallet balance.</p> <p>Please see step 6. 1 once there is available funds in the eWallet.</p>			
5. Receipt of items/supplies	<p>14. The Procurement Officer shall coordinate to the end user and Inspection Committee the inspection and acceptance of goods once the supplier delivered the items.</p> <p><i>Note: Separate Business Process for the Acceptance of Goods.</i></p>	None	1 hour	<i>Procurement Officer /Inspection Committee/End User</i>
	<p>15. Once delivered , a copy of delivery receipt and APR will be forwarded by the Procurement Officer to the Accounting Section to take up the deliveries in the books.</p>	None		<i>Procurement Officer</i>
<b>TOTAL:</b>		None	7 days, 8 hours, 27 minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Procurement Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Procurement Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p>

	<p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of Learning Development Section at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>How complaints are processed</b>	<p>Complaint letter received by the Learning Development Section shall be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 51. Procurement under Agency to Agency

This process covers the procurement of goods, infrastructure and consulting services based on the requirement needed by the agency to be procured using Negotiated Procurement -Agency-to-Agency under Section 53.5 of the Revised IRR of RA 9184 as mode of procurement.

<b>Office or Division:</b>	Administrative Division -Procurement Section
<b>Classification:</b>	Highly Technical Covered by special law (RA 9184 ) Government Procurement Law
<b>Type of Transaction:</b>	G2G- Government to Government
<b>Who may avail:</b>	Internal Staff / Interested Suppliers and Bidders
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Purchase Request (3 original)	Procurement Section- Bids and Awards Committee /Secretariat
2. Project Proposal or Terms of Reference	

(1 photocopy) 3. Technical Assistance Report for ICT Equipment (1 original) 4. Program of Works/Detailed Engineering Design (1 original) 5. Project Procurement Management Plan (1 photocopy) 6. Annual Procurement Plan (1 photocopy) 7. Distribution List 8. Lay-out /Design/Picture of Design (For Printing Services) 9. Suggested Menu (for catering services if applicable) 10. Pre-Inspection Report for Repairs		Procurement Officer Government Accounting Manual ( <a href="http://www.coa.gov.ph">www.coa.gov.ph</a> ) DSWD ISO Resource Site ( <a href="https://bit.ly/30XTaok">https://bit.ly/30XTaok</a> ) DSWD MIMAROPA Portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of approved Purchase Request	1.1 Screen the PR in accordance with the following minimum standards within 30 minutes from the receipt.  1.2 Check if it conforms to the Government Accounting Manual (GAM) prescribed Purchase Request (PR) form  1.3 Check if it is signed by proper signatories  1.4 Check if it is produced in three (3) original copies  For ICT related equipment /supplies, check if there is a Technical Assistance (TA) Report from ICTMS. Check if the specification is complete and detailed.	None	10 minutes	<i>Admin Staff/ Procurement Officer –in-Charge</i>



2. Submit the correct format and complete supporting documents.	1. If the submission does not conform to all statements above, return the PR and provide TA on end user on how to properly accomplish the compliance or refer to the Procurement Officer for provision of TA.			
	3. Accept the PR, assign PR number and encode in the Procurement Tracker and logbook. Forward the same to BAC Secretariat/Procurement Officer in Charge within 10 minutes from receipt.	None	5 minutes	<i>Incoming Admin Staff</i>
3 Submit the supplemental PPMP	<p>4.The BAC Secretariat shall assess and evaluate if the requested goods are included in the Annual Procurement Plan</p> <p>If not included in the APP, indicate in the PR and return to the end user for submission of supplemental PPMP. The supplemental PPMP should be submitted to update the Annual Procurement Plan. The updating of APP will be prepared by BAC Secretariat, for recommendation of BAC and approval of HOPE.</p> <p>If included in APP, the Incoming Admin Staff will endorse to BAC Secretariat Head.</p>	None	30 minutes	<i>Incoming Admin Staff/BAC Secretariat</i>

	5. The BAC Secretariat Head will endorse to the Procurement Officer in Charge for the preparation of Request for Quotation.	None	2 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	6. The Procurement Officer will prepare the Request for Quotation indicating the specifications, quantity, ABC and other terms and conditions of the contract.	None	30 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	7. Procurement Officer in Charge/BAC Secretariat will endorse the Request for Quotation to Procurement Section Head for the approval of Request for Quotation.	None	5 minutes	<i>BAC Secretariat/ Procurement Officer/ Procurement Section Head</i>
	8. Request for Quotation will be sent to identified supplier or service provider or consultants to ensure their capacity to deliver the goods and services in accordance with the provision of RA 9184.  The Procurement Officer in charge will conduct negotiation to discuss the requirements and terms and conditions of the contract.	None	3 Calendar Days	<i>BAC Secretariat/ Procurement Officer</i>
	9. Once negotiated, and the identified supplier, service provider /consultants are amenable with the terms and condition and submitted their quotation and proposal, a BAC Resolution adopting the mode of procurement will be prepared for the	None	1 hour	<i>BAC Secretariat/BAC / HOPE</i>

	recommendation of BAC and approval of HOPE.			
	10. Forward the document for the Approval of the HOPE.	None	1 day	<i>Admin Staff of Procurement/ Incoming and Outgoing Clerk</i>
	11. Once approved , the Outgoing Clerk of the HOPE will forward the documents to the Procurement Section for preparation of Purchase Order and Notice of Award and Contract	None	1 day	<i>Outgoing Clerk(HOPE), BAC Sec/Procurement Officer</i>
	12. A copy of draft contract will be forwarded to Legal Unit for review and comments.	None	3 working days	<i>Procurement Officer/Legal Unit</i>
	13. Once reviewed by the Legal Unit, Procurement Officer will finalize the contract forward the documents to end user for signature on ORS.	None	20 minutes	<i>Procurement Officer</i>
	<p>14. Once approved by the end user, the documents will be forwarded again to Procurement Section for recording and updating in the tracker.</p> <p>Purchase Order and NOA, Contract will be initialed /signed by the ARD concerned.</p> <p>Updating of tracker by the Procurement Officer should be done from time to time.</p>	None	10 minutes	<i>Procurement Officer/ARDO/ARDA</i>
	15. Outgoing Clerk of the Procurement Section shall forward the documents to Budget	None	5 minutes	<i>Outgoing Clerk/Budget Section</i>

	Section for approval of Budget Officer.			
	<p>16. The Budget Section will forward the documents to Accounting Section for review and certification on the availability of funds.</p> <p>The Accountant will certify the availability of funds.</p> <p>The Accounting Section will forward the documents to HOPE once reviewed and certified.</p> <p><i>Note: Separate Business Process under FMD</i></p>	None	Maximum -3 Calendar Days	<i>Budget Section and Accounting Section/HOPE</i>
	<p>17. Once certified by the Accountant, the approved Purchase Order, Notice of Award and Contract will be forwarded to the supplier/dealer/service provider to sign in the Purchase Order. /Contract A copy of approved PO /Contract will also be forwarded to COA.</p>	None	1 day	<i>Procurement Officer</i>
4. Receipt/Acceptance of goods	<p>18. The Procurement Officer shall coordinate to the end user and Inspection Committee the inspection and acceptance of goods once the supplier delivered the items.</p> <p><i>Note: Separate Business Process for the Acceptance of Goods.</i></p>	None	1 hour	<i>Procurement Officer/End User/Inspection Committee</i>

5. Receive the supporting documents for preparation of DV	19. Forward the supporting documents to the end user for the preparation of disbursement voucher for payment.  <i>Note: Separate Business Process for the Processing of Disbursement Voucher</i>	None	5 minutes	<i>Procurement Officer/ End User</i>
	20. The Procurement Officer shall monitor if payment has been made and facilitate the evaluation of the goods delivered or services rendered by the end user and the supplier.	None	10 minutes	<i>Procurement Officer/End User</i>
<b>TOTAL:</b>		None	12 days, 4 hours and 22 minutes	

## FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Procurement Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Procurement Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>

<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of Procurement Section at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>How complaints are processed</b>	<p>Requesting party may submit a complaint through the official email address of Procurement Section at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p> <p>-For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p> <p>-Posts , comments , chat messages via DSWD Field Office MIMAROPA Official Facebook page: "DSWD Field Office MIMAROPA"</p> <p>-Personal appearance (walk -in clients)</p> <p>-Letter addressed to the Regional Director Fernando R. De Villa Jr., CESO III</p> <p>-Official website at fo4b.dswd.gov.ph</p> <p>Through 8888 Citizen's Complaint Center</p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 52. Procurement under Direct Contracting

This process covers the procurement of goods based on the requirement needed by the agency to be procured using Direct Contracting under Section 50 of the 2016 Revised IRR of RA 9184 as mode of procurement.

Office or Division:	Procurement Section		
Classification:	Highly Technical Covered by special law (RA 9184 ) Government Procurement Law		
Type of Transaction:	G2G- Government to Government G2B- Government to Business		
Who may avail:	Internal Staff / Direct Suppliers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Purchase Request (3 original) 2. Project Proposal or Terms of Reference (1 photocopy) 3. Justification (1 original)		Procurement Section- Bids and Awards Committee /Secretariat Procurement Officer	

[illegible]

	Secretariat/Procurement Officer in Charge within 10 minutes from receipt.			
3. Submit the supplemental PPMP	<p>3. The BAC Secretariat shall assess and evaluate if the requested goods are included in the Annual Procurement Plan</p> <p>If not included in the APP, indicate in the PR and return to the end user for submission of supplemental PPMP. The supplemental PPMP should be submitted to update the Annual Procurement Plan. The updating of APP will be prepared by BAC Secretariat, for recommendation of BAC and approval of HOPE.</p> <p>If included in APP, the Incoming Admin Staff will endorse to BAC Secretariat Head .</p>	None	30 minutes	<i>Incoming Admin Staff/BAC Secretariat</i>
	4. The BAC Secretariat Head will endorse to the Procurement Officer in Charge for the preparation of Request for Quotation.	None	2 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	5. The Procurement Officer will prepare the Request for Quotation indicating the specifications, quantity, ABC and other terms and conditions of the contract.	None	30 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	6. Procurement Officer in Charge/BAC Secretariat will endorse the Request for Quotation to Procurement Section Head for the approval of RFQ.	None	5 minutes	<i>BAC Secretariat/ Procurement Officer/ Procurement Section Head</i>
	7. Request for Quotation will be sent to the direct contractor, supplier, or service provider identified by the end user concerned in its market survey (if	None	1 day	<i>BAC Secretariat</i>



	applicable) to submit price quotation including the terms and conditions of sale and certifications that prove exclusive distributorship.			
	8. Once the supplier submitted its quotation, the Procurement Officer reviews and verifies the veracity and completeness of documents to ensure that the supplier is technically, legally and financially capable to deliver the goods and services.	None	5 minutes	<i>Admin Staff of Procurement/ Incoming and Outgoing Clerk</i>
	9. The BAC Secretariat/Procurement Officer will prepare BAC Resolution recommending the use of Direct Contracting as mode of procurement for recommendation of BAC and approval of the HOPE.	None	1 day	<i>BAC Secretariat/BA C/ HOPE</i>
	10. The Procurement Officer will prepare Purchase Order and Obligation Request Status for signature of the end user.	None	30 minutes	<i>BAC Secretariat</i>
	11. Once approved by the end user, the documents will be forwarded again to Procurement Section for recording and updating in the tracker.  Updating of tracker by the Procurement Officer should be done from time to time.	None	10 minutes	<i>Procurement Officer</i>
	12. Outgoing Clerk of the Procurement Section shall forward the documents to Budget Section for approval of Budget Officer.	None	10 minutes	<i>Procurement Officer</i>
	13. The Budget Section will forward the documents to	None	Maximum of 3 Calendar Days	<i>Outgoing Clerk/Budget</i>

	<p>Accounting Section for review and certification on the availability of funds</p> <p>The Accountant will certify the availability of funds.</p> <p>The Accounting Section will forward the documents to Office of the Regional Director once reviewed and certified.</p> <p><i>Note: Separate Business Process under FMD</i></p>			<i>Section/Accounting Section</i>
4. Receipt and Acceptance of goods and services	14. The Procurement Officer shall coordinate to the end user and Inspection Committee the inspection and acceptance of services once the service provider rendered the services.	None	1 hour	<i>Procurement Officer/ End User/ Inspection Committee</i>
5. Receive the supporting documents for preparation of DV	15. Forward the supporting documents to the end user for the preparation of disbursement voucher for payment.  <i>Note: Separate Business Process for the Processing of Disbursement Voucher</i>	None	1 hour	<i>Procurement Officer/ End User</i>
	16. The Procurement Officer shall monitor if payment has been made and facilitate the evaluation of the goods delivered or services rendered by the end user and the supplier/contractor.	None	10 minutes	<i>Procurement Officer/End User</i>
<b>TOTAL:</b>		None	<b>4 days, 5 hours and 47 minutes</b>	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Procurement Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at</p>
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	the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a> .
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Procurement Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of Learning Development Section at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>How complaints are processed</b>	<p>Complaint letter received by the Learning Development Section shall be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

### 53. Procurement under Direct Retail Purchase of Petroleum, Fuel, Oil, and Lubricant (POL) Products and Airline Tickets

This process covers the procurement based on the requirement needed by the agency to be procured using Direct Retail Purchase of Petroleum, Fuel, Oil and Lubricant (POL) Products and Airline Tickets under Section 53.14 of the Revised IRR of RA 9184 as mode of procurement.

<b>Office or Division:</b>	Administrative Division -Procurement Section			
<b>Classification:</b>	Highly Technical Covered by special law (RA 9184 ) Government Procurement Law			
<b>Type of Transaction:</b>	G2G- Government to Government C2B- Government to Business			
<b>Who may avail:</b>	Internal Staff / Interested Suppliers and Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Purchase Request (3 original) 2. Project Proposal or Terms of Reference (1 photocopy) 3. Project Procurement Management Plan (1 photocopy) 4. Annual Procurement Plan (1 photocopy) 5. Market Research/Cost Benefit Analysis (if applicable)		Procurement Section- Bids and Awards Committee /Secretariat Procurement Officer Government Accounting Manual ( <a href="http://www.coa.gov.ph">www.coa.gov.ph</a> ) DSWD ISO Resource Site ( <a href="https://bit.ly/30XTaok">https://bit.ly/30XTaok</a> ) DSWD MIMAROPA Portal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of approved Purchase Request	1.1 Screen the PR in accordance with the following minimum standards within 30 minutes from the receipt.  1.2 Check if it conforms to the Government Accounting Manual (GAM) prescribed Purchase Request (PR) form  1.3 Check if it is signed by proper signatories  1.4 Check if it is produced in three (3) original copies	None	10 minutes	<i>Admin Staff/ Procurement Officer –in-Charge</i>

<p>2. Submit the correct format and complete supporting documents.</p>	<p>For ICT related equipment /supplies, check if there is a Technical Assistance (TA) Report from ICTMS. Check if the specification is complete and detailed.</p> <p>2. If the submission does not conform to all statements above, return the PR and provide TA on end user on how to properly accomplish the compliance or refer to the Procurement Officer for provision of TA.</p>			
	<p>3. Accept the PR, assign PR number and encode in the Procurement Tracker and logbook. Forward the same to BAC Secretariat/Procurement Officer in Charge within 10 minutes from receipt.</p>	None	5 minutes	<i>Incoming Admin Staff</i>
<p>3 Submit the supplemental PPMP</p>	<p>4.The BAC Secretariat shall assess and evaluate if the requested goods are included in the Annual Procurement Plan</p> <p>If not included in the APP, indicate in the PR and return to the end user for submission of supplemental PPMP. The supplemental PPMP should be submitted to update the Annual Procurement</p>	None	30 minutes	<i>Incoming Admin Staff/BAC Secretariat</i>

	<p>Plan. The updating of APP will be prepared by BAC Secretariat, for recommendation of BAC and approval of HOPE.</p> <p>If included in APP, the Incoming Admin Staff will endorse to BAC Secretariat Head .</p>			
	5. The BAC Secretariat Head will endorse to the Procurement Officer in Charge for the preparation of Request for Quotation.	None	2 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	6. The Procurement Officer will prepare the Request for Quotation indicating the specifications, quantity, ABC and other terms and conditions of the contract.	None	30 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	7. Procurement Officer in Charge/BAC Secretariat will endorse the Request for Quotation to Procurement Section Head for the approval of Request for Quotation.	None	5 minutes	<i>BAC Secretariat/ Procurement Officer/ Procurement Section Head</i>
	<p>8. Request for Quotation will be sent to identified supplier or service provider or consultants to ensure their capacity to deliver the goods and services in accordance with the provision of RA 9184.</p> <p>The Procurement Officer in charge will conduct negotiation to discuss the requirements and terms and conditions of the contract.</p>	None	3 Calendar Days	<i>BAC Secretariat/ Procurement Officer</i>

	<p>9. Once negotiated, and the identified supplier, service provider /consultants are amenable with the terms and condition and submitted their quotation and proposal, a BAC Resolution adopting the mode of procurement will be prepared for the recommendation of BAC and approval of HOPE taking into consideration of the following :</p> <ul style="list-style-type: none"> <li>• The end user delegated to directly purchase POL products and airline tickets in accordance with Part IV (J) of the Guidelines shall determine the supplier or service provider capability in delivering the required POL products and airline tickets at retail pump price or at the most reasonable retail price as the case may.</li> <li>• Taking into account the usual trade and business practices being observed in the industry and the requirements and other reasonable considerations identified by the end user , direct retail purchase of the required POL products or airline tickets shall be carried out in</li> </ul>	None	1 hour	<i>BAC          Secretariat/BAC /          HOPE</i>
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	accordance with pertinent accounting principles and practices as well as of sound management and fiscal administration provided that they do not contravene existing laws and regulations applicable to financial transactions.			
	16. Forward the document for the Approval of the HOPE.	None	1 day	<i>Admin Staff of Procurement/ Incoming and Outgoing Clerk</i>
	17. Once approved , the Outgoing Clerk of the HOPE will forward the documents to the Procurement Section for preparation of Purchase Order and Notice of Award and Contract.	None	1 day	<i>Outgoing Clerk(HOPE), BAC Sec/Procurement Officer</i>
	18. A copy of draft contract will be forwarded to Legal Unit for review and comments.	None	3 working days	<i>Procurement Officer/Legal Unit</i>
	19. Once reviewed by the Legal Unit , Procurement Officer will finalize the contract forward the documents to end user for signature on ORS.	None	20 minutes	<i>Procurement Officer</i>
	20. Once approved by the end user , the documents will be forwarded again to Procurement Section for recording and updating in the tracker.	None	10 minutes	<i>Procurement Officer/ARDO/ARDA</i>



	<p>Purchase Order and NOA , Contract will be initialed /signed by the ARD concerned.</p> <p>Updating of tracker by the Procurement Officer should be done from time to time.</p>			
	21. Outgoing Clerk of the Procurement Section shall forward the documents to Budget Section for approval of Budget Officer.	None	5 minutes	<i>Outgoing Clerk/Budget Section</i>
	<p>22. The Budget Section will forward the documents to Accounting Section for review and certification on the availability of funds.</p> <p>The Accountant will certify the availability of funds.</p> <p>The Accounting Section will forward the documents to HOPE once reviewed and certified.</p> <p><i>Note: Separate Business Process under FMD</i></p>	None	Maximum -3 Calendar Days	<i>Budget Section and Accounting Section/HOPE</i>
	23. Once certified by the Accountant, the approved Purchase Order ,Notice of Award and Contract will be forwarded to the supplier/dealer/service provider to sign in the Purchase Order./Contract A copy of approved PO /Contract will also be forwarded to COA .	None	1 day	<i>Procurement Officer</i>

4. Receipt/Acceptance of goods	24. The Procurement Officer shall coordinate to the end user and Inspection Committee the inspection and acceptance of goods once the supplier delivered the items.  <i>Note: Separate Business Process for the Acceptance of Goods.</i>	None	1 hour	<i>Procurement Officer/End User/Inspection Committee</i>
5. Receive the supporting documents for preparation of DV	25. Forward the supporting documents to the end user for the preparation of disbursement voucher for payment.  <i>Note: Separate Business Process for the Processing of Disbursement Voucher</i>	None	5 minutes	<i>Procurement Officer/ End User</i>
	26. The Procurement Officer shall monitor if payment has been made and facilitate the evaluation of the goods delivered or services rendered by the end user and the supplier.	None	10 minutes	<i>Procurement Officer/End User</i>
<b>TOTAL:</b>		None	12 days, 4 hours and 22 minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Procurement Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Procurement Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans</p>

	<p>and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of Procurement Section at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>How complaints are processed</b>	<p>Requesting party may submit a complaint through the official email address of Procurement Section at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p> <p>-For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p> <p>-Posts , comments , chat messages via DSWD Field Office MIMAROPA Official Facebook page: "DSWD Field Office MIMAROPA"</p> <p>-Personal appearance (walk -in clients)</p> <p>-Letter addressed to the Regional Director Fernando R. De Villa Jr., CESO III</p> <p>-Official website at <a href="http://fo4b.dswd.gov.ph">fo4b.dswd.gov.ph</a></p> <p>Through 8888 Citizen's Complaint Center</p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 54. Procurement under Emergency Cases

This process covers the procurement of goods, services and infrastructures based on the requirement needed by the agency to be procured using Negotiated Procurement-Emergency Cases under Section 53.2 of the Revised IRR of RA 9184 as mode of procurement.

<b>Office or Division:</b>	Administrative Division -Procurement Section			
<b>Classification:</b>	Highly Technical Covered by special law (RA 9184 ) Government Procurement Law			
<b>Type of Transaction:</b>	G2G- Government to Government C2B- Government to Business			
<b>Who may avail:</b>	Internal Staff / Interested Suppliers and Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request (3 original) 2. Project Proposal or Terms of Reference (1 photocopy) 3. Project Procurement Management Plan (1 photocopy) 4. Annual Procurement Plan (1 photocopy) 5. Justification 6. Distribution List 7. Program of Works /Detailed Engineering Works 8. Pre-Inspection Report 9. Market Research/Cost Benefit Analysis/Market Scanning (if applicable)		Procurement Section- Bids and Awards Committee /Secretariat Procurement Officer Government Accounting Manual ( <a href="http://www.coa.gov.ph">www.coa.gov.ph</a> ) DSWD ISO Resource Site ( <a href="https://bit.ly/30XTaok">https://bit.ly/30XTaok</a> ) DSWD MIMAROPA Portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of approved Purchase Request	1.1 Screen the PR in accordance with the following minimum standards within 30 minutes from the receipt.  1.2 Check if it conforms to the Government Accounting Manual (GAM) prescribed Purchase Request (PR) form  1.3 Check if it is signed by proper signatories  1.4 Check if it is produced in three (3) original copies	None	10 minutes	<i>Admin Staff/ Procurement Officer –in-Charge</i>

2. Submit the correct format and complete supporting documents.	<p>For ICT related equipment /supplies, check if there is a Technical Assistance (TA) Report from ICTMS.</p> <p>Check if the specification is complete and detailed.</p> <p>3. If the submission does not conform to all statements above, return the PR and provide TA on end user on how to properly accomplish the compliance or refer to the Procurement Officer for provision of TA.</p>			
	3. Accept the PR, assign PR number and encode in the Procurement Tracker and logbook. Forward the same to BAC Secretariat/Procurement Officer in Charge within 10 minutes from receipt.	None	5 minutes	<i>Incoming Admin Staff</i>
3 Submit the supplemental PPMP	<p>4.The BAC Secretariat shall assess and evaluate if the requested goods are included in the Annual Procurement Plan</p> <p>If not included in the APP, indicate in the PR and return to the end user for submission of supplemental PPMP. The supplemental PPMP should be submitted to update the</p>	None	30 minutes	<i>Incoming Admin Staff/BAC Secretariat</i>

	<p>Annual Procurement Plan. The updating of APP will be prepared by BAC Secretariat, for recommendation of BAC and approval of HOPE.</p> <p>If included in APP, the Incoming Admin Staff will endorse to BAC Secretariat Head.</p>			
	5. The BAC Secretariat Head will endorse to the Procurement Officer in Charge for the preparation of Request for Quotation.	None	2 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	6. The Procurement Officer will prepare the Request for Quotation indicating the specifications, quantity, ABC and other terms and conditions of the contract.	None	30 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	7. Procurement Officer in Charge/BAC Secretariat will endorse the Request for Quotation to Procurement Section Head for the approval of Request for Quotation.	None	5 minutes	<i>BAC Secretariat/ Procurement Officer/ Procurement Section Head</i>
	<p>8. Request for Quotation will be sent to prospective suppliers or service providers or consultants to ensure their capacity to deliver the goods and services in accordance with the provision of RA 9184 and responsive to the minimum technical specifications set by the end user unit/s (OBSUs)</p> <p>The Procurement Officer in charge will conduct negotiation to supplier</p>	None	3 Calendar Days	<i>BAC Secretariat/ Procurement Officer/TWG</i>

	with legal, financial and technical capacity. A pool of Technical Working Group (TWG) will examine and evaluate the submitted documents and determine their compliance to the minimum technical specifications set by the end user and recommend their findings to the BAC.			
	9. Abstract of Canvass/Quotation and BAC Resolution adopting the mode of procurement will be prepared for the recommendation of BAC and approval of HOPE taking into consideration of the conditions of the mode of procurement to be used.	None	3 hours	<i>BAC Secretariat/BAC / HOPE</i>
	10. Forward the document for the Approval of the HOPE.	None	1 day	<i>Admin Staff of Procurement/ Incoming and Outgoing Clerk</i>
	11. Once approved, the Outgoing Clerk of the HOPE will forward the documents to the Procurement Section for preparation of Purchase Order and Notice of Award and Contract.	None	1 day	<i>Outgoing Clerk(HOPE), BAC Sec/Procurement Officer</i>
	18. A copy of draft contract will be forwarded to Legal Unit for review and comments.	None	3 working days	<i>Procurement Officer/Legal Unit</i>
	19. Once reviewed by the Legal Unit, Procurement Officer will finalize the contract forward the documents	None	20 minutes	<i>Procurement Officer</i>

	to end user for signature on ORS.			
	<p>20. Once approved by the end user, the documents will be forwarded again to Procurement Section for recording and updating in the tracker.</p> <p>Purchase Order and NOA, Contract will be initialed /signed by the ARD concerned.</p> <p>Updating of tracker by the Procurement Officer should be done from time to time.</p>	None	10 minutes	<i>Procurement Officer/ARDO/ARDA</i>
	21. Outgoing Clerk of the Procurement Section shall forward the documents to Budget Section for approval of Budget Officer.	None	5 minutes	<i>Outgoing Clerk/Budget Section</i>
	<p>22. The Budget Section will forward the documents to Accounting Section for review and certification on the availability of funds.</p> <p>The Accountant will certify the availability of funds.</p> <p>The Accounting Section will forward the documents to HOPE once reviewed and certified.</p> <p><i>Note: Separate Business Process under FMD</i></p>	None	Maximum -3 Calendar Days	<i>Budget Section and Accounting Section/HOPE</i>
	23. Once approved by the HOPE, Purchase Order, Notice of Award and Contract will be	None	1 day	<i>Procurement Officer</i>



	forwarded to the supplier/dealer/service provider for their signature. A copy of approved PO /Contract will also be forwarded to COA. A copy of Notice to Proceed will be issued in case of Infrastructure and Consulting Services.			
4. Receipt/Acceptance of goods	<p>24. The Procurement Officer shall coordinate to the end user and Inspection Committee the inspection and acceptance of goods once the supplier delivered the items.</p> <p><i>Note: Separate Business Process for the Acceptance of Goods.</i></p>	None	1 hour	<i>Procurement Officer/End User/Inspection Committee</i>
5. Receive the supporting documents for preparation of DV	<p>25. Forward the supporting documents to the end user for the preparation of disbursement voucher for payment.</p> <p><i>Note: Separate Business Process for the Processing of Disbursement Voucher</i></p>	None	5 minutes	<i>Procurement Officer/ End User</i>
	26. The Procurement Officer shall monitor if payment has been made and facilitate the evaluation of the goods delivered or services rendered by the end user and the supplier.	None	10 minutes	<i>Procurement Officer/End User</i>
<b>TOTAL:</b>		None	12 days, 4 hours and 22 minutes	

## FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Procurement Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Procurement Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of Procurement Section at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>How complaints are processed</b>	<p>Requesting party may submit a complaint through the official email address of Procurement Section at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p> <p>-For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p> <p>-Posts , comments , chat messages via DSWD Field Office MIMAROPA Official Facebook page: "DSWD Field Office MIMAROPA"</p> <p>-Personal appearance (walk -in clients)</p> <p>-Letter addressed to the Regional Director Fernando R. De</p>

	<i>Villa Jr., CESO III</i>  <i>-Official website at fo4b.dswd.gov.ph</i>  <i>Through 8888 Citizen's Complaint Center</i>
<b>Contact Information of ARTA, PCC, CCB</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

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

This process covers the procurement of goods and services based on the requirement needed by the agency to be procured using Lease of Real Property and Venue under Section 53.10 of the 2016 Revised IRR of RA 9184 as mode of procurement.

<b>Office or Division:</b>	Procurement Section			
<b>Classification:</b>	Highly Technical Covered by special law (RA 9184 ) Government Procurement Law			
<b>Type of Transaction:</b>	G2G- Government to Government G2B- Government to Business			
<b>Who may avail:</b>	Internal Staff / Interested Suppliers and Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Purchase Request (3 original) 2. Project Proposal or Terms of Reference (1 photocopy) 3. Justification (1 original) 4. Cost Benefit Analysis (1 original) 5. Criteria for Selection/Rating Factor (1 original) 6. Project Procurement Management Plan (1 photocopy) 7. Annual Procurement Plan (1 photocopy)		Procurement Section- Bids and Awards Committee /Secretariat Procurement Officer Government Accounting Manual ( <a href="http://www.coa.gov.ph">www.coa.gov.ph</a> ) DSWD ISO Resource Site ( <a href="https://bit.ly/30XTaok">https://bit.ly/30XTaok</a> ) DSWD MIMAROPA Portal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of approved Purchase Request	1. Screen the PR in accordance with the following minimum standards within 30 minutes from the receipt.  a. Check if it conforms to the Government Accounting Manual (GAM) prescribed Purchase Request (PR) form	None	10 minutes	<i>Admin Staff/ Procurement Officer –in-Charge</i>

<p>2. Submit the correct format and complete supporting documents.</p>	<p>b. Check if it is signed by proper signatories</p> <p>c. Check if it is produced in three (3) original copies</p> <p>d. Check if the specifications are complete and detailed.</p> <p>e. Check if the supporting documents are complete</p> <p>If the submission does not conform to all statements above, return the PR and provide TA on end user on how to properly accomplish the compliance or refer to the Procurement Officer for provision of TA.</p>			
	<p>2. Accept the PR, assign PR number and encode in the Procurement Tracker, Procurement Monitoring Report and logbook. Forward the same to BAC Secretariat/Procurement Officer in Charge within 10 minutes from receipt.</p>	None	5 minutes	<i>Incoming Admin Staff</i>
<p>3. Submit the supplemental PPMP</p>	<p>3. The BAC Secretariat shall assess and evaluate if the requested goods are included in the Annual Procurement Plan</p> <p>If not included in the APP, indicate in the PR and return to the end user for submission of supplemental PPMP.</p>	None	30 minutes	<i>Incoming Admin Staff/BAC Secretariat</i>

	<p>The supplemental PPMP should be submitted to update the Annual Procurement Plan. The updating of APP will be prepared by BAC Secretariat, for recommendation of BAC and approval of HOPE.</p> <p>If included in APP, the Incoming Admin Staff will endorse to BAC Secretariat Head.</p>			
	4. The BAC Secretariat Head will endorse to the Procurement Officer in Charge for the preparation of Request for Quotation.	None	2 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	5. The Procurement Officer will prepare the Request for Quotation indicating the specifications, quantity, ABC and other terms and conditions of the contract.	None	30 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	6. Procurement Officer in Charge/BAC Secretariat will endorse the Request for Quotation I to Procurement Section Head for the approval of RFQ.	None	5 minutes	<i>BAC Secretariat/ Procurement Officer/ Procurement Section Head</i>
	<p>7. Request for Quotation will be forwarded to BAC Secretariat for PHILGEPS Posting.</p> <p>Posting to PHILGEPS has minimum period of three (3) calendar days.</p>	None	30 minutes PHILGEPS Posting – 3 Calendar Days	<i>BAC Secretariat/ Procurement Officer</i>
	8. Request for Quotation will be forwarded to canvassers in the area (for province based)	None	10 minutes  Posting – 3 Calendar Days	

	For regional office, the Procurement Officer will also directly send RFQ to at least three (3) service providers/venue within the vicinity of the selected location.			
4. The end user will revise the technical specifications and Approved Budget for the Contract once there is no supplier responded after the third extension and submit again the revised Purchase Request.	<p>9. All returned quotations/proposals will be put in the Quotation Box for the opening of BAC.</p> <p><i>Under Section 53.10 Annex H of RA 9184, the receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof</i></p> <p><i>The deadline for submission may be extended thrice if no quotation /proposal received. For ABCs, more than Fifty Thousand Pesos (Php 50,000.00) extensions of deadline shall likewise be posted for a period of three (3) calendar days in the PHILGEPS, the website of the Procuring Entity if any, and at any conspicuous place in the Procuring Entity's premises. In case no supplier, contractor/ consultants responded after the third extension, the BAC shall conduct mandatory review of technical specifications and budget.</i></p>	None	10 minutes	BAC /BAC Secretariat/ Procurement Officer
	10. Upon receipt of at least one (1) quotation	None	10 minutes	BAC Secretariat/BAC

	within the prescribed deadline, the BAC will open the returned quotations and record in the logbook.			
	11. The BAC Secretariat/Procurement Officer will prepare an Abstract of Quotations setting forth the names of those who responded to the RFQ their corresponding price quotation, and the lowest calculated quotation submitted.	None	30 minutes	<i>BAC Secretariat</i>
	<p>12. The BAC/BAC Secretariat shall validate the technical, legal and financial capability of the service provider. The venue being offered by the service provider/lessor with the Lowest Calculated Quotation shall then be rated in accordance with the technical specifications based on the Table of Rating Factors. Compliance Rating with technical specifications may be conducted through ocular inspection, interviews or other forms of due diligence.</p> <p>Note: If the service provider/lessor with Lowest Calculated Quotation failed on the technical specifications /compliance rating, the BAC/TWG shall proceed to rate the Second Lowest calculated quotation and so on. A BAC</p>	None	1 day	<i>BAC/BAC Secretariat</i>

	Resolution shall be prepared to support the awarding to the compliant and responsive service provider.			
	13. Upon confirmation and ascertainment of such capability, the BAC Secretariat shall facilitate and route the Abstract of Quotation to the BAC for their recommendation to the HOPE for the award of contract in favor of the supplier with the Lowest Calculated and Responsive Quotation.	None	4 hours	<i>BAC/BAC Secretariat</i>
	14. Forward the document for the Approval of Abstract of Quotation of the HOPE.	None	5 minutes	<i>Admin Staff of Procurement/ Incoming and Outgoing Clerk</i>
	15. Once approved, the Outgoing Clerk of the HOPE will forward the documents to the Procurement Section for preparation of Purchase Order.	None	3 minutes	<i>Outgoing Clerk (HOPE)</i>
	16. The Procurement Officer will prepare Purchase Order and Obligation Request Status for review of Procurement Section Head.	None	20 minutes	<i>Procurement Officer</i>
	17. Procurement Officer will forward the documents to end user for approval of ORS.	None	5 minutes	<i>Procurement Officer/HOPE</i>
	18. Once approved by the end user the documents will be forwarded again to Procurement Section for recording and updating in the tracker.	None	10 minutes	<i>Procurement Officer/ARD Concerned</i>



	<p>Purchase Order and NOA will be initiated by the ARD concerned.</p> <p>Updating of tracker by the Procurement Officer should be done from time to time.</p>			
	19. Outgoing Clerk of the Procurement Section shall forward the documents to Budget Section for approval of Budget Officer.	None	5 minutes	<i>Outgoing Clerk/Budget Section</i>
	<p>20. The Budget Section will forward the documents to Accounting Section for review and certification on the availability of funds.</p> <p>The Accountant will certify the availability of funds.</p> <p>The Accounting Section will forward the documents to Procurement Section once reviewed and certified.</p> <p><i>Note: Separate Business Process under FMD</i></p>	None	Maximum -3 Calendar Days	<i>Budget Section and Accounting Section</i>
	21. Once certified by the Accountant, the approved Purchase Order will be forwarded to the winning service provider to conform/sign the Purchase Order. A copy of approved PO will also be forwarded to COA	None	10 minutes	<i>Admin Staff/ Procurement Officer</i>
5. Receipt/ Acceptance of goods /services	22. The Procurement Officer shall coordinate to the end user and	None	1 hour	<i>Procurement Officer/End</i>

	Inspection Committee the inspection and acceptance of services once the service provider rendered the services			<i>User/Inspection Committee</i>
6. Receive the supporting documents for preparation of DV	23. Forward the supporting documents to the end user for the preparation of disbursement voucher for payment.  <i>Note: Separate Business Process for the Processing of Disbursement Voucher</i>	None	5 minutes	<i>Procurement Officer/ End User</i>
	The Procurement Officer shall monitor if payment has been made and facilitate the evaluation of the goods delivered or services rendered by the end user and the supplier/contractor.	None	10 minutes	<i>Procurement Officer/End User</i>
<b>TOTAL:</b>		None	8 days , 1 hour and 5 minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Procurement Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Procurement Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p>

	<p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of Learning Development Section at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>How complaints are processed</b>	<p>Complaint letter received by the Learning Development Section shall be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 56. Procurement under Highly Technical Consultant

This process covers the procurement of consulting services based on the requirement needed by the agency to be procured using Negotiated Procurement-Highly Technical Consultant under Section 53.7 of the Revised IRR of RA 9184 as mode of procurement.

<b>Office or Division:</b>	Administrative Division -Procurement Section	
<b>Classification:</b>	Highly Technical Covered by special law (RA 9184 ) Government Procurement Law	
<b>Type of Transaction:</b>	G2G- Government to Government C2B- Government to Business	
<b>Who may avail:</b>	Internal Staff / Interested Suppliers and Bidders	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Purchase Request (3 original) 2. Project Proposal or Terms of Reference (1 photocopy) 3. Project Procurement Management Plan (1 photocopy) 4. Annual Procurement Plan (1 photocopy)		Procurement Section- Bids and Awards Committee /Secretariat Procurement Officer Government Accounting Manual (www.coa.gov.ph)

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	3. Accept the PR, assign PR number and encode in the Procurement Tracker and Procurement Monitoring Report and logbook. Forward the same to BAC Secretariat/Procurement Officer in Charge within 10 minutes from receipt.	None	5 minutes	<i>Incoming Admin Staff</i>
3 Submit the supplemental PPMP	<p>4. The BAC Secretariat shall assess and evaluate if the requested goods are included in the Annual Procurement Plan</p> <p>If not included in the APP, indicate in the PR and return to the end user for submission of supplemental PPMP. The supplemental PPMP should be submitted to update the Annual Procurement Plan. The updating of APP will be prepared by BAC Secretariat, for recommendation of BAC and approval of HOPE.</p> <p>If included in APP, the Incoming Admin Staff will endorse to BAC Secretariat Head.</p>	None	30 minutes	<i>Incoming Admin Staff/BAC Secretariat</i>
	5. The BAC Secretariat Head will endorse to the Procurement Officer in Charge for the preparation of Request for Proposal	None	2 minutes	<i>BAC Secretariat/Procurement Officer</i>
	6. The Procurement Officer will prepare the Request for Proposal indicating the specifications, quantity, ABC and other terms	None	30 minutes	<i>BAC Secretariat/Procurement Officer</i>

	and conditions of the proposal /Terms of Reference.			
	7. Procurement Officer in Charge/BAC Secretariat will endorse the Request for Proposal to Procurement Section Head for approval.	None	5 minutes	<i>BAC Secretariat/ Procurement Officer/ Procurement Section Head</i>
	8. Request for Proposal will be sent to identified prospective consultants to ensure their capacity to deliver the services in accordance with the provision of RA 9184 and responsive to the technical specifications set by the end user unit/  The Procurement Officer in charge will conduct negotiation with individual with legal, financial and technical capacity to undertake and fulfill the consultancy work. A pool of Technical Working Group (TWG) will examine and evaluate the submitted documents and determine their compliance to the minimum technical specifications set by the end user and recommend their findings to the BAC.	None	3 Calendar Days	<i>BAC Secretariat/ Procurement Officer/TWG</i>
	9. Abstract of Canvass/Quotation and BAC Resolution adopting the mode of procurement will be prepared for the recommendation of BAC and approval of HOPE taking into consideration	None	3 hours	<i>BAC Secretariat/BAC / HOPE</i>

	of the conditions of the mode of procurement to be used.			
	10. Forward the document for the Approval of the HOPE.	None	1 day	<i>Admin Staff of Procurement/ Incoming and Outgoing Clerk</i>
	11. Once approved, the Outgoing Clerk of the HOPE will forward the documents to the Procurement Section for preparation of Purchase Order, Notice of Award and Contract.	None	1 day	<i>Outgoing Clerk(HOPE), BAC Sec/Procurement Officer</i>
	12. A copy of draft contract will be forwarded to Legal Unit for review and comments.	None	3 working days	<i>Procurement Officer/Legal Unit</i>
	13. Once reviewed by the Legal Unit, Procurement Officer will finalize the contract forward the documents to end user for signature on ORS.	None	20 minutes	<i>Procurement Officer</i>
	14. Once approved by the end user, the documents will be forwarded again to Procurement Section for recording and updating in the tracker.  Purchase Order and NOA, Contract will be initialed /signed by the ARD concerned.  Updating of tracker by the Procurement Officer should be done from time to time.	None	10 minutes	<i>Procurement Officer/ARDO/ARDA</i>
	15. Outgoing Clerk of the Procurement Section shall forward the documents to Budget	None	5 minutes	<i>Outgoing Clerk/Budget Section</i>

	Section for approval of Budget Officer.			
	<p>16. The Budget Section will forward the documents to Accounting Section for review and certification on the availability of funds.</p> <p>The Accountant will certify the availability of funds.</p> <p>The Accounting Section will forward the documents to HOPE once reviewed and certified.</p> <p><i>Note: Separate Business Process under FMD</i></p>	None	Maximum -3 Calendar Days	<i>Budget Section and Accounting Section/HOPE</i>
	17. Once certified by the Accountant and approved by HOPE, the approved Purchase Order, Notice of Award and Contract will be forwarded to the supplier/dealer/service for their acknowledgment and signature. A copy of approved PO /Contract will also be forwarded to COA. A copy of Notice to Proceed will be issued.	None	1 day	<i>Procurement Officer</i>
5. Receipt/ Acceptance of services	18. The Procurement Officer shall coordinate to the end user and Inspection Committee the inspection and acceptance of services/consultancy works once the consultant fulfill and undertake the deliverables.	None	1 hour	<i>Procurement Officer/End User/Inspection Committee</i>



	<i>Note: Separate Business Process for the Acceptance of Goods.</i>			
6. Receive the supporting documents for preparation of DV	19. Forward the supporting documents to the end user for the preparation of disbursement voucher for payment.  <i>Note: Separate Business Process for the Processing of Disbursement Voucher</i>	None	5 minutes	<i>Procurement Officer/ End User</i>
	20. The Procurement Officer shall monitor if payment has been made and facilitate the evaluation of the goods delivered or services rendered by the end user and the supplier.	None	10 minutes	<i>Procurement Officer/End User</i>
<b>TOTAL:</b>			12 days, 4 hours and 22 minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Procurement Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Procurement Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following</p>

	telephone number: 5336-8106 loc. 24052
<b>How to file a complaint?</b>	Requesting party may submit a complaint through the official email address of Procurement Section at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a> .  For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052
<b>How complaints are processed</b>	Requesting party may submit a complaint through the official email address of Procurement Section at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a> .  -For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052  -Posts , comments , chat messages via DSWD Field Office MIMAROPA Official Facebook page: "DSWD Field Office MIMAROPA"  -Personal appearance (walk -in clients)  -Letter addressed to the Regional Director Fernando R. De Villa Jr., CESO III  -Official website at <a href="http://fo4b.dswd.gov.ph">fo4b.dswd.gov.ph</a>  Through 8888 Citizen's Complaint Center
<b>Contact Information of ARTA, PCC, CCB</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

## 57. Procurement under Negotiated Procurement – Scientific, Scholarly, or Artistic Work, Exclusive Technology and Media Services

This process covers the procurement of goods or consulting services based on the requirement needed by the agency to be procured using Negotiated Procurement- Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services under Section 53.6 of the Revised IRR of RA 9184 as mode of procurement.

<b>Office or Division:</b>	Administrative Division -Procurement Section			
<b>Classification:</b>	Highly Technical Covered by special law (RA 9184 ) Government Procurement Law			
<b>Type of Transaction:</b>	G2G- Government to Government C2B- Government to Business			
<b>Who may avail:</b>	Internal Staff / Interested Suppliers and Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Purchase Request (3 original) 2. Project Proposal or Terms of Reference (1 photocopy) 3. Project Procurement Management Plan (1 photocopy) 4. Annual Procurement Plan (1 photocopy) 5. Justification 6. Distribution List 7. Market Research/Cost Benefit Analysis/Market Scanning (if applicable)		Procurement Section- Bids and Awards Committee /Secretariat Procurement Officer Government Accounting Manual ( <a href="http://www.coa.gov.ph">www.coa.gov.ph</a> ) DSWD ISO Resource Site ( <a href="https://bit.ly/30XTaok">https://bit.ly/30XTaok</a> ) DSWD MIMAROPA Portal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of approved Purchase Request	1.1 Screen the PR in accordance with the following minimum standards within 30 minutes from the receipt.  1.2 Check if it conforms to the Government Accounting Manual (GAM) prescribed Purchase Request (PR) form  1.3 Check if it is signed by proper signatories  1.4 Check if it is produced in three (3) original copies	None	10 minutes	<i>Admin Staff/ Procurement Officer –in-Charge</i>

<p>2. Submit the correct format and complete supporting documents.</p>	<p>For ICT related equipment /supplies, check if there is a Technical Assistance (TA) Report from ICTMS. Check if the specification is complete and detailed.</p> <p>2. If the submission does not conform to all statements above, return the PR and provide TA on end user on how to properly accomplish the compliance or refer to the Procurement Officer for provision of TA.</p>			
	<p>3. Accept the PR, assign PR number and encode in the Procurement Tracker and logbook. Forward the same to BAC Secretariat/Procurement Officer in Charge within 10 minutes from receipt.</p>	None	5 minutes	<i>Incoming Admin Staff</i>
<p>3 Submit the supplemental PPMP</p>	<p>4.The BAC Secretariat shall assess and evaluate if the requested goods are included in the Annual Procurement Plan</p> <p>If not included in the APP, indicate in the PR and return to the end user for submission of supplemental PPMP. The supplemental PPMP should be submitted to update the Annual Procurement Plan. The updating of APP will be prepared by BAC Secretariat, for</p>	None	30 minutes	<i>Incoming Admin Staff/BAC Secretariat</i>

	<p>recommendation of BAC and approval of HOPE.</p> <p>If included in APP, the Incoming Admin Staff will endorse to BAC Secretariat Head.</p>			
	5. The BAC Secretariat Head will endorse to the Procurement Officer in Charge for the preparation of Request for Quotation.	None	2 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	6. The Procurement Officer will prepare the Request for Quotation indicating the specifications, quantity, ABC and other terms and conditions of the request.	None	30 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	7. Procurement Officer in Charge/BAC Secretariat will endorse the Request for Quotation to Procurement Section Head for the approval of Request for Quotation.	None	5 minutes	<i>BAC Secretariat/ Procurement Officer/ Procurement Section Head</i>
	<p>8. Request for Quotation will be sent to prospective suppliers or service providers or consultants to ensure their capacity to deliver the goods and services in accordance with the provision of RA 9184 and responsive to the minimum technical specifications set by the end user unit.</p> <p>The Procurement Officer in charge will conduct negotiation to supplier/service provider/consultant with legal, financial and technical capacity. A</p>	None	3 Calendar Days	<i>BAC Secretariat/ Procurement Officer/TWG</i>

	pool of Technical Working Group (TWG) will examine and evaluate the submitted documents and determine their compliance to the minimum technical specifications set by the end user and recommend their findings to the BAC.			
	9. Abstract of Canvass/Quotation and BAC Resolution adopting the mode of procurement will be prepared for the recommendation of awarding of BAC and approval of HOPE taking into consideration of the conditions of the mode of procurement to be used.	None	3 hours	<i>BAC Secretariat/BAC / HOPE</i>
	10. Forward the document for the Approval of the HOPE.	None	1 day	<i>Admin Staff of Procurement/ Incoming and Outgoing Clerk</i>
	11. Once approved, the Outgoing Clerk of the HOPE will forward the documents to the Procurement Section for preparation of Purchase Order, Notice of Award and Contract.	None	1 day	<i>Outgoing Clerk(HOPE), BAC Sec/Procurement Officer</i>
	12. A copy of draft contract will be forwarded to Legal Unit for review and comments.	None	1 working day	<i>Procurement Officer/Legal Unit</i>
	13. Once reviewed by the Legal Unit, Procurement Officer will finalize the contract forward the documents to end user for signature on ORS.	None	20 minutes	<i>Procurement Officer</i>

	<p>14. Once approved by the end user, the documents will be forwarded again to Procurement Section for recording and updating in the tracker.</p> <p>Purchase Order and NOA, Contract will be initialed /signed by the ARD concerned.</p> <p>Updating of tracker by the Procurement Officer should be done from time to time.</p>	None	10 minutes	<i>Procurement Officer/ARDO/ARDA</i>
	15. Outgoing Clerk of the Procurement Section shall forward the documents to Budget Section for approval of Budget Officer.	None	5 minutes	<i>Outgoing Clerk/Budget Section</i>
	<p>16. The Budget Section will forward the documents to Accounting Section for review and certification on the availability of funds.</p> <p>The Accountant will certify the availability of funds.</p> <p>The Accounting Section will forward the documents to HOPE once reviewed and certified.</p> <p><i>Note: Separate Business Process under FMD</i></p>	None	Maximum -3 Calendar Days	<i>Budget Section and Accounting Section/HOPE</i>
	17. Once approved by the HOPE, Purchase Order, Notice of Award and Contract will be forwarded to the supplier/dealer/service	None	1 day	<i>Procurement Officer</i>

	provider for their signature. A copy of approved PO /Contract will also be forwarded to COA.			
4. Receipt/ Acceptance of Services	<p>18. The Procurement Officer shall coordinate to the end user and Inspection Committee the inspection and acceptance of goods once the supplier delivered the items.</p> <p><i>Note: Separate Business Process for the Acceptance of Goods.</i></p>	None	1 hour	<i>Procurement Officer/End User/Inspection Committee</i>
5. Receive the supporting documents for preparation of DV	<p>19. Forward the supporting documents to the end user for the preparation of disbursement voucher for payment.</p> <p><i>Note: Separate Business Process for the Processing of Disbursement Voucher</i></p>	None	5 minutes	<i>Procurement Officer/ End User</i>
	20. The Procurement Officer shall monitor if payment has been made and facilitate the evaluation of the goods delivered or services rendered by the end user and the supplier.	None	10 minutes	<i>Procurement Officer/End User</i>
<b>TOTAL:</b>		None	10 days, 4 hours and 22 minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Procurement Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p>
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<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Procurement Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  5336-8106 loc. 24052</p>
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of Procurement Section at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  5336-8106 loc. 24052</p>
<b>How complaints are processed</b>	<p>Requesting party may submit a complaint through the official email address of Procurement Section at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p> <p>-For inquiries and follow-ups, clients may contact the following telephone number:  5336-8106 loc. 24052</p> <p>-<i>Posts , comments , chat messages via DSWD Field Office MIMAROPA Official Facebook page: "DSWD Field Office MIMAROPA"</i></p> <p>-<i>Personal appearance (walk -in clients)</i></p> <p>-<i>Letter addressed to the Regional Director Fernando R. De Villa Jr., CESO III</i></p> <p>-<i>Official website at fo4b.dswd.gov.ph</i></p> <p><i>Through 8888 Citizen's Complaint Center</i></p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 58. Procurement under Repeat Order

This process covers the procurement of goods based on the requirement needed by the agency to be procured using Repeat Order under Section 51 of the Revised IRR of RA 9184 as mode of procurement.

<b>Office or Division:</b>	Administrative Division -Procurement Section			
<b>Classification:</b>	Highly Technical Covered by special law (RA 9184 ) Government Procurement Law			
<b>Type of Transaction:</b>	G2G- Government to Government C2B- Government to Business			
<b>Who may avail:</b>	Internal Staff / Interested Suppliers and Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Purchase Request (3 original) 2. Project Proposal or Terms of Reference (1 photocopy) 3. Project Procurement Management Plan (1 photocopy) 4. Annual Procurement Plan (1 photocopy) 5. Justification 6. Distribution List 9. Market Research/Cost Benefit Analysis/Market Scanning (if applicable)		Procurement Section- Bids and Awards Committee /Secretariat Procurement Officer Government Accounting Manual ( <a href="http://www.coa.gov.ph">www.coa.gov.ph</a> ) DSWD ISO Resource Site ( <a href="https://bit.ly/30XTaok">https://bit.ly/30XTaok</a> ) DSWD MIMAROPA Portal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of approved Purchase Request	1.1 Screen the PR in accordance with the following minimum standards within 30 minutes from the receipt.  1.2 Check if it conforms to the Government Accounting Manual (GAM) prescribed Purchase Request (PR) form  1.3 Check if it is signed by proper signatories  1.4 Check if it is produced in three (3) original copies	None	10 minutes	<i>Admin Staff/ Procurement Officer –in-Charge</i>

2. Submit the correct format and complete supporting documents.	<p>For ICT related equipment /supplies, check if there is a Technical Assistance (TA) Report from ICTMS.</p> <p>Check if the specification is complete and detailed.</p> <p>2. If the submission does not conform to all statements above, return the PR and provide TA on end user on how to properly accomplish the compliance or refer to the Procurement Officer for provision of TA.</p>			
	3. Accept the PR, assign PR number and encode in the Procurement Tracker and logbook. Forward the same to BAC Secretariat/Procurement Officer in Charge within 10 minutes from receipt.	None	5 minutes	<i>Incoming Admin Staff</i>
3 Submit the supplemental PPMP	<p>4.The BAC Secretariat shall assess and evaluate if the requested goods are included in the Annual Procurement Plan</p> <p>If not included in the APP, indicate in the PR and return to the end user for submission of supplemental PPMP. The supplemental PPMP should be submitted to update the Annual Procurement Plan. The updating of APP will be prepared by BAC Secretariat, for</p>	None	30 minutes	<i>Incoming Admin Staff/BAC Secretariat</i>

	<p>recommendation of BAC and approval of HOPE.</p> <p>If included in APP, the Incoming Admin Staff will endorse to BAC Secretariat Head.</p>			
	5. The BAC Secretariat Head will endorse to the Procurement Officer in Charge for the preparation of Request for Quotation.	None	2 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	6. The Procurement Officer will prepare the Request for Quotation indicating the specifications, quantity, ABC and other terms and conditions of the purchase request.	None	30 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	7. Procurement Officer in Charge/BAC Secretariat will endorse the Request for Quotation to Procurement Section Head for the approval of Request for Quotation.	None	5 minutes	<i>BAC Secretariat/ Procurement Officer/ Procurement Section Head</i>
	8. Request for Quotation will be sent to previously awarded supplier to conform the same unit price of the item for repeat order.	None	3 Calendar Days	<i>BAC Secretariat/ Procurement Officer/TWG</i>
	9. A BAC Resolution adopting the mode of procurement will be prepared for the recommendation of BAC and approval of HOPE taking into consideration of the conditions of the mode of procurement to be used.	None	3 hours	<i>BAC Secretariat/BAC / HOPE</i>
	10. Forward the document for the Approval of the HOPE.	None	1 day	<i>Admin Staff of Procurement/ Incoming and Outgoing Clerk</i>

	11. Once approved, the Outgoing Clerk of the HOPE will forward the documents to the Procurement Section for preparation of Purchase Order and Notice of Award and Contract.	None	1 day	<i>Outgoing Clerk(HOPE), BAC Sec/Procurement Officer</i>
	12. A copy of draft contract will be forwarded to Legal Unit for review and comments.	None	1 working day	<i>Procurement Officer/Legal Unit</i>
	13. Once reviewed by the Legal Unit, Procurement Officer will finalize the contract forward the documents to end user for signature on ORS.	None	20 minutes	<i>Procurement Officer</i>
	14. Once approved by the end user, the documents will be forwarded again to Procurement Section for recording and updating in the tracker.  Purchase Order and NOA, Contract will be initialed /signed by the ARD concerned.  Updating of tracker by the Procurement Officer should be done from time to time.	None	10 minutes	<i>Procurement Officer/ARDO/ARDA</i>
	15. Outgoing Clerk of the Procurement Section shall forward the documents to Budget Section for approval of Budget Officer.	None	5 minutes	<i>Outgoing Clerk/Budget Section</i>
	16. The Budget Section will forward the documents to Accounting Section for review and certification on the availability of funds.	None	Maximum -3 Calendar Days	<i>Budget Section and Accounting Section/HOPE</i>

	<p>The Accountant will certify the availability of funds.</p> <p>The Accounting Section will forward the documents to HOPE once reviewed and certified.</p> <p><i>Note: Separate Business Process under FMD</i></p>			
	<p>17. Once approved by the HOPE, Purchase Order, Notice of Award and Contract will be forwarded to the supplier/dealer/service provider for their signature. A copy of approved PO /Contract will also be forwarded to COA. A Notice to Proceed will also be issued.</p>	None	2 days	<i>Procurement Officer</i>
4. Receipt/ Acceptance of goods	<p>18. The Procurement Officer shall coordinate to the end user and Inspection Committee the inspection and acceptance of goods once the supplier delivered the items.</p> <p><i>Note: Separate Business Process for the Acceptance of Goods.</i></p>	None	1 hour	<i>Procurement Officer/End User/Inspection Committee</i>
5. Receive the supporting documents for preparation of DV	<p>19. Forward the supporting documents to the end user for the preparation of disbursement voucher for payment.</p> <p><i>Note: Separate Business Process for</i></p>	None	5 minutes	<i>Procurement Officer/ End User</i>

	<i>the Processing of Disbursement Voucher</i>			
	20. The Procurement Officer shall monitor if payment has been made and facilitate the evaluation of the goods delivered or services rendered by the end user and the supplier.	None	10 minutes	<i>Procurement Officer/End User</i>
<b>TOTAL:</b>		None	10 days, 4 hours and 22 minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Procurement Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Procurement Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of Procurement Section at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>How complaints are processed</b>	<p>Requesting party may submit a complaint through the official email address of Procurement Section at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p>

	<p>-For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p> <p>-Posts , comments , chat messages via DSWD Field Office MIMAROPA Official Facebook page: "DSWD Field Office MIMAROPA"</p> <p>-Personal appearance (walk -in clients)</p> <p>-Letter addressed to the Regional Director Fernando R. De Villa Jr., CESO III</p> <p>-Official website at fo4b.dswd.gov.ph</p> <p>Through 8888 Citizen's Complaint Center</p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

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

This process covers the procurement of goods based on the requirement needed by the agency to be procured using Shopping under Section 52 of the 2016 Revised IRR of RA 9184 as mode of procurement.

<b>Office or Division:</b>	Administrative Division -Procurement Section	
<b>Classification:</b>	Highly Technical Covered by special law (RA 9184 ) Government Procurement Law	
<b>Type of Transaction:</b>	G2G- Government to Government G2B- Government to Business	
<b>Who may avail:</b>	Internal Staff / Interested Suppliers and Bidders	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Purchase Request (3 original) 2. Project Proposal or Terms of Reference (1 photocopy) 3. Technical Assistance Report for ICT Equipment (1 original) 4. Project Procurement Management Plan (1 photocopy) 5. Annual Procurement Plan (1 photocopy) 6. Distribution List		Procurement Section- Bids and Awards Committee /Secretariat Procurement Officer Government Accounting Manual ( <a href="http://www.coa.gov.ph">www.coa.gov.ph</a> ) DSWD ISO Resource Site ( <a href="https://bit.ly/30XTaok">https://bit.ly/30XTaok</a> ) DSWD MIMAROPA Portal



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submission of approved Purchase Request</p> <p>2. Submit the correct format and complete supporting documents.</p>	<p>1.1 Screen the PR in accordance with the following minimum standards within 30 minutes from the receipt.</p> <p>1.2 Check if it conforms to the Government Accounting Manual (GAM) prescribed Purchase Request (PR) form</p> <p>1.3 Check if it is signed by proper signatories</p> <p>1.4 Check if it is produced in three (3) original copies</p> <p>For ICT related equipment /supplies, check if there is a Technical Assistance (TA) Report from ICTMS. Check if the specification is complete and detailed.</p> <p>2.1 If the submission does not conform to all statements above, return the PR and provide TA on end user on how to properly accomplish the compliance or refer to the Procurement Officer for provision of TA.</p>	None	10 minutes	<i>Admin Staff/ Procurement Officer -in-Charge</i>
	<p>3. Accept the PR, assign PR number and encode in the Procurement Tracker and logbook. Forward the same to BAC</p>	None	5 minutes	<i>Incoming Admin Staff</i>

	Secretariat/Procurement Officer in Charge within 10 minutes from receipt.			
3. Submit the supplemental PPMP	<p>4.The BAC Secretariat shall assess and evaluate if the requested goods are included in the Annual Procurement Plan</p> <p>If not included in the APP, indicate in the PR and return to the end user for submission of supplemental PPMP. The supplemental PPMP should be submitted to update the Annual Procurement Plan. The updating of APP will be prepared by BAC Secretariat, for recommendation of BAC and approval of HOPE.</p> <p>If included in APP, the Incoming Admin Staff will endorse to BAC Secretariat Head .</p>	None	30 minutes	<i>Incoming Admin Staff/BAC Secretariat</i>
	<p>5. The BAC Secretariat Head will endorse to the Procurement Officer to check the availability of supplies and equipment at DBM Procurement Service.</p> <p>If the supplies and equipment are not available in Procurement Service, a Certificate of Non Availability of Supplies should be printed to support the purchase of other supplies and equipment not available in Procurement Service.</p>	None	30 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	6. The BAC Secretariat Head will endorse to the	None	2 minutes	<i>BAC Secretariat/ Procurement Officer</i>

	Procurement Officer in Charge for the preparation of Request for Quotation.			
	7. The Procurement Officer will prepare the Request for Quotation indicating the specifications, quantity, ABC and other terms and conditions of the contract.	None	30 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	8. Procurement Officer in Charge/BAC Secretariat will endorse the Request for Quotation to Procurement Section Head for the approval of Request for Quotation.	None	5 minutes	<i>BAC Secretariat/ Procurement Officer/ Procurement Section Head</i>
	9. Request for Quotation will be forwarded to BAC Secretariat for PHILGEPS Posting.  Posting to PHILGEPS has minimum period of three (3) calendar days.	None	30 minutes  PHILGEPS Posting – 3 Calendar Days	<i>BAC Secretariat/ Procurement Officer</i>
	10. Request for Quotation will be forwarded to canvassers in the area (for province based)  For regional office, the Procurement Officer will also directly send RFQ to at least three (3) suppliers of known qualifications based on the directory/list of suppliers.	None	10 minutes  Posting – 3 Calendar Days	<i>BAC Secretariat/ Procurement Officer/ Canvassers</i>
3. The end user will revise the technical specifications and Approved Budget for the Contract once there is no supplier responded after the third	11. All returned quotations will be put in the Quotation Box for the opening of BAC.  <i>Under Section 52.1 (b) of RA 9184, at least</i>	None	10 minutes	<i>BAC /BAC Secretariat/ Procurement Officer</i>

extension and submit again the revised Purchase Request.	<p><i>three price quotations must be obtained.</i></p> <p><i>The deadline for submission may be extended thrice if none or less than the required number of quotations are received. For ABCs, more than Fifty Thousand Pesos (Php 50,000.00) extensions of deadline shall likewise be posted for a period of three (3) calendar days in the PHILGEPS, the website of the Procuring Entity if any, and at any conspicuous place in the Procuring Entity's premises. In case no supplier responded after the third extension, the BAC shall conduct mandatory review of technical specifications and budget.</i></p>			
	12. Upon receipt of at least three (3) quotations within the prescribed deadline, the BAC will open the returned quotations and record in the logbook.	None	30 minutes	BAC Secretariat/BAC
	13. The BAC Secretariat/Procurement Officer will prepare an Abstract of Quotations setting forth the names of those who responded to the RFQ, their corresponding price quotation, and the lowest calculated quotation submitted.	None	30 minutes	BAC Secretariat
	14. The BAC/BAC Secretariat shall validate the technical ,	None	4 hours	BAC/BAC Secretariat

	legal and financial capability of the supplier to supply and deliver the goods.			
	15. Upon confirmation and ascertainment of such capability , the BAC Secretariat shall facilitate and route the Abstract of Quotation to the BAC for their recommendation to the HOPE for the award of contract in favor of the supplier with the Lowest Calculated and Responsive Quotation	None	4 hours	<i>BAC/BAC Secretariat</i>
	16. Forward the document for the Approval of Abstract of Quotation of the HOPE.	None	5 minutes	<i>Admin Staff of Procurement/ Incoming and Outgoing Clerk</i>
	17. Once approved , the Outgoing Clerk of the HOPE will forward the documents to the Procurement Section for preparation of Purchase Order and Notice of Award	None	3 minutes	<i>Outgoing Clerk(HOPE)</i>
	18. The Procurement Officer will prepare Purchase Order, Notice of Award and Obligation Request Status for review of Procurement Section Head.	None	20 minutes	<i>Procurement Officer</i>
	19. Procurement Officer will forward the documents to end user for approval.	None	5 minutes	<i>Procurement Officer</i>
	20. Once approved by the end user , the documents will be forwarded again to Procurement Section for recording and updating in the tracker.	None	10 minutes	<i>Procurement Officer/ARDO/ARDA</i>

	<p>Purchase Order and NOA will be initialed by the ARD concerned.</p> <p>Updating of tracker by the Procurement Officer should be done from time to time.</p>			
	21. Outgoing Clerk of the Procurement Section shall forward the documents to Budget Section for approval of Budget Officer.	None	5 minutes	<i>Outgoing Clerk/Budget Section</i>
	<p>22. The Budget Section will forward the documents to Accounting Section for review and certification on the availability of funds.</p> <p>The Accountant will certify the availability of funds.</p> <p>The Accounting Section will forward the documents to HOPE once reviewed and certified.</p> <p><i>Note: Separate Business Process under FMD</i></p>	None	Maximum -3 Calendar Days	<i>Budget Section and Accounting Section/HOPE</i>
	23. Once certified by the Accountant, the approved Purchase Order will be forwarded to the winning supplier/dealer to conform/sign the Purchase Order. A copy of approved PO will also be forwarded to COA .	None	30 minutes	<i>Procurement Officer</i>
4. Receipt/Acceptance of goods	24. The Procurement Officer shall coordinate to the end user and Inspection Committee	None	1 hour	<i>Procurement Officer/End User/Inspection Committee</i>

	the inspection and acceptance of goods once the supplier delivered the items.  <i>Note: Separate Business Process for the Acceptance of Goods.</i>			
5. Receive the supporting documents for preparation of DV	25. Forward the supporting documents to the end user for the preparation of disbursement voucher for payment.  <i>Note: Separate Business Process for the Processing of Disbursement Voucher</i>	None	5 minutes	<i>Procurement Officer/ End User</i>
	26. The Procurement Officer shall monitor if payment has been made and facilitate the evaluation of the goods delivered or services rendered by the end user and the supplier.	None	10 minutes	<i>Procurement Officer/End User</i>
<b>TOTAL:</b>		None	9 days and 25 minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Procurement Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Procurement Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p>

	<p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of Learning Development Section at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>How complaints are processed</b>	<p>Complaint letter received by the Learning Development Section shall be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

## 60. Procurement under Small Value Procurement

This process covers the procurement of goods, infrastructure and consulting services based on the requirement needed by the agency to be procured using Negotiated Procurement- Small Value Procurement under Section 53.9 of the 2016 Revised IRR of RA 9184 as mode of procurement.

<b>Office or Division:</b>	Procurement Section		
<b>Classification:</b>	Highly Technical Covered by special law (RA 9184 ) Government Procurement Law		
<b>Type of Transaction:</b>	G2G- Government to Government G2B- Government to Business		
<b>Who may avail:</b>	Internal Staff / Interested Suppliers and Bidders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Purchase Request (3 original) 2. Project Proposal or Terms of Reference (1 photocopy) 3. Technical Assistance Report for ICT Equipment (1 original)		Procurement Section- Bids and Awards Committee /Secretariat Procurement Officer Government Accounting Manual (www.coa.gov.ph)	



4. Program of Works/Detailed Engineering Design (1 original) 5. Project Procurement Management Plan (2 photocopy) 6. Annual Procurement Plan (1 photocopy) 7. Distribution List 8. Lay-out /Design/Picture of Design (For Printing Services) 9. Suggested Menu (for catering services if applicable) 10. Pre-Inspection Report for Repairs 11. Market Research/Cost Benefit Analysis (if applicable)		DSWD ISO Resource Site ( <a href="https://bit.ly/30XTaok">https://bit.ly/30XTaok</a> ) DSWD MIMAROPA Portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submission of approved Purchase Request	1. Screen the PR in accordance with the following minimum standards within 30 minutes from the receipt. a. Check if it conforms to the Government Accounting Manual (GAM) prescribed Purchase Request (PR) form b. Check if it is signed by proper signatories c. Check if it is produced in three (3) original copies d. For ICT related equipment /supplies, check if there is a Technical Assistance (TA) Report from ICTMS. e. Check if the specifications are	None	10 minutes	<i>Admin Staff/ Procurement Officer –in-Charge</i>

	<p>complete and detailed.</p> <p>If the submission does not conform to all statements above, return the PR and provide TA on end user on how to properly accomplish the compliance or refer to the Procurement Officer for provision of TA.</p>			
2. Submit the correct format and complete supporting documents.	2. Accept the PR, assign PR number and encode in the Procurement Tracker and logbook. Forward the same to BAC Secretariat/Procurement Officer in Charge within 10 minutes from receipt.	None	5 minutes	<i>Incoming Admin Staff</i>
3. Submit the supplemental PPMP	<p>3. The BAC Secretariat shall assess and evaluate if the requested goods are included in the Annual Procurement Plan</p> <p>If not included in the APP, indicate in the PR and return to the end user for submission of supplemental PPMP. The supplemental PPMP should be submitted to update the Annual Procurement Plan. The updating of APP will be prepared by BAC Secretariat, for recommendation of BAC and approval of HOPE.</p> <p>If included in APP, the Incoming Admin Staff will endorse to BAC Secretariat Head</p>	None	30 minutes	<i>Incoming Admin Staff/BAC Secretariat</i>

	4. The BAC Secretariat Head will endorse to the Procurement Officer in Charge for the preparation of Request for Quotation/ Proposal.	None	2 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	5. The Procurement Officer will prepare the Request for Quotation/ Proposal indicating the specifications, quantity, ABC and other terms and conditions of the contract.	None	30 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	6. Procurement Officer in Charge/BAC Secretariat will endorse the Request for Quotation/Proposal to Procurement Section Head for the approval of RFQ/RFP.	None	5 minutes	<i>BAC Secretariat/ Procurement Officer/ Procurement Section Head</i>
	7. Request for Quotation will be forwarded to BAC Secretariat for PHILGEPS Posting.  Posting to PHILGEPS has minimum period of three (3) calendar days.	None	30 minutes  PHILGEPS Posting – 3 Calendar Days	<i>BAC Secretariat/ Procurement Officer</i>
	8. Request for Quotation/Request for Proposal will be forwarded to canvassers in the area (for province based)  For regional office, the Procurement Officer will also directly send RFQ/RFP to at least three (3) suppliers, contractors, or consultants of known qualifications based on the directory/list of suppliers/contractors	None	10 minutes  Posting – 3 Calendar Days	
3. The end user will revise the technical	9. All returned quotations/proposals	None	10 minutes	<i>BAC /BAC Secretariat/</i>

<p>specifications and Approved Budget for the Contract once there is no supplier responded after the third extension and submit again the revised Purchase Request.</p>	<p>will be put in the Quotation Box for the opening of BAC.</p> <p><i>Under Section 53.9 Annex H of RA 9184, the receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof</i></p> <p><i>The deadline for submission may be extended thrice if no quotation /proposal received. For ABCs, more than Fifty Thousand Pesos (Php 50,000.00) extensions of deadline shall likewise be posted for a period of three (3) calendar days in the PHILGEPS, the website of the Procuring Entity if any, and at any conspicuous place in the Procuring Entity's premises. In case no supplier, contractor/ consultants responded after the third extension, the BAC shall conduct mandatory review of technical specifications and budget.</i></p> <p><i>Pre- Bid Conference may be conducted at the discretion of the BAC, in order to clarify and/ or explain any of the requirements, terms, conditions, and specifications stipulated in the RFQ/RFP.</i></p>			<p><i>Procurement Officer</i></p>
	<p>10. Upon receipt of at least one (1)</p>	None	10 minutes	<p><i>BAC Secretariat/BAC</i></p>

	quotation/proposal within the prescribed deadline, the BAC will open the returned quotations and record in the logbook.			
	11. The BAC Secretariat/Procurement Officer will prepare an Abstract of Quotations/Ratings setting forth the names of those who responded to the RFQ/RFP their corresponding price quotation, and the lowest calculated quotation submitted or highest rated bid (for consulting services).	None	30 minutes	<i>BAC Secretariat</i>
	12. The BAC/BAC Secretariat shall validate the technical , legal and financial capability of the supplier/ contractor/consultant to supply and deliver the goods and services	None	1 day	<i>BAC/BAC Secretariat</i>
	13. Upon confirmation and ascertainment of such capability , the BAC Secretariat shall facilitate and route the Abstract of Quotation/Ratings to the BAC for their recommendation to the HOPE for the award of contract in favor of the supplier with the Lowest Calculated and Responsive Quotation or Highest Rated and Responsive Proposal ( for Consulting Services)	None	4 hours	<i>BAC/BAC Secretariat</i>
	14. Forward the document for the Approval of Abstract of	None	5 minutes	<i>Admin Staff of Procurement/ Incoming and Outgoing Clerk</i>

	Quotation/Rating of the HOPE.			
	15. Once approved, the Outgoing Clerk of the HOPE will forward the documents to the Procurement Section for preparation of Purchase Order.	None	1 day	<i>Outgoing Clerk (HOPE)</i>
	16. The Procurement Officer will prepare Purchase Order and Obligation Request Status for review of Procurement Section Head.	None	3 hours	<i>Procurement Officer</i>
	17. The draft contract will be forwarded to Legal unit for review and comments (if applicable).	None	1 day	<i>Procurement Officer/Legal</i>
	18. Once contract has been reviewed by the Legal, it will be finalized based on the comments of Legal (if applicable).	None	1 day	<i>Procurement Officer/Legal</i>
	19. Procurement Officer will forward the documents to end user for approval	None	5 minutes	<i>Procurement Officer/HOPE</i>
	<p>20. Once approved by the end user the documents will be forwarded again to Procurement Section for recording and updating in the tracker</p> <p>Purchase Order, Notice of Award (NOA) and contract will be initialed by the ARD concerned.</p> <p>Updating of tracker by the Procurement Officer should be done from time to time</p>	None	10 minutes	<i>Procurement Officer/ARD</i>
	Once certified by the Accountant, the approved Purchase	None	10 minutes	<i>Admin Staff/ Procurement Officer</i>

	Order will be forwarded to the winning supplier/dealer to conform/sign the Purchase Order. A copy of approved PO will also be forwarded to COA			
	21. Outgoing Clerk of the Procurement Section shall forward the documents to Budget Section for approval of Budget Officer.	None	5 minutes	<i>Outgoing Clerk/Budget Section</i>
	<p>22. The Budget Section will forward the documents to Accounting Section for review and certification on the availability of funds.</p> <p>The Accountant will certify the availability of funds.</p> <p>The Accounting Section will forward the documents to HOPE once reviewed and certified.</p> <p><i>Note: Separate Business Process under FMD.</i></p>	None	Maximum -3 Calendar Days	<i>Budget Section and Accounting Section/HOPE</i>
	23. Once certified by the Accountant, and approved by HOPE, the approved Purchase Order will be forwarded to the winning supplier/dealer to conform/sign the Purchase Order. A copy of approved PO will also be forwarded to COA	None	10 minutes	<i>Admin Staff/ Procurement Officer</i>
	24. For services/ consulting services that needs contract, a copy of draft contract will be	None	30 minutes	<i>Procurement Officer/ Legal</i>

	forwarded to Legal Service for review.			
	25. Within three (3) days from receipt of comments, the concerned Procurement Officer shall finalize the contract in accordance to the comments of the Legal Unit.	None	Maximum- 3 days at the Legal  1 hour - finalization	<i>Legal Unit/ Procurement Officer</i>
	26. The Procurement Officer shall facilitate the signing of Contract to the HOPE and winning supplier.  The same shall check that supplier submitted the performance security (in case of infrastructure) The Procurement Officer should also ensure that the contract has been notarized.	None	Maximum – 3 days	<i>Procurement Officer/HOPE</i>
4. Receipt/ Acceptance of goods /services	27. The Procurement Officer shall coordinate to the end user and Inspection Committee the inspection and acceptance of goods/services once the supplier/contractor delivered the items or rendered the services.  In case of services which are to be rendered for a period of time and to be paid in accordance to the set payment tranches, the Procurement Officer, end user and TWG shall monitor the implementation of the contract.	None	1 hour	<i>Procurement Officer/End User/Inspection Committee</i>



	<i>Note: Separate Business Process for the Acceptance of Goods.</i>			
5. Receive the supporting documents for preparation of DV	<p>28. Forward the supporting documents to the end user for the preparation of disbursement voucher for payment.</p> <p><i>Note: Separate Business Process for the Processing of Disbursement Voucher</i></p>	None	5 minutes	<i>Procurement Officer/ End User</i>
	27. The Procurement Officer shall monitor if payment has been made and facilitate the evaluation of the goods delivered or services rendered by the end user and the supplier/contractor.	None	10 minutes	<i>Procurement Officer/End User</i>
<b>TOTAL:</b>		None	16 days and 4 hours	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Procurement Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Procurement Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following</p>

	telephone number: 5336-8106 loc. 24052
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of Learning Development Section at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>How complaints are processed</b>	<p>Complaint letter received by the Learning Development Section shall be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24052</p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 61. Procurement under Two (2) Failed Biddings

This process covers the procurement of goods, infrastructure or consulting services based on the requirement needed by the agency to be procured using Negotiated Procurement- Two Failed Biddings under Section 53.1 of the Revised IRR of RA 9184 as mode of procurement.

<b>Office or Division:</b>	Administrative Division -Procurement Section		
<b>Classification:</b>	Highly Technical Covered by special law (RA 9184 ) Government Procurement Law		
<b>Type of Transaction:</b>	G2G- Government to Government C2B- Government to Business		
<b>Who may avail:</b>	Internal Staff / Interested Suppliers and Bidders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Purchase Request (3 original) 2. Project Proposal or Terms of Reference (1 photocopy) 3. Project Procurement Management Plan (1 photocopy)		Procurement Section- Bids and Awards Committee /Secretariat Procurement Officer Government Accounting Manual (www.coa.gov.ph)	

[illegible]

	same to BAC Secretariat/Procurement Officer in Charge within 10 minutes from receipt.			
3 Submit the supplemental PPMP	<p>4.The BAC Secretariat shall assess and evaluate if the requested goods are included in the Annual Procurement Plan</p> <p>If not included in the APP, indicate in the PR and return to the end user for submission of supplemental PPMP. The supplemental PPMP should be submitted to update the Annual Procurement Plan. The updating of APP will be prepared by BAC Secretariat, for recommendation of BAC and approval of HOPE.</p> <p>If included in APP, the Incoming Admin Staff will endorse to BAC Secretariat Head.</p>	None	30 minutes	<i>Incoming Admin Staff/BAC Secretariat</i>
	5. The BAC Secretariat Head will endorse to the Procurement Officer in Charge for the preparation of Request for Quotation/Request for Proposal.	None	2 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	6. The Procurement Officer will prepare the Request for Quotation/Request for Proposal indicating the specifications, quantity, ABC and other terms and conditions of the request.	None	30 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	7. Procurement Officer in Charge/BAC Secretariat will endorse the Request for Quotation to Procurement Section Head for the approval of	None	1 hour	<i>BAC Secretariat/ Procurement Officer/ Procurement Section Head</i>

	Request for Quotation and Request for Proposal			
	<p>8. Request for Quotation/Request for Proposal will be sent to at least three (3) prospective suppliers or service providers or consultants including those disqualified in the previous biddings for the project for negotiations to ensure effective competition.</p> <p><i>RFQ and RFP will be posted at PHILGEPS, DSWD Website and conspicuous places of the agency. This, notwithstanding, those who responded through any of the required postings shall be allowed to participate. Even only one (1) bidder should respond to such invitation or posting, the BAC shall proceed with the negotiation subject to the rules prescribed.</i></p> <p>The Procurement Officer in charge will conduct negotiation to supplier/service provider/consultant with legal, financial and technical capacity. Any requirements, guidelines, documents, clarifications or other information relative to the negotiations that are communicated by the BAC to a supplier, contractor or consultant shall be communicated on all equal basis to other suppliers, contractors or consultants engaging in negotiations with the BAC</p>	None	7 Calendar Days	BAC Secretariat/ Procurement Officer/TWG

	relative to the procurement. The prospective bidders shall be given equal time and opportunity to negotiate and discuss the technical and financial requirements of the project be able to submit a responsive quotation and proposal.			
	9. The BAC will open the best and final offer of the supplier/contractor/service provider on a specified date and time together with other financial and technical requirements. A pool of Technical Working Group (TWG) will examine and evaluate the submitted documents and determine their compliance to the minimum technical specifications set by the end user and recommend their findings to the BAC.	None	3 days	<i>BAC/ BAC Sec/TWG</i>
	10. Abstract of Canvass/Quotation and BAC Resolution adopting the mode of procurement will be prepared for the recommendation of awarding of BAC and approval of HOPE taking into consideration of the conditions of the mode of procurement to be used.	None	3 hours	<i>BAC Secretariat/BAC / HOPE</i>
	11. Forward the document for the Approval of the HOPE.	None	1 day	<i>Admin Staff of Procurement/ Incoming and Outgoing Clerk</i>
	12. Once approved, the Outgoing Clerk of the HOPE will forward the documents to the Procurement Section for preparation of Purchase	None	1 day	<i>Outgoing Clerk(HOPE), BAC Sec/Procurement Officer</i>

	Order, Notice of Award and Contract.			
	13. A copy of draft contract will be forwarded to Legal Unit for review and comments.	None	1 working day	<i>Procurement Officer/Legal Unit</i>
	14. Once reviewed by the Legal Unit, Procurement Officer will finalize the contract forward the documents to end user for signature on ORS.	None	20 minutes	<i>Procurement Officer</i>
	<p>15. Once approved by the end user, the documents will be forwarded again to Procurement Section for recording and updating in the tracker.</p> <p>Purchase Order and NOA, Contract will be initialed /signed by the ARD concerned.</p> <p>Updating of tracker by the Procurement Officer should be done from time to time.</p>	None	10 minutes	<i>Procurement Officer/ARDO/A RDA</i>
	16. Outgoing Clerk of the Procurement Section shall forward the documents to Budget Section for approval of Budget Officer.	None	5 minutes	<i>Outgoing Clerk/Budget Section</i>
	<p>17. The Budget Section will forward the documents to Accounting Section for review and certification on the availability of funds.</p> <p>The Accountant will certify the availability of funds.</p> <p>The Accounting Section will forward the documents to HOPE once reviewed and certified.</p> <p><i>Note: Separate Business Process under FMD</i></p>	None	Maximum -3 Calendar Days	<i>Budget Section and Accounting Section/HOPE</i>

	18. Once approved by the HOPE, Purchase Order, Notice of Award and Contract will be forwarded to the supplier/dealer/service provider for their signature. A copy of approved PO /Contract will also be forwarded to COA.	None	1 day	<i>Procurement Officer</i>
4. Receipt/ Acceptance of Goods Services	19. The Procurement Officer shall coordinate to the end user and Inspection Committee the inspection and acceptance of goods once the supplier delivered the items or services has been performed.  <i>Note: Separate Business Process for the Acceptance of Goods and Services</i>	None	1 hour	<i>Procurement Officer/End User/Inspection Committee</i>
5. Receive the supporting documents for preparation of DV	20. Forward the supporting documents to the end user for the preparation of disbursement voucher for payment.  <i>Note: Separate Business Process for the Processing of Disbursement Voucher</i>	None	5 minutes	<i>Procurement Officer/ End User</i>
	21. The Procurement Officer shall monitor if payment has been made and facilitate the evaluation of the goods delivered or services rendered by the end user and the supplier.	None	10 minutes	<i>Procurement Officer/End User</i>
<b>TOTAL:</b>		None	17 days, 4 hours and 22 minutes	



## FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Procurement Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Procurement Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <b>5336-8106 loc. 24052</b></p>
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of Procurement Section at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <b>5336-8106 loc. 24052</b></p>
<b>How complaints are processed</b>	<p>Requesting party may submit a complaint through the official email address of Procurement Section at <a href="mailto:procurement.fomimaropa@dswd.gov.ph">procurement.fomimaropa@dswd.gov.ph</a>.</p> <p>-For inquiries and follow-ups, clients may contact the following telephone number:  <b>5336-8106 loc. 24052</b></p> <p>-<i>Posts , comments , chat messages via DSWD Field Office MIMAROPA Official Facebook page: "DSWD Field Office MIMAROPA"</i></p> <p>-<i>Personal appearance (walk -in clients)</i></p> <p>-<i>Letter addressed to the Regional Director Fernando R. De</i></p>

	<i>Villa Jr., CESO III</i>  <i>-Official website at fo4b.dswd.gov.ph</i>  <i>Through 8888 Citizen's Complaint Center</i>
<b>Contact Information of ARTA, PCC, CCB</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

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

Technical Assistance is provided to Office, Divisions, Service Unit and SWAD Offices in the area of Property, Asset and Warehouse Management to capacitate their designated Property Officer on the knowledge of DSWD Guidelines, Oversight Agencies Rules and Regulations on Property and Supply Management and Land Titling facilitation.

<b>Office/Division:</b>	Administrative Division – Property And Supply Section (AD-PSS)				
<b>Classification:</b>	Highly Technical				
<b>Type of Transaction :</b>	G2G – Government to Government				
<b>Who may avail:</b>	1. DSWD Offices 2. DSWD Designated Property and Supply Custodian 3. Field Offices				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>1. Request for Technical Assistance - One (1) original copy.</td><td>To be prepared by DSWD Office ODSU and SWAD Offices through Memorandum addressed to Administrative Service Director, Attention the Administrative Division Chief signed by their Head of Office or authorize official.</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Request for Technical Assistance - One (1) original copy.	To be prepared by DSWD Office ODSU and SWAD Offices through Memorandum addressed to Administrative Service Director, Attention the Administrative Division Chief signed by their Head of Office or authorize official.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Request for Technical Assistance - One (1) original copy.	To be prepared by DSWD Office ODSU and SWAD Offices through Memorandum addressed to Administrative Service Director, Attention the Administrative Division Chief signed by their Head of Office or authorize official.				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the request for Technical Assistance indicating the specific topics and concerns to be discussed.	1. Received the request  1.1 Record the request in the Electronic Database (EDMS). Forward request to PSS Section Head.	None	5 Minutes	PSS Receiving Staff
	1.2 Review the request. Check	None	10 Minutes	PSS Section Head

	<p>the availability of Technical Staff on the requested date of Technical Assistance.</p> <p>1.3 Assigned the request to concerned Technical Staff.</p>			
	<p>1.4 Technical Staff prepare reply for confirming the date of Technical Assistance.</p> <p>a. Prepared Special Order (If SWAD Office) for the period of Technical Assistance.</p> <p>b. Prepare the needed documents and information for the conduct of Technical Assistance</p>	None	5 Days	PSS Technical Staff
	Conduct Technical Assistance on the scheduled date	None	1 day for ODSU/4 days for Field Office	PSS Technical Staff
2. Accomplished the Technical Assistance Evaluation Form	2. Receive the duly accomplished Technical Assistance Evaluation Form.	None	10 Minutes	PSS Technical Staff
	<p>2.1 Consolidate the Technical Assistance Evaluation Form.</p> <p>2.2 Prepared Feedback Report for approval of Administrative Division Chief.</p>	<p>None</p> <p>None</p> <p>None</p>	7 Days from returned to Official Station	PSS technical staff

	2.3 Provide copy of Feedback Report to the requestor of Technical Assistance			
<b>TOTAL</b>		None	14 Days and 25 Minutes for DSWD ODSU/ 18 Days and 25 Minutes for SWAD Office	

### FEEDBACK AND COMPLAINTS MECHANISMS

<b>How to send a feedback</b>	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
<b>How feedback is processed</b>	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
<b>How to file a complaint</b>	Requesting OBSU and Field Office may submit an appeal for the request that has been denied or may send a complaint letter to the Administrative Division - Property and Supply Section DSWD FO MIMAROPA 1680 F.T. Benitez Street, Malate, Manila 1004 Email: <a href="mailto:supply.fomimaropa@dswd.gov.ph">supply.fomimaropa@dswd.gov.ph</a> Tel. No: 002 8336 8106
<b>How complaints are processed</b>	Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact AD-PSS through 002 8336 8106 or through email: <a href="mailto:supply.fomimaropa@dswd.gov.ph">supply.fomimaropa@dswd.gov.ph</a>

<b>Contact information of ARTA, CSC, PCC</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
<b>Contact Center ng Bayan (CCB)</b>	SMS: 0908 881 6565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

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

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

<b>Office/Division:</b>	Administrative Division – Property and Supply Section (AD-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) OBSUs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Three (3) copies of duly accomplished RIS of concerned OBSU 2. One (1) Photocopy of approved PPMP of requesting ODSU 3. One (1) Photocopy of approved Technical Assistance Request, if required 4. One (1) Photocopy of project proposal, if required	1. RIS template issued to respective Office, Bureaus, Services, Units (ODSUs) with prescribed format; 2. Designated Supply/Property Officer of respective Office, Bureaus, Services, Units; 3. Focal person of concerned technical support office such as ICTMS, SMS, among others, depending on the nature of technical assistance request without any prescribed format 4. Focal person of proponent ODSU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved RIS to	1. Receive, review and record the submitted duly approved RIS	None	2 Hours	PSS Administrative Staff

Procurement Management Service including required attachment such as PPMP and Technical Assistance Request	1.1 Assign RIS number  1.2 Verify availability of requested supplies and materials  1.3 Update concerned ODSU staff on the availability or non-availability of supplies and materials  1.4 Request for the approval of RIS of the Chief of Administrative Division			
2. Receipt of issued supplies and materials	2. Update stock card and issue requested supplies and materials  a. Updating of stock/bin card  b. Pull out of stocks for issuance to requesting ODSU  c. Update database	None	4 Hours	PSS Administrative Staff
<b>TOTAL:</b>		None	6 Hours	

## FEEDBACK AND COMPLAINTS MECHANISMS

<b>How to send a feedback</b>	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
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<b>How feedback is processed</b>	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
<b>How to file a complaint</b>	Requesting OBSU and Field Office may submit an appeal for the request that has been denied or may send a complaint letter to the Administrative Division - Property and Supply Section DSWD FO MIMAROPA 1680 F.T. Benitez Street, Malate, Manila 1004 Email: <a href="mailto:supply.fomimaropa@dswd.gov.ph">supply.fomimaropa@dswd.gov.ph</a> Tel. No: 002 8336 8106
<b>How complaints are processed</b>	Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact AD-PSS through 002 8336 8106 or through email: <a href="mailto:supply.fomimaropa@dswd.gov.ph">supply.fomimaropa@dswd.gov.ph</a>
<b>Contact information of ARTA, CSC, PCC</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
<b>Contact Center ng Bayan (CCB)</b>	SMS: 0908 881 6565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

## 64. 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 be first be coordinated with Property and Supply Section (PSS) for recording and property tagging.

<b>Office or Division:</b>	Property and Supply – Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Government			
<b>Who may avail:</b>	DSWD FO MIMAROPA Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Sales Invoice and/ Delivery Receipt of item purchased or Property Transfer Report if transferred from other agency/donated (1 original, 1 photocopy)		Procurement Officer		
Inspection and Acceptance Report (1 original)		Originating Agency		
Warranty Certificate (if applicable) (1 original, 1 photocopy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Procurement Officer in-charge of the purchase or the end-user to submit request and requirements to PSS	1. Receive, record and check completeness of the documents needed (copy of Purchase Order (Exhibit 1), Inspection and Acceptance Report (Exhibit 2), Delivery Receipt/Sales Invoice and distribution list) submitted by the Procurement Officer in-charge of the purchase 2. Forward the documents to the Head, PSS for encoding at the Property Recording and Monitoring	None	5 minutes	AO III/ Administrative Aide IV, PSS



	Inventory System (PREMIS)			
	<p>3. As the administrator of the system, the Head, PSS will encode or record the newly acquired property to the system.</p> <p>4. Print and sign three (3) copies of the Property Acknowledgement Receipt (<b>PAR</b>) (Exhibit 3) / Inventory Custodian Slip (<b>ICS</b>) (Exhibit 4). If the PAR/ICS is accounted to COS/MOA employee as SUB-PAR, a copy of <b>UNDERTAKINGS</b> must also be printed attached to the copy of PAR/ICS.</p>	None	15 minutes	<i>Head, PSS</i>
	<p>5. Forward the <b>documents (PAR/ICS, Undertakings)</b> to accountable person for their signature.</p> <p>6. Place printed barcode sticker of the property for proper tagging. Get picture of the newly acquired property for documentation.</p> <p>7. Provide a copy of PAR/ICS to the accountable officer, a copy to the Procurement Officer and one copy for the PSS file</p>	None	5 minutes	<i>AO III/ Administrative Aide IV, PSS</i>

<b>TOTAL:</b>	None	<b>25 minutes</b>	
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<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback?</b>	<p>The Property and Supply Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:supply.fomimaropa@dswd.gov.ph">supply.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Property and Supply Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24053</i></p>
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of Learning Development Section at <a href="mailto:supply.fomimaropa@dswd.gov.ph">supply.fomimaropa@dswd.gov.ph</a>.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24053</i></p>
<b>How complaints are processed</b>	<p>Complaint letter received by the Learning Development Section shall be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24053</i></p>

<b>Contact Information of ARTA, PCC, CCB</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)
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## 65. Re-issuance of Equipment and Semi-Expendable Supplies

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

<b>Office/Division:</b>	Administrative Division – Property and Supply Section (AD-PSS)			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction :</b>	G2G – Government to Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original copy of memorandum requesting for issuance of property 2. Two (2) Original copies of Furniture and Equipment Transfer Slip (FETS) 3. Two (2) Original copies of Property Accountability Receipt or Inventory Custodian Slip		1. From concerned OBSUs and personnel, interoffice memorandum format 2. From AD-PSS through the Designated Property Officer of concerned ODSU 3. From the AD-PSS / PREMIS online through the Designated Property Officer of concerned ODSU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare request letter containing item specifications, quantity, purpose and to whom the equipment or semi-expendable equipment/supply shall be assigned.	1. Receive, review and verify the availability of request  a. Inform requesting ODSU of availability or non-availability of items.  b. Request approval of FETS for confirmation of transfer	None	3 Hours	Requesting ODSU PSS staff

2. Process the signing of FETS of the recipient office or accountable person for the re-issuance of item or equipment	2. Update PREMIS and generate PAR or ICS  a. Transfer accountability through updating of database and issuance of PAR or ICS  b. Process the approval of PAR or ICS	None	3 Hours	Requesting ODSU PSS staff
3. Confirm acceptance of item or property through signing of PAR or ICS	3. Physical issuance of item or equipment and filing of PAR or ICS	None	2 Hours	Requesting ODSU PSS staff
<b>TOTAL:</b>		None	8 Hours	

## FEEDBACK AND COMPLAINTS MECHANISMS

<b>How to send a feedback</b>	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
<b>How feedback is processed</b>	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
<b>How to file a complaint</b>	Requesting OBSU and Field Office may submit an appeal for the request that has been denied or may send a complaint letter to the Administrative Division - Property and Supply Section DSWD FO MIMAROPA 1680 F.T. Benitez Street, Malate, Manila 1004 Email: <a href="mailto:supply.fomimaropa@dswd.gov.ph">supply.fomimaropa@dswd.gov.ph</a> Tel. No: 002 8336 8106
<b>How complaints are processed</b>	Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the

	concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact AD-PSS through 002 8336 8106 or through email: <a href="mailto:supply.fomimaropa@dswd.gov.ph">supply.fomimaropa@dswd.gov.ph</a>
<b>Contact information of ARTA, CSC, PCC</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
<b>Contact Center ng Bayan (CCB)</b>	SMS: 0908 881 6565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

## 66. Request for Air Transport Service

This process covers the request for airline booking for the official travel of officials and employees of DSWD as well clients if necessary.

<b>Office or Division:</b>	Administrative Division- General Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Internal Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Ticket Booking Request (1 original)		General Services Section		
2. RTO/RSO/RAO (1 original)		Records Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Request for Airline Booking	1.1 Receive and check completeness of documents (Approved Ticket Booking Request and Approved RTO submitted by Requesting Unit  <i>Notes: Documents shall be submitted to GSS five (5)</i>	None	2 minutes	<i>Admin Staff Incoming</i>

	<p><i>working days before the travel.</i></p> <p><i>Request shall be returned to Requesting Unit if:</i></p> <ul style="list-style-type: none"> <li><i>a. Incomplete Signatories;</i></li> <li><i>b. No approved RTO and/or RSO; and</i></li> <li><i>c. No available Travel Fund</i></li> </ul> <p>Note: Booking is subject to the availability of the airline and travel fund.</p> <p>Certification of no travel fund or insufficient travel fund is immediately issued upon receipt of the booking request and travel fund still not available.</p> <p>Note: Incomplete forms shall be returned to Requesting Unit.</p>			
	<p>1.2 Check availability of Existing Travel Fund/Credit Limit using the accounts of both airlines.</p> <p>Note: GSS shall issue a Certification if there is no available Travel Fund (This Certification can be used to request for cash advances and/or reimbursement of travel expenses of the Requesting Unit).</p>	None	2 minutes	<i>Admin Staff</i>
	1.3 Forward request to Head, GSS for initial	None	1 minute	<i>Admin Staff/GSS Head</i>
	1.4 Initial on request and return the same to AO II for booking	None	2 minutes	<i>GSS Head/Admin Staff</i>
	1.5 Book the ticket based on date and	None	2 minutes	<i>GSS Head /Admin Staff</i>

	time indicate on the request.			
	1.6 Forward the request and itinerary to ARDA for signature/approval	None	5 minutes	<i>Admin Staff/ARDA</i>
	1.7 Sign/approve the request and itinerary, return the same to AO II, GSS	None	2 minutes	<i>Admin Staff</i>
2.Receive the approved ticket booking	2.1 Forward the approved request to Requesting Unit thru email or logbook.	None	3 minutes	<i>Admin Staff</i>
	2.2 Update the GSS Tracker	None	2 minutes	<i>Admin Staff</i>
<b>TOTAL</b>			<b>21 minutes</b>	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The General Services Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:genservices.fomimaropa@dswd.gov.ph">genservices.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The General Services Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <b>5336-8107 loc. 24049-50</b></p>
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of General Services Section at <a href="mailto:genservices.fomimaropa@dswd.gov.ph">genservices.fomimaropa@dswd.gov.ph</a>.</p> <p>For inquiries and follow-ups, clients may contact the following</p>

	telephone number: 5336-8107 loc. 24049-50
<b>How complaints are processed</b>	<p>Complaint letter received by the General Services Section shall be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8107 loc. 24049-50</p>
<b>Contact Information of ARTA, PCC, CCB</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

## 67. Request for Technical Assistance for Repair and Maintenance

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

<b>Office or Division:</b>		Administrative Division- General Services Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G- Government to Government		
<b>Who may avail:</b>		Internal Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Printed checklist (1 original) 2. Accomplished manual request form (Request for Technical Assistance) (1 original)		GSS Office		
<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 request using the manual request form.	1.1 Review and evaluate the submitted request. Correct the information if necessary.	None	5 minutes	<i>Administrative Officer (GSeTS Focal/ Alternate Personnel)</i>
	1.2 Forward to responsible skilled/ technical personnel	None	2 minutes	<i>Admin Staff</i>



	1.3 Determine and identify scope and requirement of the request	None	10 minutes	<i>Skilled and/or Technical Personnel</i>
	1.4 Perform a visual inspection if necessary and evaluate the specific request. - If the request has another need or does not apply to the designated staff. - If it can be resolved within the assigned staff's level, take appropriate action (Proceed to step 3.2).	None	1 hour	<i>Skilled and/or Technical Personnel</i>
2. Coordinate with DSWD Inspectorate Committee and secure Pre-Repair Inspection if the request is related to repair/ replacement.	2.1 If the request requires fabrication, installation, plans/layout, technical specification and material procurement, the assigned technical staff shall prepare all necessary documents like: A. Plan/ Layout B. Technical Specification C. Bill of Quantities D. Program of Works E. Terms of Reference Project Proposal	None	1-7 days	<i>Skilled and/or Technical Personnel</i>
	2.2 All applicable documents shall be endorsed to the requesting office for confirmation and approval. Revisions or adjustments maybe requested by the requesting office.	None	10 minutes	<i>Administrative Staff (Outgoing Clerk)</i>
	2.3 Review and revised the documents until approved	None	1-3 days	<i>Skilled and/or Technical Personnel</i>

	2.4 Endorse the approved documents and secure copy for filing. If the request requires only technical documents, proceed to step 4.	None	10 minutes	<i>Administrative Staff (Outgoing Clerk)</i>
3. Prepare the necessary documents for the procurement stage and notify GSS if all the materials/ services are ready to use.	3.1 If there is enough material to respond to the request, proceed with the execution of the task/work.	None	1-14 days	<i>Skilled Personnel</i>
	3.2 Upon completion of task/work, turnover the output for acceptance and/or adjustment if any. Perform immediate adjustment	None	1 day	<i>Skilled Personnel</i>
4. Fill-out the feedback form (Customer Satisfaction Measurement Form) and submit to the designated personnel	4.1 Feedback form shall attach to printed request and submit to GSS Administrator for encoding and filing.	None	5 minutes	<i>GSS personnel</i>
<b>TOTAL</b>		None	<b>1 - 26 days</b>	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>Using the official Customer Satisfaction Measurement Form (CSMR), fill it out and write the feedback in the space provided at the bottom of the first page. Submit it to staff who respond to their request.</p> <p>The completed form must be submitted to AD-GSS no later than 3 days from receipt..</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The General Services Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant</p>

	<p>offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <b>5336-8107 loc. 24049-50</b></p>
<b>How to file a complaint?</b>	<p>Similar to providing feedback, any service complaints received can be written in the space provided at the bottom of the second page of the CSMR with complete details.</p> <p>You can also call the complaint at (02) 5336-8107 / Voip # 24049-50 or write to <a href="mailto:genservices.fomimaropa@dswd.gov.ph">genservices.fomimaropa@dswd.gov.ph</a> and stating the following details:</p> <ol style="list-style-type: none"> <li>1. TA Control Number</li> <li>2. Name of personnel who provided the service</li> <li>3. Narration of the complaint</li> </ol>
<b>How complaints are processed</b>	<p>AD-GSS will process all complaints it receives. Any complaint must be resolved promptly by the responsible staff.</p> <p>Written explanation is required, the responsible staff shall draft a letter to be submitted to Ms. Kenneth M. Montenegro, Section Head, GSS and Mr. Harvy B. Calabio, Officer-In-Charge, Administrative Division for information and approval.</p> <p>Approved letter shall be sent to the complainant.</p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>        8478 5093        PCC: 8888        CCB: 0908-881-6565 (SMS)</p>

## 68. Request for Technical Assistance for Special Sanitation and Disinfection of the Offices

This technical assistance is particular to the provision of clean and COVID-19 free offices and facilities. Regular sanitation and disinfection of the offices is being conducted every weekend even without a request from offices. This process is applicable only to those offices with COVID-19 positive employees and close contact. This can be scheduled during working days provided that the request must be properly coordinated with the Human Resource Management and Development Division (HRMDD) and Administrative Division for recommendation and approval.

<b>Office or Division:</b>	Administrative Division- General Services Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G- Government to Government
<b>Who may avail:</b>	All Bureaus, Offices, Sections and/or Units of the Department

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished manual request form (Request for Technical Assistance) (1 original); or  2. Email		- GSS office  - Submit request to <a href="mailto:genservices.fomimaropa@dswd.gov.ph">genservices.fomimaropa@dswd.gov.ph</a> and <a href="mailto:welfare.fomimaropa@dswd.gov.ph">welfare.fomimaropa@dswd.gov.ph</a> for approval and recommendation.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit using the manual request form if the electronic system cannot be accessed. Ensure that the request is properly communicated to HRMDD and AD, and has approval.	1.1 Review, check and coordinate with HRMDD.	None	15 minutes	GSS personnel
	1.2 Forward to assigned personnel for appropriate action.	None	10 minutes	
	1.3 Verify the disinfection schedule and see if there is a pending request	None	15 minutes	Utility Personnel Team Leader
2. Adjust the work schedule of their employees.  - No employee shall be allowed to work/enter the office on the day/hour of the disinfection schedule.	2.1 Perform all necessary preparations in accordance with the Department's safety and health protocol	None	1 hour	Disinfection and Sanitation Team  Utility Personnel
	2.2 Proceed to the area/office and implement the sanitation and disinfection procedure	None	3 hours	
	2.3 Coordinate with the requesting office after the activity.	None	5 minutes	

3. Fill-out the feedback form (Customer Satisfaction Measurement Form) and submit to the assigned personnel	3.1 Feedback form shall attach to printed request and submit to GSS personnel for encoding and filing.	None	5 minutes	GSS personnel
<b>TOTAL</b>		None	<b>5 hours</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	<p>Using the official Customer Satisfaction Measurement Form (CSMR), fill it out and write the feedback in the space provided at the bottom of the first page. Submit it to staff who respond to their request.</p> <p>The completed form must be submitted to AS-BGMD no later than 3 days from receipt.</p>
<b>How feedbacks are processed</b>	Utility Personnel will evaluate the accuracy of the feedback from the CSMRs received. Service provided having negative feedback should be given corresponding action by responsible staff.
<b>How to file a complaint</b>	<p>Similar to providing feedback, any service complaints received can be written in the space provided at the bottom of the second page of the CSMR with complete details.</p> <p>You can also call the complaint at (02) 5336-8107 / Voip # 24049-50 or write to <a href="mailto:genservices.fomimaropa@dswd.gov.ph">genservices.fomimaropa@dswd.gov.ph</a> and stating the following details:</p> <ol style="list-style-type: none"> <li>1. TA Control Number</li> <li>2. Name of personnel who provided the service</li> <li>3. Narration of the complaint</li> </ol>
<b>How complaints are processed</b>	<p>AD-GSS will process all complaints it receives. Any complaint must be resolved promptly by the responsible staff.</p> <p>If a written explanation is required, the responsible staff shall draft a letter to be submitted to Ms. Kenneth M. Montenegro, Section Head, GSS and Mr. Harvy B. Calabio, Officer-In-Charge, Administrative Division for information and approval.</p> <p>The approved letter shall be sent to the complainant.</p>
<b>Contact Information</b>	<p><b>Kenneth M. Montenegro</b>          Section Head, AD-GSS          5336-8107          Local 24049- 24050</p> <p><b>ARTA:</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          1-ARTA (2782)          8-478-5093</p> <p><b>PCC:</b> <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></p>

	8888  <b>CSC:</b> feedback@csc.gov.ph 0908-881-6565 (SMS)  <b>Contact Center ng Bayan:</b> <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 0908-881-6565 <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
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## 69. Request for the Replacement/Reimbursement /Repair of Lost or Damaged Equipment or Properties

This process is intended for the request for the replacement/reimbursement/repair of properties where the lost/damage occur in circumstances other than those mentioned in Letter D (REQUEST FOR THE FACILITATION ON THE RELIEF FROM PROPERTY ACCOUNTABILITY) where loss or damage may be credited.

<b>Office or Division:</b>	Administrative Division-Property and Supply Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Government			
<b>Who may avail:</b>	DSWD FO MIMAROPA Employee			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
1. Request for the replacement or reimbursement of the money value of the lost property or payment of cost of repair of damaged property indicating initial Incident Report (1 original) 2. Copy of Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS) of the property for replacement (1 photocopy)	Designated Property Officer (DPO) of the Division/Accountable Officer/Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the <b>request for the replacement or reimbursement of the money value of the lost property or payment of cost of repair of damaged property</b> from the accountable officer/employee/	1. Received the request for the replacement or reimbursement of the money value of the lost property or payment of cost of repair of damaged property from the accountable officer/employee/COS worker having custody thereof.	None	5 hours	Head, PSS

COS worker having custody thereof. <i>Note: The request must be submitted within thirty (30) days from the occurrence of loss.</i>	2. Draft proper endorsement and forward the documents with recommendation from the Regional Director to COA			
	3. Received the endorsed documents for approval and/or appropriate resolution.	None	1 day	<i>Regional Director</i>
	4. Provide copy of the resolution to the requesting accountable officer/office, a copy for the personnel section and/or Cash Section for appropriate action. 5. File copy of documents in PSS.	None	5 minutes	<i>PSS</i>
<b>TOTAL</b>		None	1 day, 5 hours and 5 minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Property and Supply Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:supply.fomimaropa@dswd.gov.ph">supply.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Property and Supply Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p>



	For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24053
<b>How to file a complaint?</b>	Requesting party may submit a complaint through the official email address of Learning Development Section at <a href="mailto:supply.fomimaropa@dswd.gov.ph">supply.fomimaropa@dswd.gov.ph</a> .  For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24053
<b>How complaints are processed</b>	Complaint letter received by the Learning Development Section shall be forwarded to the concerned individual or office to address the concern.  The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.  Reply letter shall be sent to the complainant.  For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24053
<b>Contact Information of ARTA, PCC, CCB</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

## 70. Request for the Use of DSWD Conference Room

This process covers the request for the use of conference room in the office.

<b>Office or Division:</b>	Administrative Division- General Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Internal Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 original)		End-User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Form	1.1 Receive the accomplished Request Form	None	1 minute	<i>Admin Staff Incoming</i>



	1.2 Check the availability of requested date of Requesting Unit on a “first-come-first-served” basis  <i>Note: Request can be denied once the date is already booked/reserved for other Unit/Program/Section/Division</i>	None	1 minute	GSS Head
	1.2 Inform Requesting Unit whether request is approved or denied	None	1 minute	GSS Head/OIC DC Admin
<b>TOTAL</b>		None	<b>3 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback?</b>	<p>The General Services Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:genservices.fomimaropa@dswd.gov.ph">genservices.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The General Services Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8107 loc. 24049-50</p>
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of General Services Section at <a href="mailto:genservices.fomimaropa@dswd.gov.ph">genservices.fomimaropa@dswd.gov.ph</a>.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8107 loc. 24049-50</p>

<b>How complaints are processed</b>	<p>Complaint letter received by the General Services Section shall be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:          5336-8107 loc. 24049-50</p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## 71. Request for Use and Monitoring of Vehicle

This process covers the request for Vehicle of staff for official use.

<b>Office or Division:</b>	Administrative Division- General Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Internal Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Travel Request Form (1 original) 2. RTO/RSO/RAO (1 original)		End User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request for Vehicle	1.1. Receive and check completeness of the accomplished Vehicle Request Form and TRF /RTO submitted by Requesting Unit  Note: Incomplete forms shall be returned to Requesting Unit.	None	1 minute	<i>Admin Staff</i>
	1.2 Assign the trip ticket number, driver, and vehicle to be used.	None	2 minutes	<i>Admin Staff</i>
	1.3 Encode details of the request on the GSS Tracker and forward the request to the	None	1 minute	<i>Admin Staff</i>

	Head of GSS for review/approval			
	1.4 Review/approve the request and return the same to AO II/Administrative Aide IV, GSS for endorsement to Security Guards on duty	None	2 minutes	GSS Head/Admin Staff
	1.5 Endorse the approved request to Security Guards on duty for driver assignment and dispatch	None	2 minutes	GSS Head /Admin Staff/Security Guard
<b>TOTAL</b>		None	<b>8 minutes</b>	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The General Services Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:genservices.fomimaropa@dswd.gov.ph">genservices.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The General Services Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8107 loc. 24049-50</p>
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of General Services Section at <a href="mailto:genservices.fomimaropa@dswd.gov.ph">genservices.fomimaropa@dswd.gov.ph</a>.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5336-8107 loc. 24049-50</p>
<b>How complaints are processed</b>	<p>Complaint letter received by the General Services Section shall be forwarded to the concerned individual or office to address the concern.</p>

	<p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:          5336-8107 loc. 24049-50</p>
<b>Contact Information of ARTA, PCC, CCB</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

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

Turned over property due to its unserviceability or when the same is no longer needed by the accountable person shall be recorded in order to effect cancellation of property accountability of the client.

<b>Office/Division:</b>	Administrative Division – Property and Supply Section (AD-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>		
1. One (1) Original Copy and 1 photo copy of duly Accomplished Furniture and Equipment Transfer Slip (FETS)		1. To be prepared by the client OBSUs' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format;		
2. Actual Property for turnover		2. To be made available by the accountable person		
<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 FETS for turnover and property for turnover	1. Validate surrendered property vis-à-vis duly accomplished FETS  1.1 Fill up the "inspected and received by" portion in FETS  1.2 Provide copy of signed FETS to the Accountable Officer/Designated	None	15 Minutes	Property and Supply Section Staff

	Property and Supply Custodian.			
2. Updates record of surrendered items in PREMIS	<p>2.1. Validate submitted request if duly signed by the concerned officials and employees</p> <p>2.2. Validate FETS Request created by the Designated Property and Supply Custodian (DPSC) in PREMIS vis-à-vis the submitted FETS Request</p> <p>2.3. Approve request in PREMIS</p> <p>2.4. Generate and print PAR if acquisition cost of property is 15,000 and above, ICS if acquisition cost is lower than 15,0000. Signed the received by portion of PAR/ICS.</p> <p>2.5. Generate and print barcode sticker and attach to the surrendered property.</p>	None	1 Hour	Property and Supply Section Staff
	2.6. Approve PAR/ICS	None	5 Minutes	PSS Section Head
	<p>2.7. Scan approved documents and upload to PREMIS</p> <p>2.8. Record the approval of record in PREMIS</p> <p>2.9. File approved PAR/ICS and or undertaking in the respective folder of</p>	None	15 Minutes	Property and Supply Section Staff

	the accountable person for safekeeping			
<b>TOTAL</b>			1 Hour, 35 Minutes	

## FEEDBACK AND COMPLAINTS MECHANISMS

<b>How to send a feedback</b>	<p>Customer Feedback Form shall be provided to the client after cancellation of property accountability.</p> <p>Customer Feedback Form through PREMIS online shall be accomplished by the Designated Property and Supply Custodian before generating FETS for printing</p>
<b>How feedback is processed</b>	<p>Duly accomplished customer feedback forms shall be consolidated together with the generated PREMIS online customer feedback form once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.</p>
<b>How to file a complaint</b>	<p>Requesting OBSU and Field Office may submit an appeal for the request that has been denied or may send a complaint letter to the Administrative Division - Property and Supply Section DSWD FO MIMAROPA 1680 F.T. Benitez Street, Malate, Manila 1004 Email: <a href="mailto:supply.fomimaropa@dswd.gov.ph">supply.fomimaropa@dswd.gov.ph</a> Tel. No: 002 8336 8106</p>
<b>How complaints are processed</b>	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AD-PSS through 002 8336 8106 or through email: <a href="mailto:supply.fomimaropa@dswd.gov.ph">supply.fomimaropa@dswd.gov.ph</a></p>
<b>Contact information of ARTA, CSC, PCC</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603</p>

	/ 8736-8629 / 8736-8621
<b>Contact Center ng Bayan (CCB)</b>	SMS: 0908 881 6565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

### 73. 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 for signature of the new accountable person to warrant cancellation of property accountability of the previous accountable person.

<b>Office or Division:</b>	Administrative Division – Property and Supply Section (AD-PSS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of the duly accomplished Furniture and Equipment Transfer Slip (FETS)		To be prepared by the client ODSUs' Designated Property and Supply Officer through the Property Records and Equipment Monitoring Inventory System (PREMIS);		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for FETS	1. Validate submitted request if duly signed by the concerned officials and employees  1.1 Validate FETS Request created by the Designated Property and Supply Officer(DPSO) in PREMIS vis-à-vis the submitted FETS Request	None	1 Hour	Property and Supply Section Staff

	<p>1.2 Approve request in PREMIS</p> <p>1.3 Accomplish the “encoded by” portion in the submitted FETS request</p> <p>1.4 Generate and print 2 copies of PAR if acquisition cost of property is 15,000 and above, 2 copies of ICS if acquisition cost is lower than 15,000. Should the end user be COS, 2 copies of the undertaking shall be printed.</p> <p>1.5 Generate and print barcode sticker and attach to the printed PAR/ICS</p> <p>1.6 Record in the logbook details of transfer properties as stated in the printed PAR/ICS</p> <p>1.7 Forward PAR/CS to the concerned ODSUs for signature of the previous accountable person and the new accountable person</p>			
2. Return the duly accomplished PAR/ICS and or Undertaking and attach the barcode sticker to the visible and secure area of the property	2. Validate the returned document if accurately signed and forward to PSS Section Head for approval	None	15 Minutes	Property and Supply Section Staff



	2.1 Approve duly accomplished document	None	5 Minutes	PSS Section Head
	2.2 Provide 1 copy of approved PAR/ICS and or Undertaking to the Accountable Person  2.3 Record the approval of record in PREMIS  2.4 Scan and upload the approved PAR/ICS and or Undertaking  2.5 File approved PAR/ICS and or undertaking in the respective folder of the accountable person for safekeeping	None	30 Minutes	Property and Supply Section Staff
<b>TOTAL:</b>		None	1 Hour and 50 Minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p>The Property and Supply Section encourage the clients and citizens to give comments, feedback and suggestions during the conduct of transaction.</p> <p>Clients may answer the client satisfaction form and drop it at the designated drop box located at the Public Assistance and Complaint Desk. They can also send their feedbacks through email at <a href="mailto:supply.fomimaropa@dswd.gov.ph">supply.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>Through the email, all feedbacks are easily generated and consolidated.</p> <p>The Property and Supply Section will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of</p>

	<p>the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24053</i></p>
<b>How to file a complaint?</b>	<p>Requesting party may submit a complaint through the official email address of Learning Development Section at <a href="mailto:supply.fomimaropa@dswd.gov.ph">supply.fomimaropa@dswd.gov.ph</a>.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24053</i></p>
<b>How complaints are processed</b>	<p>Complaint letter received by the Learning Development Section shall be forwarded to the concerned individual or office to address the concern.</p> <p>The concerned individual will create a report after the evaluation and shall submit it to the Head of Office for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:  <i>5336-8106 loc. 24053</i></p>
<b>Contact Information of ARTA, PCC, CCB</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>        8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## VI. List of Offices

Office	Address	Contact Information
Office of the Regional Director	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24012
Office of the Assistant Regional Director for Operations	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24023
Office of the Assistant Regional Director for Administration	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24047
Accounting Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24020
Adoption Resources and Referral Unit	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24004
Administrative Division	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24052
Budget Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24019
Capability Building Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24042
Cash Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24021
Crisis Intervention Unit	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24003
Disaster Response Management Division	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24056
General Services Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24049/24050
Human Resource Management and Development Division	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24028
Information and Communication Technology Management Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24045
Internal Audit Unit	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24006

KALAHI-CIDSS NCDDP	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24001
Legal Service	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24006
Minors Travelling Abroad	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24004
National Household Targeting Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24038/24039
Pantawid Pamilyang Pilipino Program	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24037
Planning Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24015
Policy and Plans Division	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24016
Procurement Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24051
Protective Services Division	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24033
Property and Supply Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24053
Social Marketing Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24007
Social Pension Program	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24031
Standards Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24013/24014
Supplementary Feeding Program	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24035
Sustainable Livelihood Program	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 24025
Women and Children Welfare Sector	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: 5336-8107 Local: 240347