



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT  
Field Office MiMaRoPa Region  
1680 F.T. Benitez corner Malvar Sts., Malate, Manila

REQUEST FOR QUOTATION

RFQ No. 2023-08-1074 NP-SVP

Date: August 14, 2023

Company Name : \_\_\_\_\_  
Company Address : \_\_\_\_\_  
Contact Person : \_\_\_\_\_  
Contact No. : \_\_\_\_\_  
Email Address : \_\_\_\_\_  
Company TIN : \_\_\_\_\_  
PhilGEPS Reg. No. : \_\_\_\_\_

Sir/Madam:

Please quote your government price/s including delivery charges, VAT or other applicable taxes, and other incidental expenses for the goods listed in Annex A. **Failure to indicate information could be basis for non-compliance.** Also, furnish us with descriptive brochures, catalogues, literatures and/or samples, if applicable.

If you are exclusive manufacturer, distributor, or agent in the Philippines for goods listed in Annex A, please attach in your quotation a duly notarized certification to this effect.

Additionally, please attach copies of your Company's Business Permit, Mayor's Permit, PCAB License (if applicable), PhilGEPS Certificate, latest Income/Business Tax Return and a notarized or unnotarized Omnibus Sworn Statement in accordance with the attached format marked as Annex B. If awarded, please submit immediately the duly notarized Omnibus Sworn Statement (if previously submitted is unnotarized). The Certificate of Platinum Membership maybe submitted in lieu of the Mayor's /Business Permit and PHILGEPS Registration Number.

Please accomplish and submit this form together with Annex A to DSWD MIMAROPA Region -BAC Secretariat at 2nd Floor 1680 F.T. Benitez corner Malvar Sts., Malate, Manila or email to: [procurement.fomimaropa@dswd.gov.ph](mailto:procurement.fomimaropa@dswd.gov.ph) and [maediones@dswd.gov.ph](mailto:maediones@dswd.gov.ph) not later than **5:00 PM on August 21, 2023 (Monday)**. Quotations submitted to different email address(es) as stated above shall not be considered for evaluation. Please indicate in the subject of your email the title of the Project using this format: **[RFQ Number], [Deadline of Submission]**.

Very truly yours,

**HARVY B. CALABIO**  
Administrative Officer V  
Procurement Section Head

Terms and Conditions:

- Award shall be made on per: ☐ item basis ☒ total quoted price ☐ lot basis
- Price Validity shall be valid until: One Hundred Twenty (120) Calendar days
- Services shall be delivered on: 15 CD after receipt of approved Purchase Order
- Place of Delivery: DSWD MIMAROPA (1680 F.T. Benitez cor. Malvar St., Malate, Manila)
- Terms of Payment: within 30 days upon final inspection and acceptance  
Payment through LDDAP-ADA (List of Due and Demandable Accounts Payable- Advice to Debit Account)  
Account Name: \_\_\_\_\_ Account Number : \_\_\_\_\_  
Bank Name: \_\_\_\_\_ Branch: \_\_\_\_\_  
**\*\*Note: Non Land Bank of the Philippines accounts shall be charged a service fee**
- Liquidated Damages/Penalty: In case of failure to make full delivery within the time specified above, the amount of the liquidated damages shall be at least equal to one-tenth of one percent (0.001) of the cost of the unperformed portion for every day of delay shall be imposed. Once the cumulative amount of liquidated damages reaches ten percent (10%) of the amount of contract, the Procuring Entity may rescind or terminate the contract without prejudice to other courses of action and remedies available under the circumstances.
- For goods please indicate brand, model and country of origin.
- In case of discrepancy between unit cost and total cost, unit cost shall prevail.
- Please indicate warranty: \_\_\_\_\_
- NOTE: "Prospective supplier must be registered at the Philippine Government Electronic Procurement System (PhilGEPS). You may visit the PhilGEPS website at [www.philgeps.gov.ph](http://www.philgeps.gov.ph) to register "

**MARK ANTHONY E. DIONES**  
Telefax: 5336-8106 to 07 loc. 24052  
Contact Number: 09565162748

\_\_\_\_\_  
Signature Over Printed Name  
( Supplier)



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT  
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RFQ 2023-08-1074 NP-SVP

Date: \_\_\_\_\_ (should be filled up by supplier)

Company Name : \_\_\_\_\_  
Company Address : \_\_\_\_\_  
Contact Person : \_\_\_\_\_  
Contact No. : \_\_\_\_\_  
Email Address : \_\_\_\_\_  
Company TIN : \_\_\_\_\_  
PhilGEPS Reg. No. : \_\_\_\_\_

MOP: NP-SVP

Item No.	Qty.	Unit	PARTICULARS	Bidder's Specifications (Please fill out the specifications in the space provided) NOTE: Supplier must state here either the statement of compliance either "COMPLY" or "NOT COMPLY". "Failure to indicate information could be basis for non-compliance."	Unit Cost	Total Cost
1	48	piece	PRINTING IEC MATERIALS Assistance to Individual in Crisis Situation (AICS) Citizen's Charter (8 Copies x 6 pages)			
			Specifications: Size: 2x5. ft (60cm x 150cm) Color: Full Color, One-side printing Stock/Materials: Foldcote Cal.20 (Tarpaulin)			
2	4	piece	Minors Travelling Abroad Citizen's Charter (1 Copy x 4 pages)			
			Specifications: Size: 2x5. ft (60cm x 150cm) Color: Full Color, One-side printing Stock/Materials: Foldcote Cal.20 (Tarpaulin)			
3	28	piece	Poster for Minors Travelling Abroad (7 Copies x 4 pages)			
			Specifications: Size: 2x3 ft Color: Full Color, One-side printing Stock/Materials: C2S 220 Glossy			
4	6	piece	Roll-Up Banner Stand			
			Specifications: Size: 2x5. ft (60cm x 150cm) Color: White			
*** Nothing Follows ***						
TOTAL APPROVED BUDGET FOR THE CONTRACT: Fifty-One Thousand Six Hundred Pesos Only (Php 51,600.00)						
				Note: Please specify brand model/origin .		

PURPOSE: For the use of Crisis Intervention Section Regional and SWADT Office and Minors Travelling Abroad for FY 2023  
PR No.: 2023-08-1074 NP-SVP

☐ VAT  
☐ Non-VAT

\_\_\_\_\_  
(Signature over Printed name)  
Supplier

**IMPORTANT:** The winning bidder **MUST SIGN** the original copy of Purchase Order (P.O.) at DSWD FO MIMAROPA Region, Procurement Section within three (3) days from the date advance copy was served thru email. **FAILURE** to show up and sign the original P.O. means the bidder is not interested and will be ground for suspension or blacklisting in DSWD's future biddings.



Title of Service/Process: **PROVISION OF FINANCIAL ASSISTANCE**

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

Office or Division:	Crisis Intervention Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) valid identification card of the client/ person to be interviewed;	<p><b>Preferably issued by any government agencies such as but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Philippine Statistics Authority (PhilSys ID)</li> <li>• Social Security System/Government Service Insurance System (UMID ID, SSS/GSIS ID)</li> <li>• Philhealth (Philhealth ID)</li> <li>• Land Transportation Office (Driver's License)</li> <li>• Professional Regulation Commission (PRC ID)</li> <li>• Overseas Workers Welfare Administration (OWWA ID)</li> <li>• Department of Labor and Employment (iDOLE)</li> <li>• Pag-IBIG Fund (PAG-IBIG ID)</li> <li>• Commission on Election (Voter's ID or Voter's Certification)</li> <li>• Post Office (Postal ID)</li> <li>• Department of Foreign Affairs (Philippine Passport)</li> <li>• National Bureau of Investigation (NBI Clearance)</li> <li>• Department of Social Welfare and Development (4Ps ID)</li> <li>• Local Government Unit               <ul style="list-style-type: none"> <li>◦ <b>PWD ID</b></li> <li>◦ <b>Solo Parent ID</b></li> <li>◦ <b>City/Municipal ID</b></li> <li>◦ <b>Barangay ID</b></li> <li>◦ <b>Office of Senior Citizen Affairs (OSCA ID)</b></li> </ul> </li> <li>• Police Clearance</li> <li>• or any ID preferably with validity date, and picture and signature of the client.</li> </ul>
Signed Authorization Letter (if applicable)	<p>The beneficiary of Assistance except for those representing for immediate their family members will be exempted in requiring authorization letter. Based on the MC 6 series of 2023, Immediate family members refers to:</p> <ul style="list-style-type: none"> <li>• Spouse of the beneficiary;</li> <li>• Son or daughter of legal age;</li> <li>• Either parent of the beneficiary;</li> <li>• Brother or sister of legal age of the beneficiary</li> </ul>

## TRANSPORTATION ASSISTANCE

<p>1. Other supporting document/s such as but are not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena</p>	<ul style="list-style-type: none"> <li>• Police Station - Police Blotter or;</li> <li>• Hospitals/clinic - medical/ Clinical Abstract or any documents that can prove that beneficiary is admitted in a hospital;</li> <li>• Court- court order/subpoena or;</li> <li>• Death Certificate - Hospital/Municipal Health Office/Funeral Homes/Ima/Moro</li> <li>• Barangay- Certificate of Indigency or;</li> <li>• Social worker-justification or</li> <li>• Any proof that the client is stranded/trip ticket</li> </ul>
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## MEDICAL ASSISTANCE FOR HOSPITALBILL

1. Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Medical records of the Hospital/Clinic or the Attending Physician
2. Hospital bill / Statement of Account (outstanding balance) with name and signature of billing clerk.	Billing Office of the hospital



## Title of Service/Process: PROVISION OF FINANCIAL ASSISTANCE

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Social Case Study Report/ Case Summary.	Registered Social Worker in public or private practice. • DSWD • LSWDO • NGO • Medical Social Service
<b>MEDICAL ASSISTANCE FOR MEDICINE/ASSISTIVE DEVICE</b>	
1. Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)	• Medical records of the Hospital/Clinic or the Attending Physician
2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months	• Attending Physician from a hospital/clinic.
3. Social Case Study Report/ Case Summary.	Registered Social Worker in public or private practice. • DSWD • LSWDO • NGO • Medical Social Service
<b>MEDICAL ASSISTANCE FOR LABORATORY</b>	
1. Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
2. Laboratory Requests with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic
3. Social Case Study Report/ Case Summary.	Registered Social Worker in public or private practice. • DSWD • LSWDO • NGO • Medical Social Service
<b>FUNERAL ASSISTANCE FOR FUNERAL BILL</b>	
1. Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam
2. Promissory Note/Certificate of Balance	Authorized staff of the Funeral Parlor/ Memorial Chapel
3. Funeral Contract	Authorized staff of the Funeral Parlor/ Memorial Chapel
<b>FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER</b>	
1. Death Certificate/ Certification from the Tribal Chieftain (Original/certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain or Imam.
2. Transfer Permit	City/Municipal Hall
<b>EDUCATIONAL ASSISTANCE</b>	
1. Validated School ID and Valid I.D	School
2. a. Enrolment Assessment Form or Certificate of Enrolment or Registration; or Statement of Account	Barangay Hall where the client is presently residing



## Title of Service/Process: PROVISION OF FINANCIAL ASSISTANCE

FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS	
1. Project proposal	Local Government Unit
2. Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required	Barangay Hall where the client is presently residing
CASH RELIEF ASSISTANCE	
<p>Depending on the circumstances:</p> <ul style="list-style-type: none"> <li>• For Fire Victims: Police Report/ Bureau of Fire Protection Report from the Bureau of Fire</li> <li>• For Distressed OFs: Passport, Travel Document/s, certification from OWWA or the Barangay</li> <li>• For Rescued Client: Certification from a social worker or Case manager from rescued clients.</li> <li>• For victims of Online Sexual Exploitation: Police Blotter and social worker's certification for the victims of online sexual exploitation of children</li> <li>• <b>For Locally stranded individuals (LSI):</b> LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.</li> </ul>	<p>Bureau of Fire/PNP</p> <p>Overseas Workers Welfare Administration/Department of Migrant Workers/ Barangay</p> <p>Local Social Welfare and Development Office or other social welfare agencies</p> <p>Local Social Welfare and Development Office or other social welfare agencies</p> <p>Police Station –Police Blotter</p> <p>Hospital/Clinic – Medical Certificate signed by the Registered Physician</p>
<p><b>For all other incidents:</b></p> <p>Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/regulating agencies, as may be applicable such as but not limited to Police Report/Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification</p>	<ul style="list-style-type: none"> <li>• Barangay Hall where the client is presently residing</li> <li>• Police Station</li> <li>• AFP or PNP</li> <li>• Office of Civil Registry</li> <li>• Certificate from the LDRMO; or</li> <li>• Local Government Unit</li> <li>• Hospital or Clinic signed by Licensed Physician</li> </ul>
MATERIAL ASSISTANCE	
1. General Intake Sheet	DSWD CIU/CIS/SWAD
2. Material Assistance Distribution Sheet	DSWD CIU/CIS/SWAD

## FEEDBACK AND COMPLAINT MECHANISMS

How to send feedback	The client or referring party could express their feedback through a Satisfaction Survey Form that would be given at the end of the client's transaction in the Crisis Intervention Unit/Section (CIU/S) or through <a href="https://tinyurl.com/553zm6ka">https://tinyurl.com/553zm6ka</a> which will be given after they were assessed by the social worker where or not they receive assistance under Assistance to Individual in Crisis Situation (AICS) Program.
How feedback is processed?	The duly accomplished Satisfaction Survey Form shall be consolidated together with the generated online customer feedback form once a month, identifying issues and concerns of the clients, which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis





## Title of Service/Process: PROVISION OF FINANCIAL ASSISTANCE

### FEEDBACK AND COMPLAINT MECHANISMS

#### How to file a complaint

CIU/CIS and SWAD Offices shall implement two mechanisms for handling grievances and complaints which are (1) Written Communication and Email which is handled by the Grievance Focal Person (GFP), and (2) Personal or Onsite Complaints thru the establishment of the Public Assistance Complaint Desk (PACD).

A complaint may be filed through any of the established modalities:

- personal appearance (walk-in clients) through the Public Assistance and Complaints Desk- electronic email where concerns can be send to [ciu.fomimaropa@dswd.gov.ph](mailto:ciu.fomimaropa@dswd.gov.ph);
- Letters addressed to the Regional Director Leonardo C. Reynoso, CESO III through our Head Crisis Intervention Section, Ms. Iris M. Eyas;
- Through 8888 Citizen's Complaint Center

#### How complaints are processed

##### Written Communication and Email

##### Step 1: Recording and Tagging of Grievances

Grievances forwarded to the CID/CIS shall be received by the assigned incoming document administrative staff of CID/S. The said officer shall log the document in the Electronic Document Tracking Management System (EDTMS) of the Department signifying that the document was received by the office. They will then forward it to the Grievance Focal Person. The DRN, Subject of the document, and other pertinent details shall be listed in the monitoring tool for action of the Grievance Focal Person.

##### Step 2: Action and Response

Upon receiving the document, the Grievance Focal Person shall assess and inform the concerned staff/s, team, or section on their involvement in the received grievance case. The concerned staff or team shall be given three (3) days to respond to the complaint through a feedback letter. The said document shall be sent to the concerned parties copy furnished to the PMB-CID Grievance Focal Person.

##### Step 3: Monitoring

A designated Grievance Focal Person per CID/CIS and SWAD offices shall be responsible for responding to and monitoring grievances concerning their respective office. All grievances will be recorded and monitored through a centralized system to ensure all grievances are provided with appropriate action in compliance with RA. 11032.

##### Step 4: Termination

Grievances provided with an action shall be marked as resolved if no further follow-through from the complainant is received after three (3) days from the date the feedback letter was sent.

##### Personal or onsite complaints

A PACD shall be stationed within the CIU/CIS/SWAD Satellite Office operating area where it will be visible and accessible to clients. The management of the said offices shall designate a personnel to man the said desk to immediately respond to complaints of clients onsite. Below is the process of handling received cases.

##### Step 1: Recording of PACD Concern

The PACD Officer shall be in charge of addressing the concerns raised through the PACD and shall account all transactions through a PACD Monitoring Tool which will contain the basic information and contact details of the client, and their concern.





**DSWD**

Department of Social Welfare and Development

MIMAROPA REGION

# Citizen's Charter

Title of Service/Process: **PROVISION OF FINANCIAL ASSISTANCE**

## FEEDBACK AND COMPLAINT MECHANISMS

	<p>Step 2: Assessment and Intervention</p> <p>The PACD Officer shall be responsible to assess the concern of the client and shall intervene based on the presented concern. They shall observe maximum tolerance and calmly handle clients expressing their concerns or plea, whatever the case may be. For brevity, the PACD Officer shall provide a brief description of the actions taken to resolve the concern of the client on the PACD Monitoring Tool.</p> <p>In cases that the client persisted to be unresolved with the intervention despite the diligent effort of the PACD Officer to assist them with their case, the PACD Officer shall be required to prepare an incident report and escalate the concern with the management.</p>
Contact Information of ARTA, PCC and CCB	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>



**Maagap at  
Mapagkalingang  
Serbisyo!**

#BawatBuhayMahalagaSaDSWD



www.fo4b.dswd.gov.ph



@dswdfomimaropa

**ARTA**  
ANTI-RED TAPE AUTHORITY  
ALACANANG, MALACANANG







# DSWD

Department of Social Welfare and Development

MIMAROPA REGION

## Citizen's Charter

Title of Service/Process: **PROVISION OF FINANCIAL ASSISTANCE**



PROCEDURE DETAILS	AGENCY ACTIONS	TURN AROUND TIME	RESPONSIBLE PERSON
1. Secure a queuing number	1. Provide Client with queuing number	10 Minutes (Excluding Queuing Time)	PACD Officer
1.2 Present pertinent Document	1.2.1 DSWD personnel will check the validity, and completeness of required documents presented by the client.	20 Minutes (Excluding Queuing Time)	DSWD Personnel
	1.2.2 Check the client's record to the Crisis Intervention Monitoring System (CrIMS)	20 Minutes (Excluding Queuing Time)	
	1.2.3 If documents are complete and valid, and right frequency of availment, the client will be advised to proceed to step 2 and submit documents pertinent to their request. If not, the client will be advise to comply with the needed documents or be rescheduled to the date wherein the proper frequency of availment will be met	10 Minutes (Excluding Queuing Time)	
2. Submit pertinent documents for Interview and Assessment	2.1 The DSWD Social Welfare Officer (SWO) shall interview, assess the documentary requirements presented, and Fill out the information in the General Intake Sheet (GIS) and the Certificate of Eligibility (CE).	40 Minutes (Excluding Queuing Time)	SWO
	2.2 The DSWD Social Welfare Officer (SWO) shall determine the eligibility of the client to receive assistance, and recommend the appropriate assistance.	40 Minutes (Excluding Queuing Time)	SWO
	If found to be ineligible for the services under the program, the client will be formally informed of the reason of ineligibility and henceforth be declined and provided with a letter of disqualification to receive assistance.		
	Advise the client to Proceed to Step 3 and wait to be called for the release of assistance.	40 Minutes (Excluding Queuing Time)	SWO
	Forward the Client's Document to the Authorized Approving Officer.	40 Minutes (Excluding Queuing Time)	Authorized official/s
	Scan the client's approved documents for filing, and forward to Step 3 for releasing of assistance.	30 Minutes (Excluding Queuing Time)	DSWD Personnel
3. Receive Assistance	Check the Client's Identity	15 Minutes (Excluding Queuing Time)	SDO/RDO/DSWD personnel
	Release the Assistance.	15 Minutes (Excluding Queuing Time)	SDO/RDO/DSWD personnel
4. Fill out client satisfaction measurement survey	Receive the client satisfaction survey form	20 Minutes (Excluding Queuing Time)	Administrative personnel

**TOTAL TURNAROUND TIME:** 5 Hour, 40 Minutes for Cash Out Right (1)

1 Day or 24 Hours for Guarantee Letter (2)

Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department. (1)  
Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department. (2)



**Maagap at Mapagkalingang Serbisyo!**

#BawatBuhayMahalagaSaDSWD

[www.f04b.dswd.gov.ph](http://www.f04b.dswd.gov.ph)

@dswdfomimaropa

**ARTA**  
ANTI-RED TAPE AUTHORITY  
OFFICE OF THE ATTORNEY GENERAL



## Title of Service/Process: SECURING TRAVEL CLEARANCE FOR MINORS TRAVELING ABROAD

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

<b>Office or Division:</b>	<b>Travel Clearance Unit</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2C- Government to Citizen</b>
<b>Who may Avail:</b>	<b>Filipino Minors Traveling Abroad</b>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. For Minors Traveling Alone to a Foreign Country for the First Time</b>	
1. Duly accomplished Application Form	DSWD Field Offices or at download form at <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. LSWDO/SWAD Social Worker's assessment, when necessary	Local Social Welfare and Development Office where the minor resides
3. PSA issued Birth Certificate of Minor	Philippine Statistics Authority (PSA)
4.1 One (1) Photocopy of PSA issued Marriage Contract of minor's parents/ Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Bgy or religious leader. 4.2 PSA issued CENOMAR for illegitimate minors on SECPA;	Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader
5.1 Notarized Affidavit of Consent or Written Consent of both parents/ legal guardian/solo parent, whichever is applicable. 5.2 Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad.	Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad)
6. Two (2) original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months. No scanned picture is allowed.	Applicant
7. Affidavit of Support and Certified copy of evidence to show financial capability of sponsor e.g Certificate of Employment, Latest Income Tax Return, Bank Statement, etc)	Applicant
8. Certified True Copy of the Death Certificate (for deceased parent/s) on SECPA;	Applicant
9. Unaccompanied Minor Certificate from the Airlines	Airline Company where ticket is obtained
10. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
<b>B. For Succeeding Travel of Unaccompanied minor or Traveling Alone</b>	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. Notarized Affidavit or Written Consent of both parents, the Solo parent and the legal guardian, whichever is applicable, with copy of valid ID with signature	Law Office and Notarized at the applicants place of residence
3. Original copy of the previous Travel Clearance issued	Applicant
4. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted.	Any establishment that offers ID picture printing
5. Unaccompanied Minor Certificate from the Airline	Airline Company
6. Waiver from the parents releasing DSWD from any liability in case of untoward incident during the travel of the child.	Applicant



**DSWD**

Department of Social Welfare and Development

MIMAROPA REGION

# Citizen's Charter

**Title of Service/Process: SECURING TRAVEL CLEARANCE FOR MINORS TRAVELING ABROAD**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>C. Minor Traveling for the First time with persons other than the Parents or Legal Guardian</b>	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. Copy of the PSA issued birth certificate of the minor	Philippine Statistics Authority (PSA)
3. Notarized affidavit or written consent of both parents or solo parent or legal guardian, attached with valid identification card with specimen signature.	Applicant
4. Copy of Marriage Certificate of minors parents (SECPA), Solo Parent ID, for Solo Parents, Court Decree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from PSA; in case of deceased parent/s, copy of the Death Certificate.	PSA, Local Social Welfare and Development Office (for the Solo Parents ID); Family Court.
5. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted.	Applicant
6. Photocopy of the passport of the traveling companion.	Minor's traveling companion
<b>D. Minors Traveling subsequently with a Person Other than the Parents or Legal Guardian</b>	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. Original copy of the Travel Clearance previously issued by the DSWD Field Office;	Applicant
3. Notarized Affidavit of Consent from biological parent/s, legal guardian authorizing a particular person to accompany the child in his/her travel abroad, with a copy of the valid identification card with specimen signature.	Applicant
4. Two (2) original colored passport size photos of the minor taken within the last six (6) months. No scanned pictures will be accepted;	Applicant
5. Photocopy of the Passport of the traveling companion.	Minor's traveling companion
<b>Additional Requirements for Minors Under Special Circumstances:</b>	
<b>For Filipino Minors Migrating to Another Country</b>	
1. Visa Petition Approval	Applicant
<b>For Minors Studying Abroad</b>	
1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled.	Applicant
<b>For Minors who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:</b>	
1. Certification from Sponsoring Organization	Sponsor Organization
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency	Sports Agency
3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	Sponsoring Organization
<b>Minors going Abroad for Medical Purposes</b>	
1. Medical Abstract of the Minor	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	Attending Physician
3. Letter from the Sponsor	Sponsor
<b>Minors going Abroad for Inter-Country Adoption</b>	
1. Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)
2. Authority to Escort issued by ICAB	Inter-Country Adoption Board (ICAB)

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**DSWD**

Department of Social Welfare and Development

MIMAROPA REGION

# Citizen's Charter

**Title of Service/Process: SECURING TRAVEL CLEARANCE FOR MINORS TRAVELING ABROAD**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Additional Requirements for Minors Under Special Circumstances:</b>	
<b>Minors under Foster Care</b>	
1. Notarized Affidavit of Undertaking by the Foster Parents	Foster Parent
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative	DSWD Regional Director
3. Photocopy of Foster Placement Authority	Applicant
4. Photocopy of Foster Care License of the Family	Applicant
5. DSWD Certification of the CDCLAA Except those under Kinship Care	DSWD
6. Return Ticket	Applicant
<b>Minors Under Legal Guardianship</b>	
1. Certified True Copy of the Court Order on Legal Guardianship	Court
<b>For Minors whose parents are Seafarers</b>	
1. Certification from the Manning Agency attesting to the parents employment	Applicant
2. Photocopy of Seaman's Book of Parent/s	Applicant
<b>For Minors whose parents are Seafarers</b>	
1. Social Case Study Report from the LSWDO where the alleged missing parent's last known address	Local Social Welfare and Development Office
2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent	Local Police or Barangay of the alleged missing parent/s last known address
3. One (1) returned registered mail to the last known address of the alleged missing parent/s known address.	Applicant

**FEEDBACK AND COMPLAINTS MECHANISM**

<b>How to send feedback</b>	DSWD-Field Office send memo/email to DSWD-PMB
<b>How feedbacks are processed</b>	DSWD-PMB send a reply letter/memo to the concerned Field Office
<b>How to file a complaint</b>	Complaints can be filed thru sending a letter or email to PMB-DSWD. The details of the complaint should be included in the information.
<b>Complaint using 8888</b>	SMS will receive the complaint and will be forwarded to PMB if the concern is: a. On Programs and Services- SPD will be the one replying to the complaint b. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint
<b>How complaints are processed</b>	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.  Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD Field-Office
<b>Contact info of ARTA, PCC and CCB</b>	Tel No. 8847-5093 Email Address: complaints@arta.gov.ph  Hotline: 8888 Email Address: pcc@malacanang.gov.ph  Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565

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**ARTA**  
ARTI-NG-TAGAPAG-ALAY  
AGENCY FOR TRAVEL ASSISTANCE



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