



# **DSWD**

**Department of Social Welfare and Development**

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

**CITIZEN'S CHARTER HANDBOOK  
7<sup>TH</sup> EDITION**

**2023**



**DEPARTMENT OF  
SOCIAL WELFARE AND DEVELOPMENT**

**FIELD OFFICE MIMAROPA**

**CITIZEN'S CHARTER**  
**7<sup>th</sup> Edition**  
**2023**

## **Quality Policy**

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

- D**eliver, coordinate, and monitor social protection programs and services to the poor, vulnerable, and disadvantaged population towards a fair, just and peaceful society;
- S**ustain a culture of excellence through continual improvement of systems, mechanisms, and procedures in the delivery of programs and services;
- W**ork with integrity and adhere to ethical standards for customer satisfaction and quality service by complying with the DSWD mandates, and other pertinent laws; and
- D**emonstrate genuine concern for the poor, prompt compassionate service, and free from any form of corruption.

**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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Offices	DOCUMENT # (SOP Number)	Type of Service	Name Of Service
AD	DSWD-AS-SOP-004	Service (Internal)	Physical Count of Property, Plant and Equipment (PPE)
AD	DSWD-AS-SOP-008	Service (Internal)	Recording, Documentation and Issuance of Expendable or Consumable Supplies
AD	DSWD-AS-SOP-009	Service (Internal)	Recording, Documentation and Issuance of PPE and Semi-Expendable Properties
AD	DSWD-AS-SOP-010	Service (Internal)	Request for Technical Assistance relative to Building and Grounds Management
AD	DSWD-AS-SOP-011	Service (Internal)	Request for Use and Monitoring of Vehicle
AD	DSWD-AS-SOP-012	Service (Internal)	Surrender/Turnover of Property and Cancellation of Property Accountability
AD	DSWD-AS-SOP-013	Service (Internal)	Transfer of Property Accountability
AD	DSWD-AS-SOP-014	Service (Internal)	Facilitation of Request for Relief from Property Accountability from Commission on Audit
AD	DSWD-AS-SOP-015	Service (Internal)	Facilitation of Request for Replacement/ Reimbursement of Lost Damaged or Destroyed Properties
AD	DSWD-AS-SOP-016	Service (External)	Issuance of Gate Pass for Service Providers and Suppliers
AD	DSWD-AS-SOP-017	Service (External)	Issuance of Property Clearance for Separated Official and Employees
AD	DSWD-AS-SOP-018	Service (Internal)	Issuance of Sticker Pass
AD	DSWD-AS-SOP-019	Service (Internal)	Provision of Technical Assistance on Property and Supply Management
AD	DSWD-AS-SOP-020	Service (External)	Receiving Request for Information
AD	DSWD-AS-SOP-021	Service (Internal)	Re-issuance of Equipment and Semi-expendable Supplies
AD	DSWD-AS-SOP-022	Service (Internal)	Request for Air Transport Service
AD	DSWD-AS-SOP-024	Service (Internal)	Request for Technical Assistance for Special Sanitation and Disinfection of the Offices
AD	DSWD-AS-SOP-025	Service (Internal)	Request for the Use of DSWD Conference Room
AD	DSWD-AS-SOP-028	Service (Internal)	Procurement under Agency to Agency
AD	DSWD-AS-SOP-029	Service (Internal)	Procurement under Direct Contracting

Offices	DOCUMENT # (SOP Number)	Type of Service	Name Of Service
AD	DSWD-AS-SOP-030	Service (Internal)	Procurement under Direct Retail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets
AD	DSWD-AS-SOP-031	Service (Internal)	Procurement under Emergency Cases
AD	DSWD-AS-SOP-032	Service (Internal)	Procurement under Highly Technical Consultant
AD	DSWD-AS-SOP-033	Service (Internal)	Procurement under Lease of Real Property and Venue
AD	DSWD-AS-SOP-034	Service (Internal)	Procurement under Repeat Order
AD	DSWD-AS-SOP-035	Service (Internal)	Procurement under Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services
AD	DSWD-AS-SOP-036	Service (Internal)	Procurement under Shopping under Section 52.1 (B)
AD	DSWD-AS-SOP-037	Service (Internal)	Procurement under Small Value Procurement
AD	DSWD-AS-SOP-038	Service (Internal)	Procurement under Two (2) Failed Biddings
HRMDD	DSWD-HRMDS-SOP-001	Service (Internal)	Certification of Performance Rating
HRMDD	DSWD-HRMDS-SOP-006	Service (External)	Issuance of Completed Central Office Clearance Certificate from Money, Property and Legal Accountabilities (CO Clearance) to Separated Officials and Employees
HRMDD	DSWD-HRMDS-SOP-007A	Service (Internal)	Issuance of Certificate of Employment to current officials, employees and Contract of Service Workers
HRMDD	DSWD-HRMDS-SOP-007B	Service (Internal)	Issuance of Certificate of Leave Credits to current officials and employees
HRMDD	DSWD-HRMDS-SOP-007C	Service (Internal)	Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to current officials and employees
HRMDD	DSWD-HRMDS-SOP-008	Service (Internal)	Issuance of Service Record to current Officials and Employees
HRMDD	DSWD-HRMDS-SOP-009	Service (External)	Issuance of Service Record to Separated Officials and Employees
HRMDD	DSWD-HRMDS-SOP-010A	Service (External)	Issuance of Certificate of Employment to Separated Officials, Employees, and Contract of Service Workers

Offices	DOCUMENT # (SOP Number)	Type of Service	Name Of Service
HRMDD	DSWD-HRMD-SOP-010B	Service (External)	Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to Separated Officials and Employees
LU	DSWD-LS-SOP-001	Service (Internal)	Issuance of Online Certificate of No Pending Administrative Cases (CENOPAC)
LU	DSWD-LS-SOP-002	Service (External)	Rendering Legal Opinions and Advice on Matters Brought by External Clients
FMD	DSWD-FMS-SOP-003	Service (External)	Processing of BIR Form 2322: Certificate of Donation
FMD	DSWD-FMS-SOP-006	Service (External)	Processing of Request for Accounting Certifications of Former DSWD Employees
DRMD	DSWD-DRMG-SOP-001A	Service (External)	Processing of Relief Augmentation Request by DSWD Field Offices
PSD	DSWD-PMB-SOP-004	Service (External)	Securing Travel Clearance for Minors Traveling Abroad
PSD	DSWD-PMB-SOP-005	Service (External)	Provision of Assistance to Solo Program
PSD	DSWD-PMB-SOP-006	Service (External)	Auxiliary Social Services to Persons with Disabilities
PSD	DSWD-PMB-SOP-007	Service (External)	Case Management in Center and Residential Care Facility
PSD	DSWD-PMB-SOP-009	Service (External)	Facilitation of Referral on Child in Need of Special Protection (CNSP) to Field Offices and other Intermediaries
PSD	DSWD-PMB-SOP-010	Service (External)	Implementation of the Assistance to Individuals in Crisis Situation Program for Clients Transacting with the DSWD Offices (CIU/CIS/SWAD OFFICES)
PSD	DSWD-PMB-SOP-011	Service (External)	Implementation of the Assistance to Individuals in Crisis Situation Program for Clients Tagged as Group of Individuals
PSD	DSWD-PMB-SOP-012	Service (Internal)	Implementation of Government Internship Program (GIP) to Central Office and Field Offices
PSD	DSWD-PMB-SOP-013	Service (External)	Implementation of the Supplementary Feeding Program (SFP)
PSD	DSWD-PMB-SOP-017	Service (External)	PLHIV Referral for Care and Support Services
PSD	DSWD-PMB-SOP-020	Service (External)	Provision of Assistance to People Living with HIV (PLHIV)
PSD	DSWD-PMB-SOP-021B	Service (External)	21B. Procedure for Social Pension Provision to Indigent Senior Citizens
PSD	DSWD-PMB-SOP-022	Service (External)	Provision of Assistance under the Recovery and Reintegration Program for Trafficked Persons (RRPTP)
PSD	DSWD-PMB-SOP-023	Service (External)	Provision of Centenarian Gift to Centenarians

Offices	DOCUMENT # (SOP Number)	Type of Service	Name Of Service
4PS	DSWD-4PS-SOP-001	Service (External)	Request for 4Ps Data
4PS	DSWD-4PS-SOP-002	Service (External)	Grievance Intake and Response
KALAHI-CIDSS	DSWD-KALAHI-SOP-004	Service (External)	Eligibility Assessment for the Balik Probinsya Bagong Pag-Asa Program
SLP	DSWD-SLP-SOP-003	Service (External)	Referral Management Process for SLP-RPMO
SLP	DSWD-SLP-SOP-004	Service (External)	Grievance Management Process for SLP-RPMO
CBS	DSWD-SWIDB-SOP-002	Service (Internal)	Borrowing of KEC Materials and Collections
CBS	DSWD-SWIDB-SOP-003	Service (Internal)	Endorsement of Continuing Professional Development Application and Completion Report
CBS	DSWD-SWIDB-SOP-004	Service (Internal)	KEC Function Room Reservation and Use
CBS	DSWD-SWIDB-SOP-005	Service (External)	Provision of Resource Person to DSWD Intermediaries and Stakeholders
STU	DSWD-STB-SOP-001	Service (External)	Technical Assistance on Program/Project Development or Enhancement
STU	DSWD-STB-SOP-003	Service (External)	Technical Assistance on STB-developed Programs and Projects
SS	DSWD-SB-SOP-001	Service (External)	Accreditation of Civil Society Organizations (CSOs) To Implement DSWD Projects and/or Program using DSWD Funds
SS	DSWD-SB-SOP-002	Service (External)	Accreditation of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs)
SS	DSWD-SB-SOP-003	Service (External)	Endorsement of Duty-Exempt Importation of Donations to SWDAs
SS	DSWD-SB-SOP-004	Service (External)	Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation and Organization: Temporary Permit During State of Emergency/Calamity
SS	DSWD-SB-SOP-005	Service (External)	Licensing of Private Social Welfare and Development Agencies (SWDAs) - Operating in more than one Region
SS	DSWD-SB-SOP-006	Service (External)	Registration of Private Social Welfare and Development Agencies (SWDAs) - Operating in more than one Region
SS	DSWD-SB-SOP-007	Service (External)	Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - Organized by the Sustainable Livelihood Program (SLP)

Offices	DOCUMENT # (SOP Number)	Type of Service	Name Of Service
SS	DSWD-SB-SOP-008	Service (External)	Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - Non-SLP Organized
SS	DSWD-SB-SOP-009	Service (External)	Accreditation of Pre - Marriage Counselors
SS	DSWD-SB-SOP-010	Service (External)	Accreditation of Social Workers Managing Court Cases
SS	DSWD-SB-SOP-011	Service (External)	Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation and Organization: National Regular Permit
SS	DSWD-SB-SOP-012	Service (External)	Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation, Organization and Association: Regional Regular Permit
SS	DSWD-SB-SOP-013	Service (External)	Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation and Organization: Regional Temporary Permit During State of Emergency/Calamity
SS	DSWD-SB-SOP-014	Service (External)	Licensing of Private Social Welfare and Development Agencies (SWDAs) - Operating in one Region
SS	DSWD-SB-SOP-015	Service (External)	Pre-Accreditation Assessment of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs) - Operating within the Region
SS	DSWD-SB-SOP-016	Service (External)	Registration of Private Social Welfare and Development Agencies (SWDAS) - Operating in one Region
AOC	DSWD-AOC-SOP-001	Service (External)	Handling of 8888 Complaints and Grievances (Group: Program wide/Division Wide)
RICTMS	DSWD-ICTMS-SOP-001	Service (Internal)	ICT Support Services
PDPS	DSWD-PDPB-SOP-001	Service (External)	Approval for the conduct of research study & acquiring primary data from DSWD officials/personnel, beneficiaries, and clients
PDPS	DSWD-PDPB-SOP-002	Service (External)	Obtaining Social Welfare and Development (SWD) Data and Information
NHTS	DSWD-NHTO-SOP-001	Service (External)	Data-sharing- list of data Subjects
NHTS	DSWD-NHTO-SOP-002	Service (External)	Data-sharing- name matching
NHTS	DSWD-NHTO-SOP-003	Service (External)	Data-sharing. Statistics/Raw Data Request
NHTS	DSWD-NHTO-SOP-004	Service (Internal)	Data Sharing with DSWD OBSUs – List of Data Subject
NHTS	DSWD-NHTO-SOP-005	Service (Internal)	Data Sharing with DSWD OBSUs- Name Matching
NHTS	DSWD-NHTO-SOP-006	Service (External)	Walk-in name matching data request



Offices	DOCUMENT # (SOP Number)	Type of Service	Name Of Service
NHTS	DSWD-NHTO- SOP-007	Service (Internal)	Data Sharing with DSWD OBSUs – Statistics/Raw Data Request





**DEPARTMENT OF  
SOCIAL WELFARE AND DEVELOPMENT**

**FIELD OFFICE MIMAROPA**

**FRONTLINE (EXTERNAL)  
SERVICES**

## **ADMINISTRATIVE DIVISION (AD)**

### **FRONTLINE (EXTERNAL) SERVICES**

## 1. 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/Division:</b>	Administrative Division – Property and Supply Section (AD-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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Three (3) original copies of duly accomplished Gate Pass  2. Number of Property/ies to be brought outside 3. Two (2) copies of duly accomplished Equipment Borrower Slip/ printed email from accountable person authorizing the borrower to bring the property 4. One (1) photocopy of Special Order for order of succession		1. To be prepared by the client OBSUs' Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format 2. To be prepared by the client without any prescribed format 3. To be prepared by the client OBSUs' DPSC through PREMIS with prescribed format 4. Records and Archives Management Section (RAMS)		
<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 gate pass with attachments and present property for Checking	1. Received 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	None	15 Minutes	<i>PSS staff</i>

	(PREMIS) 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 AD-PSS Section Head for approval.			
	1.2 Approve Gate Pass	None	5 Minutes	<i>PSS Section Head</i>
	1.3 Scan the Gate Pass barcode to record the time of approval.	None	2 Minutes	<i>PSS Staff</i>
	1.4 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 Triplicate – PSS copy	None	5 Minutes	<i>PSS Staff</i>
2. Present property together with the duplicate copy of the approved Gate Pass to the security guard	borrower/person who shall take the equipment out of the DSWD premises and instruct the latter to secure new gate pass reflecting the correct details of the property to be borrowed/brought outside the DSWD premises	None	10 Minutes	<i>Security Guard On-Duty</i>
	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			
	2.2 Scan the barcode of the Gate Pass to record the time of bringing out of the equipment in the PREMIS.	None	2 Minutes	<i>Security Guard On-Duty</i>

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	3. Review and validate returned property vis-à-vis signed duplicate copy of gate pass 1. With discrepancy – Go to AD-PSS and inquire on how to proceed  b. Without discrepancy – sign the gate pass, both the original and duplicate copy and indicate the date of return	None	10 Minutes	Security Guard On-Duty
	3.1 Scan the barcode in the Gate Pass to record the time of return of equipment	None	2 Minutes	Security Guard on Duty
	3.2 Surrender original copies of gate pass for returned property to AD-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	AD-PSS staff
	3.4 File gate pass for safe keeping and future reference	None	10 Minutes	AD-PSS staff
<b>TOTAL:</b>		<b>None</b>	<b>1 HOUR, 16 MINUTES</b>	

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

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

<b>Office/Division:</b>	Administrative Division – Property and Supply Section (AD-PSS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Employees who are:  1. Resigned 2. Transferred to other Government Offices 3. Non-renewal of Contract 4. Terminated

5.Retired				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>A. <u>Without Property Accountability</u></b> 1. Three (3) copies of Clearance Form  <b>B. <u>With Property Accountability</u></b> 1. Three (3) copies of Clearance Form One (1) Original Copy of Duly Accomplished Furniture and Equipment Transfer Slip (FETS) to 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		<b>A. <u>Without Property Accountability</u></b> 1. Personnel Administration Division with prescribed format.  <b>B. <u>With Property Accountability</u></b> 1. Personnel Administration Division prescribed format 2. 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 3. DSWD Commission on Audit without any prescribed format 4. Property Supply and Asset Management Division without any prescribed format		
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	<i>PSS Technical Staff</i>
	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	<i>PSS Technical Staff</i>
	<b>1.2 No Accountabilities</b> Process the clearance by affixing initial and forward to the Division Chief for approval  <b>With Accountabilities</b> Inform OBSU of the applicant on the remaining accountabilities to process cancellation of accountabilities through Memorandum	None	15 Minutes	<i>PSS Technical Staff</i>

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	<i>PSS Technical Staff</i>
	2.1. If property accountability was cancelled, initial clearance and forward to the Division Chief (DC) for signature	None	5 Minutes	<i>PSS technical staff</i>
	2.2. Sign Clearance	None	5 Minutes	<i>PSS Division Chief</i>
	2.3. Scan and record signed clearance in logbook and forward to the next office concerned	None	10 Minutes	<i>Incoming / Outgoing PSS Staff</i>
	2.4. Upload scanned signed clearance in PREMIS	None	10 Minutes	<i>PSS technical staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 HOURS</b>	

### 3. Receiving Request for Information

The Administrative Division – Records and Archives Management Section (AD– RAMS) shall be receiving and conducting an 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. 02, series of 2016, on FOI.

These are information involving transactions, general operations, thrusts, and programs of the Department involving public interest subject to the procedures and limitations provided in the Executive Order 02, series of 2016.

<b>Office or Division:</b>	AD-RECORDS AND ARCHIVE MANAGEMENT SECTION	
<b>Classification:</b>	Covered by special law (Executive Order No. 02, s. of 2016)	
<b>Type of Transaction:</b>	G2C – Government to Citizens	
<b>Who may avail:</b>	Individuals with Filipino Citizenship	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>1. Standard Request</b> 1. One (1) Request letter addressed to <b>Secretary Rex Gatchalian</b> at DSWD-Central Office, IBP Road		Requesting party may visit: <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2017-009.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2017-009.pdf</a> for the FOI Request Form

Batasan Pambansa Complex, Constitution Hills, Quezon City. 2. Attach one (1) FOI Request Form  1. Must state your complete name, contact information and purpose of your request  2. Attach one (1) photocopy of government issued I.D or school I.D (for registered students) with photo  3. One (1) Receiving copy (for client reference)		or  Secure FOI Request Form in the DSWD-AD-RAMS		
<b>2. Online Requests or through eFOI portal</b> 1. Visit the eFOI website 1. Choose Make a Request icon 2. Select Department of Social Welfare and Development 3. Click on Write My Request 1. Ensure all the mandatory fields are filled out 4. Attach a copy of government issued I.D or school I.D (for registered students) with photo		Requesting party may visit the FOI website to place their request: <a href="https://www.foi.gov.ph/">https://www.foi.gov.ph/</a>		
<b>3. If unable to make a written request, because of illiteracy or disability</b> 1. Visit the nearest DSWD Office or contact Ms. Kenneth M Montenegro in DSWD-Field Office MIMAROPA at (02) 5- 328-5111 to 5114 local 24049 for inquiries 2. Make verbal request to the DSWD FOI Receiving Officer (FRO) who shall reduce the request to FOI Request Form 3. Provide one (1) copy of government issued I.D or school I.D (for registered students) with photo and authorization		Requesting may visit the nearest DSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit FOI Request with attached photocopy of any government issued I.D or school I.D (for registered students) with photo	1. DSWD FRO shall receive and conduct initial evaluation to FOI Request  Check if requested information is already posted and available online: 1.1.1. If available, inform the requesting party and provide the	None	1 hour	Kenneth M. Montenegro <i>OIC – Division Chief / DSWD FRO</i>



	<p>link of posted information through the indicated contact details of the requesting party.</p> <p>2. Check if the requested information is substantially similar or identical to previous requests by the same requesting party.</p> <p>1. If the same, then request shall be denied.</p> <p>1.2.2 Issue a letter signed by the DSWD FDM indicating the full denial and the reason for such denial to the requesting party.</p> <p>1.3. If correct and complete, transmit the FOI request to the DSWD FOI Decision Maker (FDM) for further evaluation and onward submission to concerned OBS.</p>			
2. Will received notification/ requested info/data from the contact info provided	<p>1. DSWD FRO shall receive the info/ data from the respective office</p> <p>2. Release of requested info/data to the requesting party through email or courier service</p>	None	15 mins.	Kenneth M Montenegro <i>OIC – Division Chief /            DSWD FOI Receiving            Officer</i>
<b>TOTAL</b>		<b>None</b>	<b>1 hour and 15 minutes</b>	

## **AGENCY OPERATIONS CENTER (AOC)**

## **FRONTLINE (EXTERNAL) SERVICES**

## 1. Handling of 8888 Complaints and Grievances (Group: Program wide / Division wide)

In line with **Executive Order No. 06., Series of 2016, "Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center,"**. Hence, The Agency Operation Center will ensure action on concerns, complaints and requests for assistance referred to Department of Social Welfare and Development through 8888 Citizens' Complaint Hotline in compliance with the 72 - Hour directive of the President.

<b>Office or Division:</b>	Agency Operation Center – 8888 Action Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government – to – Citizens (G2C); Government – to – Government (G2G)			
<b>Who may avail:</b>	Person who has concerns and complaints to the Department of Social Welfare and Development received thru 8888 Citizen's Complaint Hotline.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
To process 8888 Citizen's Complaint Hotline Concerns; 1. Referral Letter / Reference number from 8888 Citizen's Complaint Center; 2. Client's Information if any (Name, Address, Telephone number, E-mail Address); 3. Complete details of concern.		Agency Operation Center – 8888 Action Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 8888 Citizen's Complaint Hotline refer / send the referral letter to DSWD through the 8888 web system.	1. Receive, assess, record, and endorse the ticket to the concerned OBSU, FOs and AA.	None	20 Minutes	<i>Technical Staff</i> (AOC – 8888 Action Center)
2. Hotline 8888 client to receive response / action on the concern.	2.1 Designated OBSU, FOs and AA receive, review and send ticket requests to their designated Division/Unit for action.  2.2 The Division / Unit act on the concern of the client.  2.3 The concerned office to provide a signed official document / proof of action on the ticket request to AOC – DSWD 8888 Action Center.	None	71 Hours, 10 Minutes	<i>Technical Staff</i>  Designated Division / Unit in DSWD (OBSU/FO/AA)
3. 8888 Citizen's Complaint Center to receive response / update / feedback.	3.1 DSWD AOC receive, review and acknowledge the signed official document of responses.	None	25 Minutes	<i>Technical Staff</i> (AOC – 8888 Action Center)

	3.2 For not concrete and specific response – return the letter to the concerned office and inform them to act on the concern. 3.3 For concrete and specific response – request the closure of the ticket to Hotline 8888 Administrator.			
	4. Update the database and mark it as closed.	None	5 Minutes	<i>Technical Staff</i> (AOC – 8888 Action Center)
<b>TOTAL:</b>		<b>None</b>	<b>72 Hours</b>	

## **CAPACITY BUILDING SECTION (CBS)**

### **FRONTLINE (EXTERNAL) SERVICES**

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

Processing of requests for resource persons to capacitate intermediaries and stakeholders with the needed knowledge and skills to effectively implement social welfare and development and social protection programs and services that are responsive to the needs of different sectoral groups in the community.

<b>Office or Division:</b>	Capacity Building Section
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizen
<b>Who may avail:</b>	DSWD intermediaries (local government units, non-government organizations, peoples' organizations, civil society organizations, academe) and stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo of Request		Requesting party		
Confirmation Letter/ Regret Letter/ Referral Letter		DSWD Field Office Capacity Building Section/Social Welfare Institutional Development Section		
Client Satisfaction Measurement Survey Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Send request letter to DSWD		None		
	1. Receive, check and log the request letter.  Create a Routing Slip for the received request.  After recording, forward the request letter and the routing slip to the Office of the Regional Director (ORD).	None	1 Hour	Records Section: Administrative Staff (RS:AS)
	2. Upon receipt at the ORD, record the received request.  Then, forward the request to the Regional Director for his/her action.	None	3 Hours	Regional Executive Assistant (REA)/ORD Staff
	3. Review the letter and provide instruction/s. Then, endorse the	None	3 Hours	Regional Director

	request letter to the SWIDS/ CBS Admin Staff.			
	4. Receive and record the request letter, and forward it to the Section Head/OIC for review of the request.	None	3 Hours	Queenie Sumaculub Administrative Assistant II
	5. Review the request and assign it to technical staff.	None	1 Hour	Angelyn Agundo Administrative Officer V
	6. Review the completeness of the request.	None	15 minutes	Valerie Jayne Jingco Training Specialist II
	<p>7. If the details of the request are complete, identify a resource person by checking the directory of Core Group of Specialists</p> <p>If not complete, coordinate with the requestor to complete the details of the request through a request form.</p> <p><i>Note: If the request indicates preference in RP for the activity, the assigned CBS/ SWIDS staff shall still take a look at the available list and offer to change the RP if there will be an available RP on top of the preferred one.</i></p>	None	1 Hour and 45 minutes	Valerie Jayne Jingco Training Specialist II
	<p>8. Once the senior specialist is identified per database/list, coordinate with the supervisor of the CGS member (Specialist)/ to inform and check on his/her availability.</p> <p><i>Note: If the supervisor of the CGS member will not be able to respond within 5 hours, assigned CBS/SWIDS staff will e-mail the CGS member with the details of the request.</i></p> <p>If the senior specialist is not available, coordinate with the</p>	None	12 Hours	Valerie Jayne Jingco Training Specialist II

	<p>prospective RPs in the following order:</p> <ol style="list-style-type: none"> <li>1. Junior Specialist (JS)</li> <li>2. Program Focal (PF)</li> <li>3. SWDL Net Member</li> </ol> <p>If no RP is available, coordinate with the requestor and negotiate the date of the activity to suit the availability of the prospective RP and the requester.</p> <p>If the requester is amenable to changing the date, the same process of coordination, following the sequence, will be done.</p>			
	<p>9. Prepare and forward the Routing Slip, Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the CB/SWID Section Head for review and initials.</p> <p>If no RP is available and the requester is not amenable to changing the date, prepare a letter of regret and the CSMS Form.</p>	None	2 Hours	Valerie Jayne Jingco Training Specialist II
	<p>10. Review and forward the Routing Slip, Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the Office of the Regional Director.</p> <p><i>with corrections:</i> Return the Confirmation Letter/ Regret Letter, and draft RSO to the assigned CBS/ SWIDS staff.</p> <p><i>with no correction:</i> Forward the Confirmation Letter/ Regret Letter, and RSO to the PSD Chief/ Division Chief concerned.</p>	None	3 Hours	Angelyn Agundo Administrative Officer V
	<p>11. Review and approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter.</p> <p><i>if with corrections:</i> Return the Confirmation Letter/ Regret</p>	None	3 Hours	Regional Director



	Letter, and RSO/ Referral Letter to CBS/SWIDS Head.  <i>If with no corrections:</i> Approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter then forwards to CBS/SWIDS Administrative Staff.			
	12. Send the Confirmation Letter/ Regret Letter, and CSMS Form (google form) to the Requester, and RSO to the RP Supervisor/ Referral Letter to SWD L-Net Member.  Record the details in the Logbook/ Incoming Database.	None	1 Hour	Queenie Sumaculub Administrative Assistant II
2. Accomplish CSMS Form then submit to the CBS/SWIDS Administrative Staff via email	13. Collect the accomplished CSMS Form (google form), convert it to PDF then forward the pdf copy to the Document Custodian via E-mail.  Encode the rest of the details of the request to the Database.	None		Queenie Sumaculub Administrative Assistant II
<b>TOTAL PROCESSING TIME:</b>		None	<b>34 Working Hours or 4 Days and 2 Hours</b>	

**DISASTER RESPONSE MANAGEMENT  
DIVISION  
(DRMD)**

**FRONTLINE (EXTERNAL) SERVICES**

## 1. 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.

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

<b>Office or Division:</b>	Disaster Response Management Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Local Government Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
LGU Request, with either of the following attachments: <i>Situational Report / Assessment Report / Disaster Incident Report and its relative attachments based on existing guidelines</i>		c/o the Concerned LGU		
Response Letter to LGUs		DSWD FO		
Delivery Receipt		DSWD FO		
Relief Distribution Sheet (RDS)		DSWD FO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1) Send request letter with either of the following attachments: Situational Report / Assessment Report / Disaster Incident Report and its relative attachments based on existing guidelines	1) Receive the request and logs the documents, and route LGU request to DRMD Chief	none	5 minutes	DRMD Admin Staff and DRMD Chief
	2) DRMD Chief endorses request to DRRS Section Head for review	None	10 minutes	DRMD Chief
	3) Conduct desk review /	none	2 hours	DRRS Head

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	assessment and validation of request: review, validate and assess the request by the 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			
	4) DRMD Chief coordinates with the RROS Head / Staff to validate availability of FNI Resources for augmentation to LGUs, and to determine other logistics requirements	none	30 minutes	DRRS Head / Staff
	5) If FNIs are not available, prepare Request Letter for Augmentation of FNI Resources from OUSDRMG, attention DRMB	none	* 30 minutes	RROS Head
	6) If FNIs are available, prepare RIS/IF (c/o RROS) and Response Letter to LGUs (c/o	none	1 hour	DRRS / RROS Head

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	DRRS), and endorse to the DRMD chief			
	7) Division Chief reviews all documents; provide recommendation; initial pertinent documents; and endorse to the ARDO. If documents are not in order, return to Agency Action (AA) #3.	none	1 hour	DRMD Chief
	8) Review all documents and provide recommendations; sign RIS/IF and initial on other pertinent documents. If documents are not in order, return to AA #7	none	1 hour	Assistant Regional Director for Operations (ARDO)
	9) If documents are in order, endorse to the RD for approval / disapproval	none	1 hour	Regional Director (RD)
2) Receive letter of approved request on the release of goods to LGUs	10) Send Response Letter to LGUs through DRMD Admin Staff and forward RIS/IF, Assessment Report, LGU Request Letter to RROS Head / Staff for release of Goods	none	1 hour	DRMD Chief

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3) Receive requested goods through hauling or delivery	11) Coordinate with concerned LGUs for release of goods through delivery or hauling, and facilitate the following: a) coordination on the schedule of delivery / hauling of goods from DSWD warehouse to LGU; b) Facilitate preparation and signature of Delivery Receipt by RROS Head; and c) Facilitate release of goods to LGUs and ensure signed receipts of RIS/IF and Delivery Receipt by receiving LGUs	none	2 hours	DRRS/RROS Head / Staff  RROS Head / Staff RROS / DRRS Staff
4) Fill up Client Satisfaction Measurement Form (CSMF)	12) Conduct survey on Client Satisfaction thru release of CSMF to recipient LGUs	none	30 minutes	RROS / DRRS Staff
	13) Report on the release of FNIs thru submission of any of the following – * Summary Report	none	1 hour	RROS / DRMD Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	* Feedback Report * Signed RIS * Delivery Receipts * FNI Augmentation and Delivery Report – reflecting release of goods to the DRMD Head and DROMIC			
5) Submit signed Relief Distribution Sheet	14) Gather all RDS submitted by the LGUs for liquidation and accountability purposes.	none	within 60 days after receipt of goods ( <i>not included in the processing time</i> )	RROS / DRMD Staff
<b>TOTAL</b>		<b>NONE</b>	<b>11 HOURS, 15 MINUTES</b>	

## **FINANCIAL MANAGEMENT DIVISION (FMD)**

### **FRONTLINE (EXTERNAL) SERVICES**



## 1. Processing of BIR Form 2322 (Certificate of Donation)

This covers the request of Donor's Certificate of Donation / Deed of donation or any document showing proof of donations.

<b>Office or Division:</b>	Financial Management Division-Accounting Section
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Processing of Certificate of Donations
<b>Who may avail:</b>	Donors of cash and in-kind donations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Electronic or hard copy of request form for Certificate of Donation (DSWD-FMS-GF-002)	<p>1. The Donor may download and print the request form from <a href="https://www.dswd.gov.ph/about-us-2/citizens-charter/">https://www.dswd.gov.ph/about-us-2/citizens-charter/</a> form is located under General Administration and Support Services Group, select Request form for Certificate of Donation; -or-</p> <p>2. Personally visit the Accounting Section to fill-up and submit the request form.</p> <p><b>Schedule of request:</b> Monday – Friday, 9:00 AM – 5:00 PM</p> <p><b>Note: Online requests beyond 5 PM will be responded/acknowledged the following working day.</b></p>
<p>Electronic or hard copy of the supporting documents:</p> <p>A. Donor must submit:</p> <ol style="list-style-type: none"> <li>1. Filled up request form;</li> <li>1. Signed and Notarized Deed of Donation;</li> <li>2. Official receipt for cash donations; or</li> <li>3. Acknowledgement receipt <b>and</b> delivery receipt for Donations in Kind.</li> </ol> <p>B. Authorized representative must submit:</p> <ol style="list-style-type: none"> <li>1. Filled up request form and above mention requirements;</li> <li>2. Authorization letter from the donor;</li> <li>3. Photocopy of government issued ID of the donor and the authorized representative (1 copy)</li> </ol>	Requesting Party/Donor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Donor may download and print the request form (DSWD-FMS-GF-002) from <a href="https://www.dswd.gov.ph/about-us-2/citizens-charter/">https://www.dswd.gov.ph/about-us-2/citizens-charter/</a> (the form is located under General Administration and Support Services Group, select Request Form for Certificate of Donation);  -or-  1.2 Personally visit the Accounting Section to fill-up and submit the request form	None           Accounting Section shall issue the request form	None           None	5 minutes-walk-in/email           5 minutes-walk-in/email	Donor           FMD-Accounting Section (Ms. Ma. Corazon B. Calumpad/ Administrative Assistant II)
2.1 Scan the filled-up form and email together with the supporting documents to <a href="mailto:accounting.fomimaropa@dswd.gov.ph">accounting.fomimaropa@dswd.gov.ph</a> and <a href="mailto:mcbcalumpad@dswd.gov.ph">mcbcalumpad@dswd.gov.ph</a>  -or-  Personally submit the filled-up form together with the supporting documents to Accounting Section.	For E-mail - The Accounting staff shall acknowledge and review the received documents as to completeness and request for original copy upon claiming.  For Walk-in- The Accounting Staff shall receive and check the completeness of the request form and required supporting documents  Note: Only request with complete requirements will be accepted and processed. All	None	5 minutes-walk-in/email	FMD-Accounting Section (Ms. Ma. Corazon B. Calumpad/ Administrative Assistant II)

	request with incomplete requirements shall be returned to client.			
3. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate	<p>The Accounting Staff shall record the details of donation and indicate the schedule of release of BIR Form 2322: Certificate of Donation.</p> <p>Preparation of Certificate of Donation for Signature of the Secretary or the Authorized Representative</p>	None	6 minutes walk-in/email  Schedule: Six (6) days and seven (7) hours	FMD-Accounting Section (Ms. Ma. Corazon B. Calumpad/ Administrative Assistant II)
2. Present the following: 4.1 Donor must present the following (Walk in) Claim stub (Email) printed Email of Acknowledgement Receipt and original copy of supporting documents. 4.2 <i>The Authorized representative must present the following:          Above mention supporting documents</i>  Authorization letter for the representative, if claimed by person other than the former employee, together with the photocopy of the latter's	The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release shall be issued to the requesting party/ies	None	10 minutes	FMD-Accounting Section (Ms. Ma. Corazon B. Calumpad/ Administrative Assistant II)
3. Accept the requested certificate and sign the	The Accounting Staff shall issue and assist the	None	1. minutes	FMD-Accounting Section (Ms. Ma. Corazon B. Calumpad/

logbook for acknowledgement	requesting party to receive the certificate and sign the logbook for acknowledgement of the BIR Form 2322: Certificate of Donation.			Administrative Assistant II)
6. Provide Customer Feedback Form to the requesting party	The Accounting staff shall provide the customer feedback to the requesting party for the service provided.	None	1 minutes	FMD-Accounting Section (Ms. Ma. Corazon B. Calumpad/ Administrative Assistant II)
<b>TOTAL:</b>		<b>None</b>	<b>6 days, 7 hours and 30 minutes</b>	

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

This covers the processing of requests by DSWD separated employees for the certifications in the Accounting e.g., certifications of remittances to the government agencies for the mandatory deductions such as GSIS, HDMF and Philhealth.

<b>Office or Division:</b>	Financial Management Division-Accounting Section		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	Processing of Request for Accounting Certification of Former DSWD Employees		
<b>Who may avail:</b>	Former employees of the Department; or His/Her authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Electronic or hard copy of the request form for Accounting Certification of Former DSWD Employees (DSWD-FMS-GF-001)		1.1 . The former DSWD employee or his/ he authorized representative may download and print the request form via <a href="https://www.dswd.gov.ph/about-us-2/citizens-charter/">https://www.dswd.gov.ph/about-us-2/citizens-charter/</a> (form is located under General Administration and Support Services Group, select Request Form for Accounting Certification of the Former DSWD Employees);  1.2. Personally visit the Financial Management Division-Accounting Section	

		Schedule of request: Monday – Friday, 9:00 AM – 5:00 PM  <i><b>Note: On-line requests beyond 5 pm will be responded/acknowledged the following working day.</b></i>		
1. Supporting documents: A. Former DSWD employee must submit: <ul style="list-style-type: none"> <li>• Filled-up request form;</li> <li>• Photocopy of the former employee government-issued ID (1 copy)</li> </ul> B. Authorized representative must submit: <ul style="list-style-type: none"> <li>• Filled-up request form;</li> <li>• Authorization letter for the representative, if claimed by person other than the former employee;</li> <li>• Photocopy of the former employee government-issued ID and the authorized representative (1 copy)</li> </ul> C. Upon claiming of the certification: <ul style="list-style-type: none"> <li>• Claim Stub or Printed Email Acknowledgement Receipt must be presented;</li> <li>• Identification card (ID) of the former employee or authorized representative;</li> <li>• Authorization letter for representative, if claimed by person other than the former employee, together with the photocopy of the latter's ID</li> </ul>		Former DSWD employees of the Department; or His/Her authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The former DSWD employee or his/ he authorized representative may access, download and print the request form (DSWD-FMS-GF-001) via <a href="https://www.dswd.gov.ph/Download">https://www.dswd.gov.ph/Download</a> (form is located	None  <b>Accounting Certifications</b> 1. Cost of Service (COS) worker: <ul style="list-style-type: none"> <li>• Last Cost of Services Processed;</li> </ul>	None	5 minutes	Former employees of the Department; or His/Her authorized representatives  FMD-Accounting Section (Ms. Ma. Corazon B. Calumpad/ Administrative Assistant II/ Administrative Assistant II)

<p>under General Administration and Support Services Group, select Request Form for Accounting Certification of the Former DSWD Employees); -or-</p> <p>Personally visit the Accounting Section</p>	<p>1.2 Permanent, Casual and Contractual employee:</p> <ul style="list-style-type: none"> <li>• Last Salary Processed;</li> <li>• Pag-IBIG Loan Amortization Withheld and Remittances;</li> <li>• GSIS Loan Amortization Withheld and Remittances</li> <li>• Philhealth Contribution and Remittances (maximum of one year)</li> </ul>			
<p>2. The former employee of the Department; or his/her authorized representative may send the scanned form and supporting documents to Accounting Section address <a href="mailto:accounting.fomim@dswd.gov.ph">accounting.fomim@dswd.gov.ph</a> and <a href="mailto:mcbcalumpad@dswd.gov.ph">mcbcalumpad@dswd.gov.ph</a></p> <p>Personally submit the filled-up form together with the supporting documents to the Accounting Section</p>	<p>Email) - The accounting staff shall acknowledge and review the received documents as to completeness and request for original copy or print the emailed scanned documents;</p> <p>(Walk-in) - The Accounting Staff shall receive and secure the completeness of the request form and required supporting documents.</p> <p><b>Note:</b> <b>Only request with complete requirements will be accepted and processed. All request with incomplete requirements shall be returned to the client.</b></p>	None	10 minutes	<p>Former employees of the Department; or His/Her authorized representatives</p> <p>FMD-Accounting Section (Ms. Ma. Corazon B. Calumpad/ Administrative Assistant II)</p>

3.Wait for the <b>acknowledgement receipt</b> through email or ask for the <b>claim stub</b> for walk-in requests with schedule to claim the certificate	<p>The Accounting Staff shall record to the monitoring sheet the details of the request and indicate the schedule to claim the certificate with control number.</p> <p>The accounting staff shall respond to the email of the former DSWD employee for the schedule of the release with reference number of the document or claim stub for the walk-in</p>	None	15 minutes – walk-in/ email	FMD-Accounting Section (Ms. Ma. Corazon B. Calumpad/ Administrative Assistant II)
	<p>Preparation of Certificate for Accounting Certification for former DSWD Employees: The Accounting Staff shall collect the data to the concerned Division/Section/Unit (Cash and HR-PAD) and prepare the request for Accounting Certification of Former DSWD-Employees. The Unit Head shall review the certification and the Head of Accounting shall sign the reviewed certification.</p>	None	6 days and 35 minutes	Accounting, Cash and HRMDD-PAS Staff

<p>4. Present the following:</p> <ul style="list-style-type: none"> <li>○ Former DSWD Employees:           <ul style="list-style-type: none"> <li>▪ Claim stub or Printed Email</li> <li>▪ Acknowledgement Receipt</li> </ul> </li> </ul> <p><i>The Authorized representative must present the following:</i></p> <p>Authorization letter for the representative, if claimed by person other than the former employee, together with the photocopy of the latter's government-issued ID (1 copy)</p>	<p>The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release and shall be issued to the requesting party/ies</p>	<p>None</p>	<p>15 minutes</p>	<p>FMD-Accounting Section (Ms. Ma. Corazon B. Calumpad/ Administrative Assistant II)</p>
<p>5. Accept the requested certificate and sign the logbook for acknowledgement</p>	<p>The Accounting Staff shall issue and assist the requesting party to receive and sign in the logbook for acknowledgement of the Certificate for Accounting Certification of Former DSWD Employees.</p>	<p>None</p>	<p>5 minutes</p>	<p>FMD-Accounting Section (Ms. Ma. Corazon B. Calumpad/ Administrative Assistant II)</p>
<p>6. Provide Customer Feedback Form to the requesting party</p>	<p>The Accounting staff shall provide the customer feedback to the requesting party for the service provided.</p>	<p>None</p>	<p>2 minutes</p>	<p>FMD-Accounting Section (Ms. Ma. Corazon B. Calumpad/ Administrative Assistant II)</p>
<p><b>TOTAL :</b></p>		<p><b>None</b></p>	<p><b>6 days, 1 hour and 27 minutes</b></p>	



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

## **FRONTLINE (EXTERNAL) SERVICES**

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

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

<b>Office or Division:</b>	Personnel Administration Section (PAS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	Separated Field Office (FO) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area		
FO Clearance Certificate		Client		
Special Power of Attorney (If authorized representative)		Client or if none, FILE 201		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send Request/s thru:  a. Courier Mail. • Send mail to: DSWD FO MIMAROPA, 1680 Benitez St, cor, Gen. Malvar St, Malate, 1004  • Attention to: Personnel Administration Section  b. E-mail. • Send email to: <a href="mailto:hrmdd.fomimaro.pa@dswd.gov.ph">hrmdd.fomimaro.pa@dswd.gov.ph</a>	1. Receive the mail/e-mail/ Request Form with the complete documents submitted by the requesting party/client	none	10 minutes	<b>Jelly B. Escobar</b> /Administrative Aide IV  <b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan</b> / Administrative Officer II  <b>Krizzie Ross C. Garduque</b> / Administrative Assistant III

c. Walk-in. 1. Accomplish the HRMDD-PAS Request Form (write contact details as well if preferred mode of receipt via courier, purposes, as needed) and submit to PAS <b>together with complete supporting documents.</b>				
2. Wait for advice of the assigned PAD Focal Person	2.1. Review the Service Card data, if updated review documents submitted and check the FILE 201 / PER 16 if needed.	none	2 Days, 4 hours (depending on the period of retrieving the files)	<b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan</b> / Administrative Officer II
	2.2. Encode/check details of SR, print the issuance and attach the necessary documents	none		
	2.3. Review and Sign/initial the SR	none	2 hours (depending on the availability of signatories)	<b>Mary Grace C. Samonte</b> / OIC- Section Head Personnel Admin. Division  <b>Joel S. Mijares</b> / Division Chief Human Resource Management and Development Division
3. Inform PAS on method of receiving the duly-signed SR.	3. Inform the client that the SR is ready and ask if for pick-up or for courier service (either through chat, e-mail or phone call)	none	5 minutes	<b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan</b> / Administrative Officer II
4.1. If the SR is to be sent via courier service, wait until the parcel is sent to given address.	4.1.1. Prepare and print the transmittal letter with information on how to return customer feedback.	none	20 minutes	

	Attach one originally signed SR and one Customer Feedback Form for accomplishment			
	4.1.2. Review and Sign/Initial the transmittal letter	none	1 hour	<b>Mary Grace C. Samonte / OIC-</b> Section Head Personnel Admin. Division  <b>Joel S. Mijares /</b> Division Chief Human Resource Management and Development Division
	4.1.3. Encode tracking details in the e-DTMS	none	5 minutes	<b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan /</b> Administrative Officer II
	4.1.4. Forward the document to the AS-RAMD for courier service	none	5 minutes	
4.2. If the SR is for pick-up, proceed to PAD and get the requested document.	4.2.1. Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	<b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan /</b> Administrative Officer II
4.3. 4.3. If the SR is to be sent via Electronic Mail (Email)	4.3.1. 4.3.1. Email and Attach the scanned copy of duly-signed SR and one Electronic Customer Feedback Form for accomplishment	none	5 minutes	
<b>TOTAL:</b>		<b>none</b>	<b>3 Days</b>	<i>May be extended depending on the volume of transactions handled</i>

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

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

<b>Office or Division:</b>	Personnel Administration Section (PAS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	Separated Field Office (FO) Officials and Employees who already has a duly-accomplished FO Clearance Certificate on file/submitted to PAS and without any money, property, and legal accountabilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
Letter of Separation and its Acceptance		Client or if none, FILE 201		
Special Power of Attorney (If authorized representative)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Request/s thru:  a. Courier Mail. • Send mail to: DSWD FO MIMAROPA, 1680 Benitez St, cor, Gen. Malvar St, Malate, 1004  • Attention to: Personnel Administration Section  b. E-mail.	1. Receive the mail/e-mail/ Request Form with the complete documents submitted.	none	10 minutes	<b>Jelly B. Escobar</b> /Administrative Aide IV  <b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan</b> / Administrative Officer II  <b>Krizzie Ross C. Garduque</b> / Administrative Assistant III

<ul style="list-style-type: none"> <li>Send email to: <a href="mailto:hrmdd.fomimaropa@dswd.gov.ph">hrmdd.fomimaropa@dswd.gov.ph</a></li> </ul> <p>c. Walk-in.</p> <ul style="list-style-type: none"> <li>Accomplish the HRMDD-PAS Request Form (write contact details as well if preferred mode of receipt via courier, purposes, as needed) and submit to PAS <b>together with complete supporting documents.</b></li> </ul>				
<p><b>2.</b> Wait for advice of the assigned PAS Focal Person</p>	<p>2.1. Review the documents submitted and check the FILE 201 / PER 16 to retrieve the CO Clearance Certificate on file.</p>	<p>none</p>	<p>2 days, 6 hours (may take longer hours depending on the period of retrieving the files)</p>	<p><b>Ma. Apple Charize D. Simon</b> / Administrative Assistant II</p> <p><b>Sittie R. Hamima Macadato</b> /Administrative Aide IV</p> <p><b>Monifah D. Daragangan</b> / Administrative Officer II</p> <p><b>Krizzie Ross C. Garduque</b> / Administrative Assistant III</p>
	<p>2.2. If there is an extra original copy of the CO Clearance Certificate on file, remove it from the FILE 201 / PER 16. If there is only one (1) original copy of the CO Clearance Certificate on file, have it photocopied then put a "Certified True Copy" stamp on it.</p>	<p>none</p>		

	2.3. Sign the photocopied CO Clearance Certificate as to the "Certified True Copy"	none		<b>Mary Grace C. Samonte / OIC- Section Head Personnel Admin. Division</b>  <b>Joel S. Mijares / Division Chief Human Resource Management and Development Division</b>
3. Inform PAS of preferred method of receiving the original/CTC copy of the CO Clearance Certificate	3. Inform the client that the original/CTC copy of his/her CO Clearance Certificate is ready and ask if for pick-up or for courier service (either through chat, e-mail, or phone call)	none	10 minutes	<b>Ma. Apple Charize D. Simon / Administrative Assistant II</b>  <b>Sittie R. Hamima Macadato /Administrative Aide IV</b>  <b>Monifah D. Daragangan / Administrative Officer II</b>
4. If the original/CTC copy of the CO Clearance Certificate is to be sent via courier service, wait until the parcel is sent to given address	4.1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one original/CTC copy of the CO Clearance Certificate and one Customer Feedback Form for accomplishment	none	30 minutes	<b>Krizzie Ross C. Garduque / Administrative Assistant III</b>
	4.2. Review and Sign/initial the transmittal letter	none	1 hour	<b>Mary Grace C. Samonte / OIC- Section Head Personnel Admin. Division</b>  <b>Joel S. Mijares / Division Chief</b>

				Human Resource Management and Development Division
	4.3. Encode tracking details in the e-DTMS	none	5 minutes	<b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan</b> / Administrative Officer II  <b>Krizzie Ross C. Garduque</b> / Administrative Assistant III
	4.4. Forward the document to the AD-RAMS for courier service	none	5 minutes	
If the SR is for pick-up, proceed to PAS and get the requested document.	Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	<b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan</b> / Administrative Officer II  <b>Krizzie Ross C. Garduque</b> / Administrative Assistant III
4.3. If the SR is to be sent via Electronic Mail (Email)	4.3.1. Email and Attach the scanned copy of duly-signed SR and one Electronic Customer Feedback Form for accomplishment	none	10 minutes	<b>Krizzie Ross C. Garduque</b> / Administrative Assistant III
<b>TOTAL:</b>		<b>none</b>	<b>3 days</b>	<i>May be extended depending on the volume of transactions handled</i>



### 3. Issuance of Certificate of Employment to separated Officials, Employees and Contract of Service Workers

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

<b>Office or Division:</b>	Personnel Administration Section (PAS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	Separated Field Office (FO) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area		
FO Clearance Certificate		Client		
Special Power of Attorney (If authorized representative)		Client or if none, FILE 201		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Request/s thru:  a. Courier Mail. • Send mail to: DSWD FO MIMAROPA, 1680 Benitez St, cor, Gen. Malvar St, Malate, 1004  • Attention to: Personnel Administration Section  b. E-mail. • Send email to:  <a href="mailto:hrmdd.fomimaropa@dswd.gov.ph">hrmdd.fomimaropa@dswd.gov.ph</a>	1. Receive the complete documents submitted	none	10 minutes	<b>Jelly B. Escobar</b> /Administrative Aide IV  <b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan</b> / Administrative Officer II  <b>Krizzie Ross C. Garduque</b> / Administrative Assistant III

<p>c. Walk-in.</p> <p>1. Accomplish the HRMDD-PAS Request Form (write contact details as well if preferred mode of receipt via courier, purposes, as needed) and submit to PAS <b>together with complete supporting documents.</b></p>				
<p>2. Wait for advice of the assigned PAS Focal Person</p>	<p>2.1. Review the documents submitted and check the FILE 201 if needed.</p>	<p>none</p>	<p>2 days, 4 hours (may take longer hours depending on the period of retrieving files, if needed)</p>	<p><b>Sittie R. Hamima Macadato</b> /Administrative Aide IV</p> <p><b>Monifah D. Daragangan</b> / Administrative Officer II</p> <p><b>Krizzie Ross C. Garduque</b> / Administrative Assistant III</p>
	<p>2.2. Encode/ check details to COE, print the issuance and attach the necessary documents</p>	<p>none</p>		
	<p>2.3. Review and Sign/initial the COE</p>	<p>none</p>	<p>2 hours</p>	<p><b>Mary Grace C. Samonte</b> / OIC- Section Head Personnel Admin. Division</p> <p><b>Joel S. Mijares</b> / Division Chief Human Resource Management and Development Division</p>
<p>3. Inform PAS of preferred method of receiving the duly signed COE</p>	<p>3. Inform the client that the COE is ready and ask if for pick up or for courier service (either through chat, e-mail, or phone call)</p>	<p>none</p>	<p>10 minutes</p>	<p><b>Sittie R. Hamima Macadato</b> /Administrative Aide IV</p> <p><b>Monifah D. Daragangan</b> /</p>

4.1. If COE is to be sent via courier service, wait until the parcel is sent to given address.	4.1.1 Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed COE and one Customer Feedback Form for accomplishment.	none	15 minutes	Administrative Officer II  <b>Krizzie Ross C. Garduque</b> / Administrative Assistant III
	4.1.2. Review and Sign/Initial the transmittal letter	none	1 Hour	<b>Mary Grace C. Samonte</b> / OIC- Section Head Personnel Admin. Division  <b>Joel S. Mijares</b> / Division Chief Human Resource Management and Development Division
	4.1.3. Encode tracking details in the e-DTMS	none	5 minutes	<b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan</b> / Administrative Officer II  <b>Krizzie Ross C. Garduque</b> / Administrative Assistant III
	4.1.4 Forward the document to the AD-RAMS for courier service	none	5 minutes	
4.2 If COE is for pick-up, proceed to PAS and get the requested document.	4.2.1. Provide one originally signed COE to the client and have it properly received by him/her. Ask the client to accomplish Customer Feedback Form	none	10 minutes	<b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan</b> /

4.3. If the SR is to be sent via Electronic Mail (Email)	4.3.1. Email and Attach the scanned copy of duly-signed SR and one Electronic Customer Feedback Form for accomplishment	none	5 minutes	Administrative Officer II  <b>Krizzie Ross C. Garduque</b> / Administrative Assistant III
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	<i>May be extended depending on the volume of transactions handled</i>

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

The Certificate of Leave Without Pay (LWOP)/No LWOP is issued to separated Officials and employees in the Central Office who have been cleared of money, property, and legal accountabilities, which certifies that they have/do not have Leave Without Pay (LWOP) for a certain period.

<b>Office or Division:</b>	Personnel Administration Section (PAS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	Separated Field Office (FO) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area		
FO Clearance Certificate		Client		
Special Power of Attorney (If authorized representative)		Client or if none, FILE 201		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send Request/s thru:  a. Courier Mail. • Send mail to: DSWD FO MIMAROPA, 1680 Benitez St, cor, Gen. Malvar St, Malate, 1004	1. Receive the complete documents submitted	none	5 minutes	<b>Jelly B. Escobar</b> /Administrative Aide IV  <b>Ma. Apple Charize D. Simon</b> / Administrative Assistant II  <b>Sittie R. Hamima Macadato</b> /Administrative Aide IV

<ul style="list-style-type: none"> <li>• Attention to: Personnel Administration Section</li> </ul> <p>b. E-mail.</p> <ul style="list-style-type: none"> <li>• Send email to:  <a href="mailto:hrmdd.fomimaropa@dswd.gov.ph">hrmdd.fomimaropa@dswd.gov.ph</a></li> </ul> <p>c. Walk-in.</p> <ul style="list-style-type: none"> <li>• Accomplish the HRMDD-PAS Request Form (write contact details as well if preferred mode of receipt via courier, purposes, as needed) and submit to PAS <b>together with complete supporting documents.</b></li> </ul>				<p><b>Monifah D. Daragangan /</b> Administrative Officer II</p>
<p>2. Wait for advice of the assigned Focal Person</p>	<p><b>2.1 Review the documents submitted and check if the client already has an encoded ELARS.</b></p> <p><b>If there is none, encode the ELARS.</b></p> <p><b>If there is an encoded ELARS, proceed to step 2.5</b></p> <p><b>If there is an encoded and reviewed ELARS, proceed to step 3.</b></p>	<p>none</p>	<p>6 days, 4 hours and 35 minutes</p> <p><i>(May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the ELARS, or length of</i></p>	<p><b>Ma. Apple Charize D. Simon</b> / Administrative Assistant II</p> <p><b>Sittie R. Hamima Macadato</b> /Administrative Aide IV</p> <p><b>Monifah D. Daragangan /</b> Administrative Officer II</p>

	<p><b>2.2 Review/check the ELARS vis-à-vis the leave card.</b></p> <p><b>2.3 Reprint the corrected ELARS, if errors are found.</b></p> <p>2.4 Encode the needed details to the CLWOP/CNLWOP, print the issuance and attach the necessary documents.</p>		<i>service of the client.)</i>	
	<p><b>2.5 The PAS Focal Person shall forward the CLWOP/CNLWOP to the Certifying Authority for certification.</b></p> <p>The Certifying Authority shall sign the CLWOP/CNLWOP.</p>	none	2 hours	<p><b>Ma. Apple Charize D. Simon</b> / Administrative Assistant II</p> <p><b>Sittie R. Hamima Macadato</b> /Administrative Aide IV</p> <p><b>Monifah D. Daragangan</b> / Administrative Officer II</p> <p><b>Mary Grace C. Samonte</b> / OIC- Section Head Personnel Admin. Division</p> <p><b>Joel S. Mijares</b> / Division Chief Human Resource Management and Development Division</p>
3. Inform PAD of preferred method of receiving the duly-signed Certificate.	3. Inform the client that the Certificate is ready and ask if for pick-up or for	none	10 minutes	<b>Ma. Apple Charize D. Simon</b>

	courier service (either through chat, e-mail or phone call)			/ Administrative Assistant II <b>Sittie R. Hamima Macadato</b> /Administrative Aide IV <b>Monifah D. Daragangan</b> / Administrative Officer II
4. Inform PAD of preferred method of receiving the duly-signed Certificate.	<p>4.1 Ensure that the CLWOP/CNLWOP has a security feature (e.g. barcode, dry seal, etc.) to avoid data fraud or falsification of document.</p> <p>4.2 Inform the client that the CLWOP/ CNLWOP is ready for releasing via email/SMS/call/chat</p> <p>4.3 Ask the client of the preferred method of receiving the duly signed CLWOP/ CNLWOP:</p> <p>If through courier service, proceed to step 5.</p> <p>If the CLWOP/ CNLWOP will be picked up at the office, proceed to step 6.</p>	none	5 minutes	<b>Ma. Apple Charize D. Simon</b> / Administrative Assistant II <b>Sittie R. Hamima Macadato</b> /Administrative Aide IV <b>Monifah D. Daragangan</b> / Administrative Officer II
5. If the Certificate is to be sent via courier service, wait until the	5.1 <b>Outgoing Clerk or Email Custodian shall return the</b>	none	1 hour	<b>Ma. Apple Charize D. Simon</b>

parcel is sent to given address.	<b>CLWOP/ CNLWOP to the Focal Person.</b>  <b>5.2 The Focal Person shall prepare the transmittal with information on how to return the CSMF. Attach the duly signed CLWOP/ CNLWOP and one (1) CSMF for accomplishment</b>  <b>5.3 Certifying Authority shall sign the transmittal letter.</b>  <b>5.4 Encode tracking details in the applicable document tracking system used by the office or through logs.</b>  <b>5.5 Forward the document to the Records and Archives Management Division/Section for courier service.</b>  (The CSMF will be followed-up within 3 working days upon receipt of the document.)			/ Administrative Assistant II  <b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan</b> / Administrative Officer II  <b>Mary Grace C. Samonte</b> / OIC-Section Head Personnel Admin. Division  <b>Joel S. Mijares</b> / Division Chief Human Resource Management and Development Division
6. If the Certificate is for pick-up, proceed to PAS and get the requested document.	6. If the CLWOP/ CNLWOP is for pick-up, provide one (1) duly signed CLWOP/CNLWOP	none	10 minutes	<b>Ma. Apple Charize D. Simon</b> / Administrative Assistant II



	to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.			<b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan</b> / Administrative Officer II
7. If the Certificate is to be sent via Electronic Mail (Email)	7. Email and Attach the scanned copy of duly-signed CLWOP/ CNLWOP and one Electronic Customer Feedback Form for accomplishment	none	5 minutes	<b>Ma. Apple Charize D. Simon</b> / Administrative Assistant II  <b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan</b> / Administrative Officer II
<b>TOTAL:</b>		<b>none</b>	<b>7 days</b> May be extended depending on the volume of transactions handled and the length of service of the separated Official/employee as recorded in the Leave Ledger	

**KAPIT-BISIG LABAN SA KAHIRAPAN  
COMPREHENSIVE AND INTEGRATED  
DELIVERY OF SOCIAL SERVICES  
NATIONAL COMMUNITY-DRIVEN  
DEVELOPMENT PROGRAM  
(KALAHI-CIDSS NCDDP)**

**FRONTLINE (EXTERNAL) SERVICES**

## 1. Eligibility Assessment for the Balik Probinsya, Bagong Pag-asa Program

The Balik Probinsya, Bagong Pag Asa Program conducts an eligibility assessment of the endorsed list of applicants. Eligible families are provided with the assistance package as part of their integration into their respective provinces.

<b>Office or Division:</b>	Balik Probinsya, Bagong Pag Asa			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Low-Income Families who will opt to move out of urban poor communities and return to or relocate to other provinces due to but not limited to the following circumstances: <ul style="list-style-type: none"> <li>• Affected by government projects and activities;</li> <li>• Eviction and demolitions allowed by the law;</li> <li>• Families living on the street and/or living in unsafe dwelling places;</li> <li>• Affected by human-induced and/or natural hazards or disasters, including health hazards;</li> <li>• Affected by loss of job and/or income opportunities;</li> <li>• Disadvantaged, vulnerable, and/or marginalized individuals or families;</li> <li>• Other situations are deemed acceptable and valid based on the assessment of the Social Worker.</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) Copy of any valid identification of the client/person applying for the Balik Probinsya Program		Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others.		
One (1) Copy of the Birth Certificate of the Traveling Minors ( <i>Authorization Letter from the minor's parents if the accompanying adult is not a biological parent/s, as applicable</i> )		Philippine Statistics Authority (PSA)		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. a. Applicant accomplishes the application through the <i>balikprobinsya.ph</i> registration portal.	1. a. The National Housing Authority (NHA) is the agency in charge of the processing of all online application through the Balik Probinsya portal	N/A	N/A	<i>National Housing Authority</i>
1. b. Walk-in applicants proceed to the KALAHI CIDSS office to accomplish the application.	1.b.1 Provide forms to be filled up by the applicant and/or facilitate the online registration in the <i>balikprobinsya.ph</i> portal	None	30 Minutes	<i>Social Welfare Officer II</i>

2. Client undergoes eligibility assessment and waits for the results.  <b>Note:</b> The endorsement of applicants is sent by the National Housing Authority (NHA) in batches and will take time to be consolidated before the actual eligibility assessment.	2.1 Receive and acknowledge the endorsed list of applicants from the NHA.	None	3 Minutes	Administrative Officer II
	2.2 Assign applicants to designated Social Workers.	None	10 Minutes	Social Welfare Officer III
	2.3 Conduct of eligibility assessment thru phone call.	None	1 Hour and 30 minutes	Social Welfare Officer II
	2.4 Preparation of Social Case Study Report.	None	2 Hours per eligible family	Social Welfare Officer II
	2.5 Conduct of assessment using the Unified Livelihood Assessment Tool.	None	1 Hour per eligible family	Social Welfare Officer II
	2.6 Review and approval of Social Case Study Report	None	2 hours per eligible family	Social Welfare Officer III Division Chief/Deputy National Program Manager
	2.7 Consolidate List of Applicants who are not eligible to the BP2 Program for Referral to other OBSUs and Agencies	None	20 minutes	Social Welfare Officer II
	2.8 Preparation of Endorsement Letter	None	20 minutes	Social Welfare Officer III
	2.9 Review, Approval and Endorsement of Letter to other OBSUs and Partner Agencies	None	20 minutes	Division Chief/Deputy National Program Manager/ Administrative Officer II
	2.10 Consolidate Assessment Result of Endorsed List of Applicants	None	1 hour and 30 minutes	Social Welfare Officer III
	2.11 Review and Approval of DSWD Assessment Results 2.11 a. If Approved proceed to Endorsement to NHA at Step 2,12 2.11 b. If Disapproved return to Step 2.6 for review of Social Welfare Officer III	None	20 minutes	Division Chief / Deputy National Program Manager
	Endorsement of approved assessment results to NHA for processing	None	2 hours	Administrative Officer II

TOTAL	None	10 hours and 13 minutes
<b>Note:</b> Processing time does not include waiting time for batch consolidation and processing by the NHA and the scheduling of send-off activities.		

## **LEGAL UNIT**

## **FRONTLINE (EXTERNAL) SERVICES**

## 1. Rendering Legal Opinion and Advice on Matters Brought by External Clients

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

Rendering Legal Opinions and Advice Matters may serve on legal purpose to wit:

- a. Review of Contract;
- b. Review of Bills and IRR;
- c. Technical Assistance;
- d. Review of Guidelines;
- e. Provision of Legal Advice; and
- f. Provision of Legal Opinion

<b>Office or Division:</b> <b>Opisina o Sangay:</b>		Legal Assistance Division		
<b>Classification:</b> <b>Klasipikasyon:</b>		Highly Technical <b>Lubos na Panteknikal</b>		
<b>Type of Transaction:</b> <b>Uri ng Transaksyon:</b>		G2G – Government to Government/ G2C – Government to Citizens/ G2B – Government to Business		
<b>Who Can Use the Service:</b> <b>Mga Maaring Gumamit ng Serbisyo:</b>		Individual or Organization <b>Indibidwal o Organisasyon</b>		
<b>LISTAHAN NG MGA REQUIREMENTS/ HIHINGIN</b>		<b>SAAN KUKUNIN</b>		
1. Request Letter <b><i>Liham ng Kahilingan</i></b>  2. Answered Client Feedback Form <b><i>Sinagutang Client Feedback Form</i></b>		DSWD Central Office <b><i>Tanggapang Sentral ng DSWD</i></b>		
<b>CLIENT STEPS</b> <b><i>Dapat gawin ng kliyente</i></b>	<b>AGENCY ACTION</b> <b><i>Aksiyon ng ahensya</i></b>	<b>FEES</b> <b><i>Bayad</i></b>	<b>PROCESSING TIME</b> <b><i>Tagal ng proseso</i></b>	<b>PERSON RESPONSIBLE</b> <b><i>Nakatalagang Yunit/Kawani</i></b>
	1. Receives and screens the completeness of the documents and details of the client: name, address, contact details, electronic mail address  <b><i>1. Pagtanggap at pagsuri sa mga kumpletong dokumento at detalye ng</i></b>	None <b><i>Wala</i></b>	10 minutes <b><i>10 minuto</i></b>	Administrative Aide IV

	<p><b>kliyente: pangalan, tirahan, mga detalye ng contact, electronic mail address</b></p> <p>1.1. If the documents are complete, receive the request and stamp "RECEIVED" with date, time and name of the receiving officer. Proceed to step 1.3</p> <p><b>1.1. Kung kumpleto na ang mga dokumento, tanggapin ang kahilingan at lagyan ng selyo na "RECEIVED" na may petsa, oras at pangalan ng tumanggap na opisyal, pagkatapos ay itala sa EDTMS/Kasangkapan sa Pagsubaybay..</b></p> <p>1.2. If the documents are incomplete, return the request to the client and advise them to submit the complete documents.</p> <p><b>1.2. Kung hindi, ibalik ang kahilingan sa kliyente at payuhan silang isumite ang kumpletong mga dokumento.</b></p> <p>1.2.1 Stamp the request "RECEIVED" then write the date and time and name of the receiving officer.</p> <p><b>1.2.1 Ang AA-ID ay tatatakan ang</b></p>			
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	<p><b><i>kahilingan na "RECEIVED" pagkatapos ay isulat ang petsa at oras.</i></b></p> <p>1.3. Return the receiving copy to the requesting party/client.</p> <p><b><i>1.3. Ibabalik ang kopya sa humihiling na partido/kliyente.</i></b></p> <p>1.4. Record the request in the EDTMS and Legal Case Portal monitoring tool, including the sender, subject, date, and time received.</p> <p><b><i>1.4. Itatala ang kahilingan sa EDTMS at Legal Case Portal na tool sa pagsubaybay, kasama ang nagpadala, paksa, petsa, at oras na natanggap.</i></b></p> <p>1.5. Scan/digitize the documents.</p> <p><b><i>1.5. Dapat i-scan/digitize ng ang mga dokumento.</i></b></p> <p>1.6 Forward the request via electronic mail to LS Director.</p> <p><b><i>1.6 Ipasa ang kahilingan sa pamamagitan ng electronic mail sa Direktor ng LS.</i></b></p>			
	<p>2. Assigns the request.</p> <p><b><i>2. Itinalaga ang kahilingan.</i></b></p> <p>2.1 Reads and assesses what is needed for the request.</p>	<p>None <b><i>Wala</i></b></p>	<p>Within the day (8hours) <b><i>8 Oras</i></b></p>	<p>Lawyer or Legal Assistant</p>

	<p><b>2.1 Binabasa at sinusuri kung ano ang kinakailangan para sa kahilingan.</b></p> <p>2.2 Assigns a Lawyer or Legal Assistant (LA) to act on the request, with further instruction, if any.</p> <p><b>2.2 Magtatalaga ng isang Abogado o LA upang umaksyon sa nasabing kahilingan.</b></p>			
	<p>3. Lawyer or LA studies the request.</p> <p><b>3. Pinag-aaralan ng abogado o LA ang kahilingan.</b></p> <p>3.1 Reads and studies the request.</p> <p><b>3.1 Pag-aaralan ang kahilingan.</b></p> <p>3.2 Follows the instructions given by the LS Director, if any.</p> <p><b>3.2. Susunod sa instruksyong ibinigay ng Direktor ng LS.</b></p>	<p>None <b>Wala</b></p>	<p>Complex: up to 5 working days</p> <p>Highly Technical: up to 16 working days or more<sup>3</sup></p> <p><b>Kumplikado: 5 araw, o Highly Technical: 16 araw o higit pa</b></p>	<p>Lawyer/ Legal Assistant</p>

<sup>3</sup> In practice, the Legal Service provides prompt legal advice to the client but the length of time needed in rendering legal opinion may vary depending on the nature and complexity of the legal issues involved. Item (b), Section 9 of Republic Act No. 11032 provides that "The maximum time prescribed above may be extended only once for the same number of days, which shall be indicated in the Citizen's Charter."

**Sa pagsasagawa, ang Serbisyong Legal ay nagbibigay ng agarang legal na payo sa kliyente ngunit ang tagal ng oras na kailangan sa pagbibigay ng legal na opinyon ay maaaring mag-iba depende sa kalikasan at pagiging kumplikado ng mga legal na isyu na kasangkot. Ang aytem (b), Seksyon 9 ng Batas Republika Blg. 11032 ay nagtatadhana na "Ang pinakamataas na oras na itinakda sa itaas ay maaaring palawigin nang isang beses lamang para sa parehong bilang ng mga araw, na dapat ipahiwatig sa Charter ng Mamamayan."**

	<p>3.3. Conducts research necessary for the request.</p> <p><b>3.3. Magsasagawa ng research patungkol sa kahilingan.</b></p> <p>3.3.1 Reviews pertinent laws and regulations.</p> <p><b>3.3.1 Sinusuri ang kaugnay na mga batas at regulasyon.</b></p> <p>3.3.2 Determines if further supporting documents from the requesting party are needed.</p> <p><b>3.3.2 Tukuyin kung may mga karagdagang dokumento ang kailangan mula sa taong humiling.</b></p> <p>3.3.3 Asks the client for further documents, either by sending a letter or verbal request.<sup>1</sup></p> <p><b>3.3.3 Hihilingin sa kliyente ang karagdagang</b></p>		<p>8 hours <b>8 oras</b></p>	
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<sup>1</sup> Requesting additional documents to the clients will interrupt the turnaround time in accomplishing the request for legal opinion or advice.

*Ang paghiling ng mga karagdagang dokumento sa mga kliyente ay makakaabala sa kabuuang oras ng pagsasagawa ng kahilingan para sa legal na opinyon o payo.*

	<p><b><i>dokumento sa pamamagitan ng pagpapadala ng liham o verbal request.</i></b></p> <p>3.3.3.1 Lawyer or LA informs the AA for Request Monitoring on the request for additional documents.</p> <p><b><i>3.3.3.1 Sasabihan ang AA upang imonitor ang kahilingan para sa karagdagang dokumento.</i></b></p> <p>3.3.3.2. Upon receipt of the requested documents, Lawyer or LA reviews the additional documents.</p> <p><b><i>3.3.3.2 Sa pagtanggap ng hiniling na mga dokumento, sinusuri ng Abogado o LA ang mga karagdagang dokumento.</i></b></p> <p>3.3.3.3. If the requested documents are NOT received after a</p>			<p>Lawyer/ Legal Assistant</p>
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	<p>reasonable time, the Lawyer or LA returns the documents to the requesting party through a letter.</p> <p><b>3.3.3.3. Kung HINDI natanggap ang hiniling na mga dokumento pagkatapos ng makatwirang panahon, ibabalik ng Abogado o LA ang mga dokumento sa humihiling na partido sa pamamagitan ng isang sulat.</b></p> <p>3.4 Lawyer or LA formulates the legal opinion, advice or assistance sought.</p> <p><b>3.4 Ang Abogado o LA ay babalangkas ng legal na opinyon, payo o tulong na hinahangad.</b></p> <p>3.5 If necessary, Lawyer or LA endorses the request to appropriate OBSU and/or input from other OBSUs may be requested.<sup>2</sup></p> <p><b>3.5 Kung kinakailangan, ineendorso ng Abogado o LA ang kahilingan sa</b></p>			
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<sup>2</sup> OBSUs may treat the LS request according to their processing time, based on EODB Law.

**Maaaring ituring ng mga OBSU ang kahilingan ng LS ayon sa kanilang oras ng pagproseso, batay sa EODB Law.**

	<p><b><i>naaangkop na OBSU at/o maaaring hilingin ang input mula sa iba pang OBSUs.</i></b></p> <p>3.5.1. Lawyer or LA drafts the appropriate response document (e.g., reply letter/ endorsement letter).</p> <p><b><i>3.5.1 Ang abogado o LA ay babalangkas ng naaangkop na dokumento ng pagtugon (hal., sulat ng tugon/ liham ng pag-endorso).</i></b></p> <p>3.6 Lawyer or LA submits the draft legal opinion/advice or assistance to LS Director.</p> <p><b><i>3.6 Aaprubahan at pipirmahan ng LS Direktor ang huling balangkas na tugon.</i></b></p> <p>Lawyer or LA shall update the Legal Case Portal monitoring tool.</p> <p><b><i>Dapat i-update ng abogado o Legal Assistant ang tool sa pagsubaybay sa Legal Case Portal.</i></b></p>			
	<p>4. Reviews the draft.</p> <p><b><i>4. Sinusuri ang draft.</i></b></p>	<p>None <b><i>Wala</i></b></p>	<p><i>Complex: up to 2 working days</i></p> <p><i>Highly Technical: up to</i></p>	<p>LS Director /Lawyer</p>

	<p>4.1 If the draft is <b>not</b> acceptable, LS Director approves and signs the draft response. Proceed to step 5.</p> <p><b>4.1 Provide Tagalog translation</b></p> <p>4.2 If the draft needs further revision, LS Director either returns the draft to the Lawyer with additional instruction or revises the draft himself.</p> <p><b>4.2 Kung hindi katanggap-tanggap ang draft, ibabalik ng Direktor ng LS ang draft sa Abogado, na may karagdagang mga tagubilin, o siya mismo ang magrebisa ng draft.</b></p> <p>4.2.1 Lawyer reviews the request, once more, in accordance with Step 3.</p> <p><b>4.2.1 Sinusuri ng abogado ang kahilingan, muli, alinsunod sa Hakbang 3.</b></p> <p>4.1.2 Lawyer submits the revised draft legal</p>		<p>4 working days or more<sup>4</sup></p> <p><b>Kumplikado: 2 araw, o Highly Technical: 4 araw</b></p>	
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<sup>4</sup> In practice, the Legal Service provides prompt legal advice to the client but the length of time needed in rendering legal opinion may vary depending on the nature and complexity of the legal issues involved. Item (b), Section 9 of Republic Act No. 11032 provides that "The maximum time prescribed above may be extended only once for the same number of days, which shall be indicated in the Citizen's Charter."

**Sa pagsasagawa, ang Serbisyong Legal ay nagbibigay ng agarang legal na payo sa kliyente ngunit ang tagal ng oras na kailangan sa pagbibigay ng legal na opinyon ay maaaring mag-iba depende sa kalikasan at pagiging kumplikado ng mga legal na isyu na kasangkot. Ang aytem (b), Seksyon 9 ng Batas Republika Blg. 11032 ay nagtatadhana na "Ang pinakamataas na oras na itinakda sa itaas ay maaaring palawigin nang isang beses lamang para sa parehong bilang ng mga araw, na dapat ipahiwatig sa Charter ng Mamamayan."**

	<p><i>opinion/advice or assistance to LS Director (Step 4).</i></p> <p><b>4.1.2 Aaprubahan at pipirmahan ng LS Direktor ang huling balangkas na tugon.</b></p>			
	<p>5. LS Director gives the signed response letter to the Administrative Staff for release to the requesting party through the RAMD and/or electronic email.</p> <p><b>5. Ibibigay ng Direktor ng LS ang nilagdaang dokumento ng pagtugon sa Administrative staff upang ipadala sa humiling at ilalabas ito sa pamamagitan ng RAMD o email.</b></p> <p>Release through RAMD:</p> <p><b>Ilabas sa pamamagitan ng RAMD:</b></p> <p>5.1 AA shall attach Client Satisfaction Measurement Form (CSMF) to the response letter.</p> <p><b>Provide Tagalog translation</b>  <b>5.1. Dapat ilakip ng AA ang Client Satisfaction Measurement Form<sup>5</sup> (CSMF) sa sulat ng tugon.</b></p>	<p>None <b>Wala</b></p>	<p>10 minutes <b>10 minuto</b></p>	<p>LS Director</p>

<sup>5</sup> DSWD-QMS-GF-005. For the consolidation, data gathering, analysis, evaluation and reporting of accomplished CSMF, DSWD-QMS-SOP-001 shall apply.

**DSWD-QMS-GF-005. Para sa pagsasama-sama, pangangalap ng datos, pagsusuri, at pag-uulat ng natapos na CSMF, dapat ilapat ang DSWD-QMS-SOP-001.**



	<p>5.2 AA encodes the document in the EDTMS and route to the RAMD (for external clients only <b>with email</b>).</p> <p><b>Provide Tagalog translation</b></p> <p><b>5.2. Ie-encode ng AA ang dokumento sa EDTMS at iruruta sa RAMD (para sa mga panlabas na kliyente lamang).</b></p> <p>5.3 AA delivers the response letter to the RAMD for release to the requesting party.</p> <p><b>Provide Tagalog translation</b></p> <p><b>5.3 Ihahatid ng AA ang sulat ng tugon sa RAMD para ipadala sa humihiling na partido.</b></p> <p>5.4 The AA logs/updates the document in the LS monitoring tool and Legal Case Portal.</p> <p><b>Provide Tagalog translation</b></p> <p><b>5.4 Ang AA ay nagla-log/nag-a-update ng dokumento sa LS monitoring tool at Legal Case Portal.</b></p> <p>5.5 The AA scans/digitizes the document for digital filing and provides Administrative Assistant (ADAS) a copy of the digital file.</p>			
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	<p><b><i>Provide Tagalog translation</i></b>  <b><i>5.5 Ang AA ay nag-scan/nagdi-digitize ng dokumento para sa digital filing at bibigyan ang Administrative Assistant (ADAS) ng kopya ng digital file.</i></b></p> <p>5.6 AA files/stores the digital file and hard copy of the receiving documents.</p> <p><b><i>5.6.If file/imbak ng AA ang digital file at hard copy ng mga dokumentong may pagtanggap.</i></b></p> <p>Release through electronic mail, If applicable:</p> <p><b><i>Provide Tagalog translation</i></b>  <b><i>Ipalabas sa pamamagitan ng electronic mail, Kung naaangkop:</i></b></p> <p>5.7 ADAS sends the scanned copy of the response letter to the requesting party using the LS official email.</p> <p>The link for the CSMF shall be included in the email communication.</p> <p><b><i>Provide Tagalog translation</i></b>  <b><i>5.7 Ipapadala ng ADAS ang na-scan na kopya ng sulat ng tugon sa humihiling na partido gamit ang opisyal na email ng LS.</i></b></p>			
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	<b>Ang link para sa CSMF ay dapat isama sa komunikasyon sa email.</b>			
Total Processing Time: <b>Kabuuang Oras ng Pagproseso:</b>		Complex: up to 7 working days Highly Technical: up to 20 working days or more <sup>6</sup>  Kumplikado: hanggang 7 araw ng trabaho Highly Technical: hanggang 20 working days o higit pa		

<sup>6</sup> In practice, the Legal Service provides prompt legal advice to the client but the length of time needed in rendering legal opinion may vary depending on the nature and complexity of the legal issues involved. Item (b), Section 9 of Republic Act No. 11032 provides that *"The maximum time prescribed above may be extended only once for the same number of days, which shall be indicated in the Citizen's Charter."*

*Sa pagsasagawa, ang Serbisyong Legal ay nagbibigay ng agarang legal na payo sa kliyente ngunit ang tagal ng oras na kailangan sa pagbibigay ng legal na opinyon ay maaaring mag-iba depende sa kalikasan at pagiging kumplikado ng mga legal na isyu na kasangkot. Ang aytem (b), Seksyon 9 ng Batas Republika Blg. 11032 ay nagtatadhana na "Ang pinakamataas na oras na itinakda sa itaas ay maaaring palawigin nang isang beses lamang para sa parehong bilang ng mga araw, na dapat ipahiwatig sa Charter ng Mamamayan."*

# **NATIONAL HOUSEHOLD TARGETTING SECTION (NHTS)**

## **FRONTLINE (EXTERNAL) SERVICES**

## 1. Walk-in Name Matching Data Request

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

<b>Office or Division:</b>	National Household Targeting Office (NHTO) / National Household Targeting Section (NHTS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	All walk-in clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. (1) Valid Identification Card/Proof of Identity 2. Walk-in Name Matching Form (1 original)		1. Provided by the Client 2. Grievance Officer (GO) – NHTO / NHTS.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide Valid Identification Card / Proof of Identity  1.1 Fill-out the name matching form	1. Interview the client to evaluate the validity of the request as to its purpose: <ul style="list-style-type: none"> <li><i>Invalid</i> – Inform the client on the grounds for the denial of the request based on the DSWD MC 15, s. 2021. End of process</li> <li><i>Valid</i> – Provide the name matching form upon confirming the validity of the request and proceed for processing the name matching</li> </ul>	None	30 minutes	<i>Grievance Officer</i>
2. Receive the Name Matching result	Explain the result of Name Matching	None	5 minutes	<i>Information Technology Officer</i>

3. Fill-out the Client the Satisfactory Measurement Survey (CSMS)	Provide the client the CSMS form per Committee on Anti-Red Tape (CART) guidelines	None	5 minutes	Information Technology Officer
<b>TOTAL:</b>		<b>None</b>	<b>40 minutes</b>	

## 2. Data Sharing - Name Matching Request

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

<b>Office or Division:</b>	National Household Targeting Office (NHTO) / National Household Targeting Section (NHTS)		
<b>Classification:</b>	Complex, Highly Technical		
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen (G2C)		
<b>Who may avail:</b>	All National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs) Non-Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of request (Indicate reason for name matching) 2. Electronic copy (Preferably in CSV format) of the name to be matched which includes the following: <ul style="list-style-type: none"><li>Complete name (Last name, First Name, Middle Name, Extension Name)</li><li>Birth Date (YYYY-MM-DD format)</li><li>Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay</li></ul> 3. Valid Proof of Identities of the Personal Information Controller (PIC), Data Privacy Officer (DPO), Compliance Officer (COP) 4. Data Sharing Agreement (DSA) signed by the: (1) Head of Office as PIC, (2) designated DPO or COP 5. List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing		Provided by the Requesting Party	

6. Original Copy of the Resolution of Governing Board authorizing head of agency (NGOs, CSOs, and Private Foundations)  <i>For Local Government Unit (LGU):</i> <ul style="list-style-type: none"> <li>The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD</li> <li>The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the letter of request together with the electronic copy of the names for name matching	1. Receive the request 1.1 Record the request in the DSWD EDTMS / any other tracking system Endorse request to the NHTO Director / Regional Director	None	15 minutes	AA-NHTS (Operation)
	1.2 Provide instruction to facilitate/review the request 1.3 Endorse to the NHTS DRPM - Policy and Plans Division (PPD) Chief/NHTS RFC	None	2 hours	NHTS DRPM-PPD Chief/ NHTS RFC (Section head)
	1.4 Provide recommendations on the request  Endorse to the assigned Project Development Officer (PDO) to inform the client on the status of their request	None	1 hour	NHTS DRPM-PPD Chief/ NHTS RFC (Section head)
	1.5 Status of the approval / disapproval of the data request based on the DSWD MC 15, s.2021.	None	1 hour	Regional Director  NHTS-Regional Field

	<ul style="list-style-type: none"> <li>Disapproved – Sign the letter of disapproval and endorse to the client. End of process.</li> <li>Approved – Notify and provide the DSA and documentary requirements to the client</li> </ul>			<i>Coordinator (RFC)</i>
2. Provide the documentary requirements and the DSA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP)	<p>2.1. Review all documentary requirements including the DSA submitted by the client</p> <ul style="list-style-type: none"> <li>Non-Compliant – Inform the client regarding the incomplete requirement via email.</li> <li>Compliant:               <ol style="list-style-type: none"> <li>Sign the DSA and endorse to the DPO and the Office of the Secretary for signature</li> </ol> </li> </ul> <p>Endorse the signed DSA to Information Technology Division (ITD) for processing</p>	None	2 hours	<p>NHTS-RFC/AA-NHTS (Operation)</p> <p>AA-NHTS (Operation) / RITO</p> <p>AA-NHTS (Operation)</p>
	<p>2.2. Review the compliance of the electronic copy of names with the required template/format:</p> <ul style="list-style-type: none"> <li>Non-Compliant – Inform the client about the findings via email.</li> </ul> <p>Compliant – Process the request within the set deadline depending on the</p>	None	<p>1 hour</p> <p>1 day (5,000 and below)</p> <p>3 days (5,001 – 50,000)</p> <p>7 days</p>	<p>RITO – NHTS</p> <p>RITO – NHTS</p>



	volume or number of names to be matched		(50,001 – 400,000)  20 days (400,001 – 1,000,000)	
3. Provide a storage device that is approved by the IT Chief or request for a Google Drive link	Secure the data by adding a password to the file 3.1. Prepare the Data Release Form (DRF) 3.2. Draft the response memorandum 3.3. Save the results in a compact disc (CD), Universal Serial Bus (USB) stick, or hard drive 3.4. Sign the DRF Endorse the finalized documents to NHTO Director / PPD Chief	None	3 hours	<i>RITO – NHTS</i>          <i>NHTS – RFC / RITO</i>
	3.5 Sign the memorandum and endorse to AU / AA for releasing	None	1 hour	<i>Regional Director</i>
4. Receive the documents	Track the documents in the EDTMS / any other tracking system 4.1. Scan a copy of the documents for record keeping Release the document to the client	None	5 minutes	<i>AA-NHTS (Operation)</i>
5. Fill-out the Satisfactory Measurement Survey (CSMS)	Provide the client the CSMS form per Committee on Anti-Red Tape (CART) guidelines.	None	10 minutes	<i>RITO – NHTS</i>
<b>TOTAL:</b> <i>*With possible extension on the actual data processing depending on the number of names required but shall not exceed forty (40) days as reference in RA-IRR-11032. Rule 7. Section 3.c.</i>		None	<b>Minimum – 2 days, 3 hours, 45 minutes</b>  <b>Maximum – 21 days, 3</b>	

		<b>hours and 45 minutes</b>	
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### 3. Data Sharing - List of Data Subjects

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Memorandum of Agreement (MOA).

<b>Office or Division</b>	National Household Targeting Office/ National Household Targeting System				
<b>Classification:</b>	Highly Technical				
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Citizen (G2C),				
<b>Who may avail:</b>	All National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs) Non-Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations for the purpose of utilizing the data for social protection programs.				
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> <tr> <td>           1. Letter of Request (indicating reasons for the request and specific data sets expected to be acquired from the Listahanan database)            2. Accomplished Data Sharing Agreement (DSA)            3. Document indicating the appointed and NPC-registered Data Protection Officer (DPO)            4. Privacy Manual or approved document/s on the security measures in place which indicates the data protection procedures and processes of the office/agency in addressing breaches            5. List of identified staff who will access, process, and safeguard the Listahanan data including the data processing to be employed            6. Hardware and Security Component with supporting images and specifications            7. Documentation of physical security measures in place            8. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into a data sharing agreement with DSWD (only for NGOs, CSOs, and Private Foundations)            9. Valid Proof of Identities of the agency head and their designated DPO/s (only         </td><td>           Provided by the Requesting Party         </td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Letter of Request (indicating reasons for the request and specific data sets expected to be acquired from the Listahanan database) 2. Accomplished Data Sharing Agreement (DSA) 3. Document indicating the appointed and NPC-registered Data Protection Officer (DPO) 4. Privacy Manual or approved document/s on the security measures in place which indicates the data protection procedures and processes of the office/agency in addressing breaches 5. List of identified staff who will access, process, and safeguard the Listahanan data including the data processing to be employed 6. Hardware and Security Component with supporting images and specifications 7. Documentation of physical security measures in place 8. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into a data sharing agreement with DSWD (only for NGOs, CSOs, and Private Foundations) 9. Valid Proof of Identities of the agency head and their designated DPO/s (only	Provided by the Requesting Party
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Letter of Request (indicating reasons for the request and specific data sets expected to be acquired from the Listahanan database) 2. Accomplished Data Sharing Agreement (DSA) 3. Document indicating the appointed and NPC-registered Data Protection Officer (DPO) 4. Privacy Manual or approved document/s on the security measures in place which indicates the data protection procedures and processes of the office/agency in addressing breaches 5. List of identified staff who will access, process, and safeguard the Listahanan data including the data processing to be employed 6. Hardware and Security Component with supporting images and specifications 7. Documentation of physical security measures in place 8. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into a data sharing agreement with DSWD (only for NGOs, CSOs, and Private Foundations) 9. Valid Proof of Identities of the agency head and their designated DPO/s (only	Provided by the Requesting Party				

for NGOs, CSOs, and Private Foundations) 10. Valid documents indicating the legitimacy of the organization (only for NGOs, CSOs, and Private Foundations)  <i>For Local Government Unit (LGU):</i> <ul style="list-style-type: none"> <li>The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD</li> </ul> The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the letter of request with attached electronic copy of the data requirements (if available) to NHTO/ NHTS.	1. Receive and record the request in the document transaction/ tracking system.  1.1. Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.  1.2. Forward the request to the Director for approval.	None	15 minutes	AA-NHTS (Operation)
	2. Input comments and decide if the request is for processing or not, then	None	6 hours	NHTS DRPM-PPD Chief/ NHTS RFC (Section head)

	endorse it to the NHTO Operations Division Chief/ NHTS Policy and Plans Division (PPD) Chief.			
	3.Input comments and endorse it to the Project Development Officer (PDO).	None	3 hours	<i>NHTS DRPM-PPD Chief/ NHTS RFC (Section head)</i>
	<p>4.Inform the requesting party on the approval or disapproval of the data request based on the DSWD MC 15, s. 2021.</p> <p>If approved-the orientation will be scheduled including the preparation of the other documentary requirements not included in the submission of letter of request.</p> <ul style="list-style-type: none"> <li>• If disapproved- Inform the requesting party of the disapproval</li> </ul>	None	2 hours	<i>AA-NHTS (Operation)</i>

	highlighting the grounds for such denial through writing. End of process.			
5. Requesting Party will attend the scheduled orientation with the NHTO ACBS & Inspection Team/ NHTS designated personnel & Inspection Team.	<p>5. Orient the requesting party about the Listahanan, Data Privacy Act of 2012, MC 12, s. 2021, and data sharing requirements.</p> <p>5.1. Issuance of Certificate of Orientation on the Data Privacy Act (DPA) of 2012</p> <p>5.2. Send to the requesting party via email the copy of the law, IRR and the issuances of NPC together with the issuance of Certification on the Acknowledgement Receipt of the said law/policies.</p>	None	2 hours	<i>NHTS AA (Social Marketing)/ NHTS designated personnel &amp; Inspection Team</i>
6. Submission of signed Data Sharing Agreement (DSA)——and other documentary requirements not	6. Review all documentary requirements including DSA	None	2 hours	<i>NHTS AA (Social Marketing)/ NHTS designated personnel &amp; Inspection Team</i>

included in the submission of letter of request to the NHTO/ NHTS for review on completeness	submitted by the requesting party.  6.1 Make a schedule with the requesting party on the conduct of virtual/physical inspection meeting			<i>NHTS RITO/ NHTS Listahanan Inspection Team</i>
7.Requesting party will present their IT facilities to the NHTO Inspection Team.	Virtual/physical Inspection of IT facilities of the requesting party  7.1. Issuance of Certifications (Physical and Technical Set-up Certification and Organizational Set-up Certification)	None	1 day	<i>NHTS RITO /Listahanan Inspection Team</i>
	7.2 . Certifications and documentary requirements will be attached to the accomplished DSA—and for endorsement by the NHTO Director/Regional Field Coordinator to the	None	2 hours	<i>Regional Director Director/ RFC</i>

	Department's/Regional DPO			
	7.3 Assess the accomplished DSA, and documentary attachments. Once approved, the DPO will endorse the DSA for the Department Secretary's signature/Regional Director.	None	1 day	<i>DSWD Regional Data Protection Officer</i>
	7.4 Review and sign the DSA. The signed DSA will be endorsed to the NHTO/NHTS for data processing.	None	3 days	<i>NHTS Regional Director</i>
	7.5 Generate the requested data..	None	3 days	<i>RITO - NHTS</i>
	7.6 Review result of the data generation	None	1 day	<i>RFC NHTS/ RITO - NHTS</i>
	7.8 Secure the data by adding password protection to the file.  7.9 Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc	None	1 day	<i>PPD Division Chief (DRPM) / RFC - NHTS &amp; RITO - NHTS</i>

	<p>(CD), USB stick, or hard drive.</p> <ul style="list-style-type: none"> <li>• Other electro-mechanical storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party.</li> <li>• Google drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized personnel of the requesting party.</li> </ul> <p>7.10 Counter sign in the DRF.</p>			
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	7.11 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.			
	7.12 Track and scan the documents upon releasing the result to the requesting Party.	None	10 minutes	AA - NHTS (Operation)
8.0 Call NHTO/NHTS for retrieval of password upon receipt of the result.	8.1 Provide the password of the file to the requesting party thru phone upon inquiry and administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.	None	10 minutes	NHTS RITO
<b>Total:</b> <i>*with possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting.</i>		None	10 days, 1 hour, and 35 minutes	

#### 4. Data Sharing - Statistics/Raw Data Request

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

<b>Office or Division:</b>	NHTO – Operations Division			
<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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Letter of Request (specify purpose and data requested)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.The requesting party (NGAs, CSOs / NGOs, LGUs, academe etc.) sends a communication letter addressed to the NHTO Director/ NHTS Regional Director for request of statistical data/ raw data generated from <i>Listahanan</i> .	1. Receive and record the request in the document transaction/ tracking system.  1.1. Forward the request to the NHTO Director/ NHTS PPD Chief.	None	30 minutes	<i>AA - NHTS (Operation)</i>
	1.2. Review the merit of request based on MC 15 s.2021. Upon approval of the request, endorse to the NHTO Operations Division (OD) / Policy and Plans Division (PPD).	None	5 hours	<i>Regional Director</i>
	1.3 Input comment/s then endorse to the OD - Statistics Section/ NHTS	None	1 hour	<i>PPD Chief (DRPM)</i>
	1.4 Provide instruction based on the data	None	1 hour	<i>NHTS – RFC</i>

	requested, then forward to the Associate Statistician for data generation.			
	<p>1.5. If the request is:</p> <ul style="list-style-type: none"> <li>• <b>Not clear</b> <ul style="list-style-type: none"> <li>a. In case of vague data request, the Associate Statisticians shall coordinate with the data users (through emails, recorded calls or text) to clarify the data requirement.</li> <li>b. In case the requested data is not available in the Listahanan database, the Associate Statistician shall provide recommendations to the requesting party on other possible data available.</li> </ul> </li> <li>• <b>Clear</b> <ul style="list-style-type: none"> <li>5.1 Generate the requested data from the Listahanan database (in excel or in any format available).</li> <li>5.2 Draft response letter/memorandum to the requesting party and attach routing slip.</li> </ul> </li> </ul>	None	1 day	<i>Regional Associate Statistician - NHTS</i>

	1.6 Submit to the Statistics Section Head/ RFC.			
	1.7. Review the generated statistical /raw data. In case the generated data is: <ul style="list-style-type: none"> <li>• <b>Not accurate</b> – Return the generated statistical/raw data to the Associate Statisticians for revision.</li> <li>• <b>Accurate</b> – Submit to the NHTO Operations Division Chief / PPD Chief for approval and data release.</li> </ul>	None	4 hours	<i>RFC -NHTS</i>
	1.8. Countersign response letter/ memorandum then endorse to the NHTO Director/ Regional Director for approval.	None	1 hour	<i>PPD Chief (DRPM)</i>
2.Receive the data requested	2.1. Approval of the facilitated data request for release to the requesting party. <ul style="list-style-type: none"> <li>• <b>Not approved</b> – Return the facilitated request to the NHTO Operations Division / NHTS for revision.</li> <li>• <b>Approved</b> – Sign the response letter/</li> </ul>	None	5 hours	<i>Regional Director</i>

	memorandum with the attached facilitated data request for release.			
3. Receive the data requested and fill-out the CSMS form	3.1 Track and facilitate the release of the approved data request to the requesting party. 3.2 Administer Client Satisfaction Measurement Form (CSMF) during the release of approved data request. 9.2. Update and close transaction in the document/ tracking system.	None	30 minutes	<i>AA-NHTS (Operation)</i>
<b>Total:</b>		<b>None</b>	<b>3 days and 2 hours</b>	

# **PANTAWID PAMILYA PILIPINO PROGRAM (4PS)**

## **FRONTLINE (EXTERNAL) SERVICES**

## 1. Grievance Intake and Response

**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.

<b>Office or Division:</b>	Pantawid Pamilyang Pilipino Program			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If 4Ps beneficiary, present the 4Ps ID for verification to 4Ps staff  Proof of grievance, if available  If non-4Ps beneficiary, any valid ID		Issued by the assigned City/Municipal Link, Community Facilitators		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at the visitors log book located at the office lobby and present the 4Ps ID if a 4Ps beneficiary. If non-4Ps beneficiary, present any valid ID.	1.1. Ensure that the client fills out the logbook and directs him/her to the 4Ps Assistance Desk.	None	2 minutes	Guard on duty
2. Proceed to the 4Ps Assistance Desk for verification of identity.	2.1. Receive the client, inquire what the concern is all about, and verify the identity of the client.  Refer to the Grievance Redress System Field Manual for the	None	5 minutes	Officer-of-the-Day/ / Assigned Focal Person

	guidance on the intake of grievances.			
3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.	<p>3.1. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).</p> <p>3.2. Encode the transaction correctly and completely in the GRS Information System/Tracker.</p> <p>For instances when the GRS Information System is inaccessible, the staff may use GRS form to intake the grievance</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 be resolved immediately, explain to the client the process</p>	None	20 mins	Officer-of-the-Day/ / Assigned Focal Person



	that will be undertaken in processing the grievance, and inform the client that he/she will be contacted thru his/her mobile number. 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	Officer-of-the-Day/ / Assigned Focal Person
5. Proceed to the office lobby and logout from the client's logbook.	5.1 Dismiss the client gracefully. If the grievance has already been resolved proceed directly to step 7.2	None	1 minute	Guard 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 and/or OBSU) for processing and updating of the transaction in the Grievance Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days. (If the transaction was received at the NPMO, the Assigned Officer of the day shall send an	None	7 hours and 7 minutes	Officer-of-the-Day/ / Assigned Focal Person

	email notification to the Regional Grievance Officer to inform him/her.)			
	6.2 Monitor the status of transaction and check for updates from the concerned office in the GRS Information System.	None	2 Days	Assigned Focal Person
7. Received update/feedback on the status of the grievance.	<p>7.1 Provide the client an update/feedback about the status of his/her concern either through text messaging or phone call.</p> <p>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.</p>	None	10 minutes	Assigned Focal Person
	7.2 Update the status of the transaction in the GRS Information System.	None	10 minutes	Assigned Focal Person
<b>Total if grievance is resolved outright</b>		<b>None</b>	<b>33 minutes</b>	
<b>Total if grievance is referred to Field Office for resolution and feedback is provided to the client</b>		<b>None</b>	<b>3 days</b>	
<b>Total</b>		<b>None</b>	<b>3 days</b>	

## 2. 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 Planning, Monitoring, and Evaluation (PMED)  The PMED – Research and Statistics Units facilitate all data/research requests from different stakeholders, both internally and externally.			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) Accomplished Data Request Form		Pantawid Website, Pantawid NPMO ( <a href="https://pantawid.dswd.gov.ph/citizens-charter">https://pantawid.dswd.gov.ph/citizens-charter</a> )		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Project Evaluation Officer (PEO)/ Statistician at the National Program Management Office (NPMO) or Regional Monitoring and Evaluation Officer (RMEO) at the Regional Program Management Office (RPMO)
	1.1 Encoding of data request to monitoring tool or thru Electronic Document Management System (EDMS) of the incoming data request.		30 mins	
	1.2. Acknowledgement and assessment by the Planning, Monitoring and Evaluation Division (PMED) at the NPMO or Regional Monitoring and Evaluation Unit (RMEU) at the RPMO.		1 day	PEO/ Statistician or Administrative Assistant

	<p>1.2.1. If Primary Data, endorse the request to the concerned Office.</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>			PEO/ Statistician or RMEO
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 PMED/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 Pantawidamilya website, the PMED/RMEU will refer the client to the resource site or provide the readily available data and client satisfaction survey form.</p> <p>2.2.1 If the data needs to be generated, data generation shall be undertaken by the PMED/RMEU.</p> <p>2.2.2. Preparation of memo endorsement to the NPM or RD for approval.</p> <p>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</p>	None	<p>4 hours</p> <p>1 day</p> <p>5 days</p> <p>6 hours</p> <p>4 hours</p> <p>4 hours</p>	<p>PEO/Statistician or RMEO</p> <p>PEO/ Statistician or RMEO</p> <p>PEO/ Statistician or RMEO</p> <p>PEO/ Statistician or RMEO</p> <p>PEO/ Statistician or RMEO</p> <p>PEO/ Statistician or RMEO</p>

	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.			
	2.3. If the data requested is identified as <b>Classified Data</b> , the request will be forwarded to the NPMO for review and evaluation. The PMED or RMEU will provide initial comments prior to endorsing the request to the Data Protection Officer (DPO) and NPM or RD.		3 days	PEO/Statistician or RMEO
			6 days	
	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 NPMO or RPMO will be prepared by PMED or RMEU prior to the release of data requested.		4 hours	PEO/ Statistician or RMEO
			3 days	
	2.3.1.1. Sharing of the draft MOA to the client for review.		2 days	PEO/ Statistician or RMEO
	2.3.1.2. Review of the MOA and endorsement of comments/inputs to PMED/MEU from the Legal Section/Service.		4 hours	Legal Section Staff Service/ Technical
	2.3.1.3. Revision of the MOA based on the Legal Service/Section's comments.		4 hours	PEO/ Statistician or RMEO
	2.3.1.4. Sharing of MOA to the client.		4 hours	PEO/ Statistician or RMEO

	<p>2.3.1.5. Acknowledgement of receipt of MOA approved by the client.</p> <p>2.3.1.6. Preparation of communication to client regarding MOA signing</p> <p>2.3.1.7. Signing of MOA with the client</p> <p>2.3.1.8. Provision of the data request to the client and submission of request to accomplish the client satisfaction measurement form.</p> <p>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.</p>		<p>1 day</p> <p>4 hours</p> <p>4 hours</p>	<p>PEO/ Statistician or RMEO</p> <p>PEO/ Statistician or RMEO</p> <p>PEO/Statistician or RMEO</p> <p>PEO/ Statistician or RMEO</p>
<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>		<b>None</b>	<b>2 days, 6 hours and 30 mins</b> <b>6 days, 6 hours and 30 mins</b> <b>19 days, 2hrs and 30 mins</b> <b>4 days, 2hrs and 30 mins</b>	

# **POLICY DEVELOPMENT AND PLANNING SECTION (PDPS)**

## **FRONTLINE (EXTERNAL) SERVICES**

# **1. Approval for the conduct of Research Study & Acquiring Primary Data from DSWD Officials/ Personnel, beneficiaries, and clients (Approval for the conduct of research studies in DSWD Offices, Centers, and Institutions)**

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

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

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

<b>Office or Division:</b>	Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government
<b>Who may avail:</b>	External researchers (e.g., students, academe, other government agencies including members of other branches of government, local and international organizations or research



		institutions, and other independent researchers, including DSWD personnel researching to pursue higher academic education) who intend to conduct research studies related to or involving the DSWD.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>If request shall not undergo Research Protocol:</b> 1. Request letter <b>If the request shall undergo Research Protocol:</b> 1. Request letter 2. Research Request Form 3. Research Brief 4. Research Instruments		Researcher  Researcher PPD-PDPS PPD-PDPS Researcher		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the request letter and/or the research request documents	1. Receive request 1. Receive the request letter addressed to the Regional Director and/or the research request documents and encode the details in the office's document tracking/monitoring system 2. Furnish researcher with a receiving copy of the request letter, along with printed or digital leaflets/information, education, and communication (IEC) materials detailing the process flow and requirements. If request is received through email, reply and acknowledge receipt with	None	4 hours	Irish May S. Villar, Administrative staff, PDPS

	attached digital leaflets/IEC materials showing the process flow and requirements  1.1.1. Endorse to the PPD Division Chief or PDPS Head for assignment and further instructions (if any) to the concerned technical staff			
	1.4. Review the request and assign to available technical staff	None	2 hours	Ms. Roselle Hermano Section Head, <i>PDPS</i>
	1.5. Review the request as to the following: 1.5.1. Area/region of coverage ( <i>refer to Memorandum Circular No. 10, s. 2019 Section VII. Item 4</i> ) to ensure that it is sent to the correct office. Otherwise, endorse to the correct office. 1.5.2. Completeness of submitted requirements. If incomplete, assist the researcher in the completion of documentary requirements and provide	None	2 hours	Mr. Rafael L. Gaca, Technical Staff, <i>PDPS</i>

	orientation on the research protocol. Then go back to Step 1.1 and restart count of working hours/days			
	<p>1.6. If the request falls within the scope of the office, assess if it shall undergo research protocol (i.e., approval of the PPD Chief) using the <i>Checklist for Reviewing Research and Social Welfare and Development (SWD) Data Requests</i></p> <p>1.6.1. If the request falls within the scope of the office, assess if it shall undergo research protocol (i.e., approval of the PPD Chief) using the Checklist for Reviewing Research and Social Welfare and Development (SWD) Data Requests (either hard copy or soft copy via email)</p>	None	4 days	Mr. Rafael L. Gaca, Technical Staff, PDPS

	then request the researcher to fill up the Client Satisfaction Measurement Survey (either online or paper-based) and proceed to step 2.			
	1.6.2. For requests with complete documentary requirements that need to go through the protocol, proceed to the review of the research request in consultation with concerned OBSUs and Field Offices (FOs).	None	7 days	Mr. Rafael L. Gaca, Technical Staff, <i>PDPS</i>  <i>Concerned Field Office ODSUs</i>
	1.7. Receive the comments/inputs and recommendations from other offices. These shall be the basis for decision to approve/disapprove the request.	None	1 day	Mr. Rafael L. Gaca, Technical Staff, <i>PDPS</i>
	1.8. To recommend Approval? 1.8.1. Yes - Prepare a recommendation for approval using the <i>Outline Memorandum of Recommendation on the Research Request</i> for	None	1 day	Mr. Rafael L. Gaca, Technical Staff, <i>PDPS</i>  Ms. Roselle Hermano, Section Head, <i>PDPS</i>  and Ms. Editha Ocampo, OIC-PPD Chief

	<p>review and initial of the Division Chief/Section Head. This shall include the consolidated recommendations from the concerned OBSUs/FOs.</p> <p>1.8.2. No - Communicate decision to the researcher and inform them of relevant revisions that are needed to be made. Two (2) days will be given to researchers to officially respond, through a letter, if they will continue or terminate their request. If pursuing request, ask the researcher to re-submit the revised request based on DSWD's comments, then go back to step 1.6.2 and restart count of working hours/days. Otherwise, request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and</p>			
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	proceed to step 2.			
	1.9. Regional Director to approve/disapprove request based on recommendations	None	2 days	Leonardo C. Reynoso, CESO III, Regional Director
2. Accomplish the <i>Client Satisfaction Measurement Survey</i>	2. Receive the accomplished <i>Client Satisfaction Measurement Survey</i> (either online or paper-based)	None		Mr. Rafael L. Gaca, Technical Staff, PDPS
<b>Total</b>		<b>None</b>	<b>5 working days (non-protocol)</b> <b>12 working days (protocol)</b>	

## 2. Obtaining Social Welfare and Development (SWD) Data and Information

The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department. Request for SWD data and information need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, bureau, service or unit. Secondary SWD data refers to data that has already been consolidated and/or published by DSWD and readily available as public document.

<b>Office or Division</b>	Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Citizen G2G - Government to Government
<b>Who may avail</b>	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 are requesting current and secondary SWD data and statistics from the DSWD.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Request letter	Data user

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the required document ( <i>Request Letter</i> )	1. Receive request letter  1. Receive request for SWD data from the researcher  1.1.1. For Walk-in: Receive request letter and ask the researcher to provide details in the logbook 1.1.1.1.2. For Email: Download and print request	None	10 minutes	Irish May S. Villar, Administrative staff, PDPS
	1.2. Check completeness of information in the request letter (i.e., name of the researcher, contact details, and data being requested)  If complete, acknowledge receipt of the request (for email) or provide receiving copy (for walk-in)	None	10 minutes	Irish May S. Villar, Administrative staff, PDPS or any Administrative Staff from receiving office
	1.3. Encode details to the system or the Enhanced Document		5 minutes	Irish May S. Villar, Administrative staff, PDPS

	Transaction Management System (EDTMS)  1.3.1. For email: Request Letter  1.3.2. For walk-in: Information provided in the Researcher's Logbook  1.4. Endorse request to the concerned Division (for PPD)/ Unit (for PDPS)		5 minutes	
	1.5. Assign request to concerned technical staff	None	5 minutes	Ms. Roselle Hermano Section Head, PDPS
	1.6. Assess if the data/information being requested is available within the division	None	10 minutes	Mr. Rafael L. Gaca, Technical Staff, PDPS
	1.7. If data is available, prepare the data and letter response (utilizing the letter response template) which includes a request to accomplish the Client Satisfaction Measurement Survey	None	Single data: 7 hours  Multiple data: 1 day and 4 hours	Mr. Rafael L. Gaca, Technical Staff, PDPS



	<p>Submit to Division Chief/Unit Head for review, approval, and signature.</p> <p>1.7.1. If not available within the office/section, endorse the request to the concerned office/division/section using the <i>Endorsement of Research and SWD Data Request Form</i>.</p> <p>1.7.2. If data/information is not available in DSWD, inform the researcher of other sources of data</p> <p>Prepare a letter response (utilizing the <i>letter response template</i>) which includes a request to accomplish the <i>Client Satisfaction</i></p>		30 minutes	Mr. Rafael L. Gaca, Technical Staff, PDPS
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	<i>Measurement Survey</i>  Submit to the Division Chief/Unit Head for review, approval, and signature.			
	1.8. Review, approve and sign the letter response, prepared data (if available), and applicable form	None	20 minutes	Ms. Editha B. Ocampo /Ms. Princess T. Vagilidad/ Ms. Shiela S. Tapia  Division Chief <i>PDPS/PSD/PM D</i>
	1.9. Send the signed letter response containing the <i>Client Satisfaction Measurement Survey Form</i> link/code to the researcher together with the approved data (if available) and applicable form.	None	10 minutes	Irish May S. Villar, Administra- tive Staff or from the concerned Office <i>PDPS/PSD/ PMD</i>
2. Accomplish the <i>Client Satisfaction Measurement Survey</i>	2. Receive the accomplished <i>Client Satisfaction Measurement Survey</i> (either online or paper-based)	None	5 Minutes (walk-in)  As soon as the clients accomplished the form (Email)	Mr. Rafael L. Gaca, Technical Staff, <i>PDPS</i>
	<b>Total</b>	<b>None</b>	<b>1 working day, 15 minutes (single data)</b>  <b>1 working day, 5 hours, 15 minutes (multiple data)</b>	

			<b>1 hour, 45 minutes (no data)</b>
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## **PROTECTIVE SERVICES DIVISION (PSD)**

### **FRONTLINE (EXTERNAL) SERVICES**

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

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

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

<b>Office or Division:</b>	Crisis Intervention Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C- Government to Citizen		
<b>Who may avail:</b>	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
One (1) valid identification card of the client/ person to be interviewed; (2 Photo copy)		Preferably issued by any government agencies such as but not limited to: <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></ul>	

	<ul style="list-style-type: none"> <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>• PWD ID</li> <li>• Solo Parent ID</li> <li>• City/Municipal ID</li> <li>• Barangay ID</li> <li>• Office of Senior Citizen Affairs (OSCA ID)</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)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
<b>TRANSPORTATION ASSISTANCE</b>	
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 (1 Photocopy)	Police Station - Police Blotter Hospitals/clinic - medical abstract Court- court order/subpoena Social worker-justification
<b>MEDICAL ASSISTANCE FOR HOSPITAL BILL</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
1.2. Hospital bill / Statement of Account (outstanding balance) with name and signature of billing clerk. (Original / Certified true copy)	Billing Office of the hospital

2. Social Case Study Report/ Case Summary.	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>
<b>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
1.2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months. (1 Photo copy)	Attending Physician from a hospital/clinic.
2.. Social Case Study Report/ Case Summary.	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>
<b>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.
1.2. Laboratory Requests with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic
2. Social Case Study Report/ Case Summary.	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>

<b>FUNERAL ASSISTANCE FOR FUNERAL BILL</b>	
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 (1 Photo copy)	Authorized staff of the Funeral Parlor/ Memorial Chapel
2.1. 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 (1 Photo copy)	City/Municipal Hall
<b>EDUCATIONAL ASSISTANCE</b>	
1. Validated School ID and Valid I.D (2 Photo copy)	School
a. Enrolment Assessment Form; or b. Certificate of Enrolment or Registration; or c. Statement of Account (Original / Certified true copy)	School Registrar or Concerned Office
<b>FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS</b>	
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
<b>CASH ASSISTANCE FOR OTHER SUPPORT SERVICES</b>	
Depending on the circumstances:  <b>For Fire Victims:</b> Police Report/ Bureau of Fire Protection Report from the Bureau of Fire	Bureau of Fire/PNP



<p>b. <b>For Distressed OFs:</b> Passport, Travel Document/s, certification from OWWA or the Barangay</p> <p>c. <b>For Rescued Client:</b> Certification from a social worker or Case manager from rescued clients.</p> <p>d. <b>For victims of Online Sexual Exploitation:</b> Police Blotter and social worker's certification for the victims of online sexual exploitation of children</p> <p>e. <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. (1 Photo copy)</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 (Original / Certified true copy)</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>
<b>MATERIAL ASSISTANCE</b>	
<p>1. General Intake Sheet</p>	<p>DSWD CIU/CIS/SWAD</p>
<p>2. Material Assistance Distribution Sheet</p>	<p>DSWD CIU/CIS/SWAD</p>

ON-SITE TRANSACTION					
CLIENT STEPS		AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	1.1 Secure a queuing number.	1.1.1 Provide Client with queuing number.	None	<b>10 Minutes</b>	DSWD Personnel (Administrative Staff)
	1.2 Present pertinent Document	1.2.1 DSWD personnel will check the validity, and completeness of required documents presented by the client.	None	<b>20 Minutes</b>	DSWD Personnel
		1.2.2 Check the client's record to the Crisis Intervention Monitoring System (CrIMS)	None	<b>20 Minutes</b>	DSWD Personnel
		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	None	<b>10 Minutes</b>	DSWD Personnel
2	Submit pertinent	2.1 The DSWD Social Welfare	None	<b>40 Minutes</b>	SWO

	documents for Interview and Assessment	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).			
		<p>2.2 The DSWD Social Welfare Officer (SWO) shall determine the eligibility of the client to receive assistance, and recommend the appropriate assistance.</p> <p>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.</p>	None	<b>40 Minutes</b>	SWO
		Advise the client to Proceed to Step 3 and wait to be called for the release of assistance.	None	<b>40 Minutes</b>	SWO

		Forward the Client's Document to the Authorized Approving Officer.	None	<b>40 Minutes</b>	Authorized official/s
		Approve the Social Worker's recommendation if found reasonable and with complete and valid documents.	None	<b>40 Minutes</b>	Authorized Approving Officer
		Scan the client's approved documents for filing, and forward to Step 3 for releasing of assistance.	None	<b>30 Minutes</b>	DSWD Personnel
3	Receive Assistance	Check the Client's Identity	None	<b>15 Minutes</b>	SDO/RDO/DSWD personnel
		Release the Assistance.	None	<b>15 Minutes</b>	SDO/RDO/DSWD personnel
4	Fill out client satisfaction measurement survey	Receive the client satisfaction survey	None	<b>20 Minutes</b>	Administrative personnel
<b>TOTAL</b>			<b>None</b>	<b>5 Hour, 40 Minutes for Cash Out Right<sup>7</sup></b>	

<sup>7</sup> Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department.

		<b>1 Day or 24 Hours for Guarantee Letter<sup>8</sup></b>	
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## 2. Implementation of the Assistance to Individuals in Crisis Situation Program for Clients Tagged as Group of Individuals

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

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

<b>Office or Division:</b>	Crisis Intervention Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C- Government to Citizen		
<b>Who may avail:</b>	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
One (1) valid identification card of the client/ person to be interviewed; (2 Photo copy)		Preferably issued by any government agencies such as but not limited to: <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></ul>	

<sup>8</sup> Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department.

	<ul style="list-style-type: none"> <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>• PWD ID</li> <li>• Solo Parent ID</li> <li>• City/Municipal ID</li> <li>• Barangay ID</li> <li>• Office of Senior Citizen Affairs (OSCA ID)</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)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
<b>TRANSPORTATION ASSISTANCE</b>	
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 (1 Photocopy)	Police Station - Police Blotter Hospitals/clinic - medical abstract Court- court order/subpoena Social worker-justification
<b>MEDICAL ASSISTANCE FOR HOSPITAL BILL</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. Hospital bill / Statement of Account (outstanding balance) with name and signature of billing clerk.	Billing Office of the hospital

(Original / Certified true copy)	
3. Social Case Study Report/ Case Summary.	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>
<b>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. (1 Photo copy)	Attending Physician from a hospital/clinic.
3. Social Case Study Report/ Case Summary.	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>
<b>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. <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>

<b>FUNERAL ASSISTANCE FOR FUNERAL BILL</b>	
1. 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 (1 Photo copy)	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 (1 Photo copy)	City/Municipal Hall
<b>EDUCATIONAL ASSISTANCE</b>	
1. Validated School ID and Valid I.D (2 Photo copy)	School
2. a. Enrolment Assessment Form; or b. Certificate of Enrolment or Registration; or c. Statement of Account (Original / Certified true copy)	School Registrar or Concerned Office
<b>FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS</b>	
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
<b>CASH ASSISTANCE FOR OTHER SUPPORT SERVICES</b>	
Depending on the circumstances:  a. <b>For Fire Victims:</b> Police Report/ Bureau of Fire Protection Report from the Bureau of Fire	Bureau of Fire/PNP



<p>c. <b>For Distressed OFs:</b> Passport, Travel Document/s, certification from OWWA or the Barangay</p> <p>d. <b>For Rescued Client:</b> Certification from a social worker or Case manager from rescued clients.</p> <p>e. <b>For victims of Online Sexual Exploitation:</b> Police Blotter and social worker's certification for the victims of online sexual exploitation of children</p> <p>f. <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. (1 Photo copy)</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 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 (Original / Certified true copy)</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>
<b>MATERIAL ASSISTANCE</b>	
<p>1. General Intake Sheet</p>	<p>DSWD CIU/CIS/SWAD</p>
<p>2. Material Assistance Distribution Sheet</p>	<p>DSWD CIU/CIS/SWAD</p>

OFF-SITE TRANSACTION					
CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE	
PRE-OFFSITE PREPARATION - Complex					
1	1.1 Submit Project Proposal	1.1.1 Receive Project Proposal	None	5 Minutes (Excluding Queuing Time)	Administrative Staff
		1.1.2 Assess and review the received Project proposal.  If found in order, the project proposal is recommended for the approval of the Secretary or his duly authorized official/ representative for CO and FOs. If not, the project proposal is sent back to the requesting party for compliance	None	3 Hour (Excluding Queuing Time)	Social Welfare Officer
		1.1.3 Forward the recommendation for the approval of the project proposal to the Secretary	None	5 minutes (Excluding Queuing Time)	Administrative Staff
		1.1.4 Approve the recommendation for the approval of project proposal	None	5 Minutes (Excluding Queuing Time)	DSWD Secretary
		1.1.5 Forward the Approved project proposal to the Crisis Intervention Division/Section	None	20 Minutes (Excluding Queuing Time)	Administrative Staff

		1.1.5 Endorse the Approved project proposal to the Authorized Social Welfare Officer	None	3 Hours (Excluding Queuing Time)	Administrative Staff Social Welfare Officer
		1.1.6 Cross-match the submitted list of beneficiaries to the DSWD existing program monitoring system.	None	3 Hours (Excluding Queuing Time)	Administrative Staff
		1.1.7 Inform the group about the documentary requirements needed and the schedule of the payout		3 Hours (Excluding Queuing Time)	Social Welfare Officer
OFF-SITE TRANSACTION					
1	1.1 Present Pertinent Documents	1.1.1 The assigned personnel shall check the validity and completeness of the required documents presented by the client.  If the client submits missing documents, the SWO will advise the client to comply with relevant documents before proceeding to the next step.	None	5 Minutes (Excluding Queuing Time)	Administrative Staff
2	2.1 Submit pertinent documents for Interview	2.1.1 Filling out the identifying information of the client in the GIS;	None	15 Minutes (Excluding Queuing Time)	SWO

	and Assessment				
		2.1.2 The SWO to conduct an interview and assessment and establish the eligibility of the client and complete the filling out of the GIS and CE. .	None	15 Minutes (Excluding Queuing Time)	SWO
5	5.1 Receive Assistance	3.1.1 Check the Client's Identity	None	2 Minutes (Excluding Queuing Time)	SDO/RDO/D SWD personnel
		3.1.2 Release the Assistance.	None	3 Minute (Excluding Queuing Time)	SDO/RDO/D SWD personnel
	<b>TOTAL</b>		<b>None</b>	<b>13 Hours, 10 Minutes for Cash Out Right<sup>9</sup></b>  <b>1 Day or 24 Hours for Guarantee Letter<sup>10</sup></b>	

<sup>9</sup> Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department.

<sup>10</sup> Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department.

### 3. Facilitation of Referral on Children in Need of Special Protection (CNSP) to Field Offices and Other Intermediaries

Children in Need of Special Protection (CNSP) refer to all persons below 18 years of age, or those 18 years old and over but are unable to take care of themselves because of physical or mental disability condition; who are vulnerable to or are victims of abuse, neglect, exploitation, cruelty, discrimination, and violence (armed conflict, domestic violence and other analogous conditions prejudicial to their development) per Memorandum Circular No. 29, series of 2005.

<b>Office or Division:</b>	Sectoral Programs Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	OBSUs/ Field Office/Other intermediaries			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
The request of Technical Assistance signed by the Regional Director		Field Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Endorsement and/or receipt of the CNSP cases to the PMB.	1. CNSP cases may be received by the Focal Person through walk-in, email, phone-in inquiries, and endorsed referrals from the EXECOM/MAN-COM, other personnel, and inter-agency.	None	1 day	PMB Focal Person for CNSP
	2. Received CNSP cases or referrals are logged in the EDTMS.	None	5 minutes	PMB Incoming Administrative staff.  PMB Focal Person for CNSP
	3. Focal Person conducts an initial interview and assesses the needs of walk-in clients, phone-in and email inquiries, and endorsed referrals	None	15-30 minutes	

	from the EXECOM/MAN-COM and inter-agency.			
	<b><u>If no referral letter is needed:</u></b>			
	1. Focal person provides information relative to the inquiry/ies of the client/s.	None	25 minutes	PMB Focal Person for CNSP
	2. Focal Person requests the client to respond / fill-up the Client Satisfaction Measurement Survey (CSMS).	None	10 minutes	PMB Focal Person for CNSP and Client
	3. Accomplished CSMS is submitted to the CSMS Focal Person for consolidation.	None	10 minutes	PMB CSMS Focal Person
	<b><u>If a referral letter is needed:</u></b>			
	1. Focal person drafts referral letter to the concerned Field Office/s and other intermediaries, and response letter to the referring agency.	None	1 day	PMB Focal Person for CNSP
	2. Focal person conducts initial			PMB Focal Person for CNSP

	coordination with the concerned Field Office/s and other intermediaries (if necessary).  <u><b>If referral letter needs revision:</b></u>	None	20 minutes	
	3. Focal Person enhances/revises the referral to FO and response letter to the referring agency based on the comments/inputs received.	None	30 minutes	PMB Focal Person for CNSP
	4. Division Chief approves the referral to FO and response letter to the referring agency.			PMB – Sectoral Programs Division Chief
	5. Bureau Director (BD) approves the referral letter and response letter to the referring agency.	None	½ day	PMB Director Bureau
	<i>If necessary, CNSP Focal Person further revises documents and carries out other instructions.</i>	None	1 day	PMB Focal Person for CNSP
	6. Log the document			

	number of the referral and response letter in the DTS.			PMB Outgoing Administrative Staff
	7. Send through email an advance copy of the referral to FO.	None	1 day	
	8. Endorse to Records Unit / Section.			
	9. Transmits the approved referral and response letter to the FO and referring agency.	None		DSWD CO Records Officer
	10. CNSP Focal Person monitors status of referral to the concerned FO.	None	20 minutes	PMB Focal Person for CNSP
	11. The Field Office concerned provides feedback on the referred case through official correspondence/memo.	None	1-15 days	FO Focal Person for CNSP / FO concerned
	12. CNSP Focal acknowledges Feedback Report from concerned FO and inputs in database.	None	1-15 days upon receipt	PMB Focal Person for CNSP
		None		



			1 day	
		None		
<b>TOTAL</b>		<b>NONE</b>	<b>20 &amp; ½ days and 2 hours &amp; 30 minutes</b>	

#### 4. 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>	Protective Services Division - Travel Clearance Unit		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C- Government to Citizen		
<b>Who may avail:</b>	Filipino Minors Traveling Abroad		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Issuance of Travel Clearance Certificate</b>			
<i>A. For Minors Traveling Alone to a Foreign Country for the First Time</i>			
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. 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. 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. Notarized Affidavit of Consent or Written Consent of both parents/legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad.	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><i>For Succeeding Travel of Unaccompanied minor or Traveling ALONE</i></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.	
5. Unaccompanied Minor Certificate from the Airline	Airline Company
6. Waiver from the parents releasing DSWD from any liability in case of	Applicant

untoward incident during the travel of the child.	
<b>Minor Travelling 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 travelling companion
<b>Minors Traveling subsequently with a Person Other than the Parents of 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>	
<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.	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	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
<i>Minors going Abroad for Medical Purposes</i>	
1. Medical Abstract of the Minor	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	
3. Letter from the Sponsor	Sponsor
<i>Minors going Abroad for Inter-Country Adoption</i>	
1. Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)
2. Authority to Escort issued by ICAB	Inter-Country Adoption Board (ICAB)
<i>Minors under Foster Care</i>	
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
<i>Minors Under Legal Guardianship</i>	
1. Certified True Copy of the Court Order on Legal Guardianship	Court
<i>For Minors whose parents are Seafarers</i>	
1. Certification from the Manning Agency attesting to the parents employment	Applicant
2. Photocopy of Seaman's Book of Parent/s	
<i>For Minors with alleged missing parent/s</i>	
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

### Within the Day Transaction

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1.1 Issuance of Service Sequence Number 1.2 Encoding of the client's information in online Spreadsheet 1.3 Issuance of the Client Satisfaction Survey Form (CSS Form)	None	5 minutes	Officer of the Day
2. Submission of Application and Documentary Requirements	2.1 Receives Filled Up Application Form and Documentary requirements presented by the Client.	None	5 minutes	Social Worker

3. Screening of Application Form and documentary requirements	3.1 Social Worker will check the presented documentary requirements are complete. If not, the client will be asked to comply. If Complete, proceed to the next Step.	None	5 minutes	Social Worker
4. Interview/Assessment*	4.1 Social Worker interviews and conducts assessment of the application;  4.2 Recommends for the approval or disapproval of the application to the Signing Authority.	None  None	20 minutes	Social Worker
	4.3 Approves/Disapproves the application  4.3.1 If Approved, proceed to step 6  4.3.2 If Disapproved, Counseling and Explanation of reason for disapproval of application  4.4 Notify the DFA, BI, PMB, DSWD-CO.  If Exempted, Prepares the Certificate of Exemption for Approval of the Regional Director	None      None	5 Minutes  5 Minutes  10 Minutes	Supervisor/OIC  Social Worker  Social Worker  Social Worker  Social Worker/Admin Staff

5. Payment of:  Php 300.00 for 1 year validity; Php600.00 for 2 years validity	5.1 Issues Order of Payment /Billing Statement	Php300.00 for 1year validity;	3 minutes	Cashier
	5.2 Issues Official Receipt to the Applicant on the Payment Received	Php600.00 for 2 years validity		
	5.3 Issuance of Claim Stub schedule of release (Minimum of 1-day processing and maximum of 3 days processing)			Social Worker/Admin Staff
6. Issuance of the travel clearance certificate/exemption on certificate	6.1 Encodes/Types the details of the applicant to the Travel Clearance Certificate	None	10 Minutes	Social Worker/Administrative Staff
	6.2 Signs/Approves the Application or Certificate of Exemption for Exempted applicants	None	5 Minutes	Regional Director or the Authorized Approved Signatory
7. 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	7.1 Releases the Travel Clearance Certificate to the Applicant/ Certificate of Exemption/ Receipt of the Filled up CSS Form	None	5 Minutes	Social Worker Administrative Staff
<b>TOTAL</b>		<b>P300-600.00</b>	<b>1 hour and 18 minutes**</b>	

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

**\*\*Processing time may vary per region but shall not exceed a maximum of three (3) days as indicated in AO 12, series of 2017**

**\*\*\*The application for travel clearance, together with the supporting documents required shall be submitted/filed at the DSWD Regional Office that has jurisdiction over the minor's residence.**

## 5. Provision of Assistance to Solo Parent

Solo parents are those who are left alone with the responsibility of rearing their children regardless of marital status and based on National Statistics Office (NSO) data, there are about 14 million solo parents in the Philippines. The increasing number of solo parents has led the national government to pass Republic Act 8972, or the Solo Parents' Welfare Act of 2000, which was promulgated on November 7, 2000. While being a solo parent can be difficult, the passage of RA 8972 has somehow made it rewarding.

RA 8972 was enacted to provide a comprehensive program of services for solo parents and their children. This law covers fathers or mothers who raise their children by themselves, either because of the death of, a spouse, abandonment, separation or even those who have children as a result of rape.

DSWD is mandated to protect and promote the welfare of the disadvantaged group including the solo parents, provide technical assistance to partner stakeholders (National Government, Local Government Unit, and Civil Society Organizations). Any solo parent whose income in the place of domicile falls equal to or below the poverty threshold as set by the NSCB and subject to the assessment of the duly appointed or designated social worker in the area shall be eligible for assistance: Provided, however, that any solo parent whose income is above the poverty threshold shall enjoy the benefits mentioned in Sections 16, 17, 18, 19, 20, 21 and 23 of these Rules.

Office or Division	Sectoral Programs Division	
Classification	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may avail	ELLIGIBLE SOLO PARENTS	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Requirement for AICS Assistance		
Transportation Assistance		
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit	
2. Police Blotter/ Police Certification (for victims of pickpockets, illegal recruitment, etc.);	From the Police Station	
3. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.	
MEDICAL ASSISTANCE FOR HOSPITAL BILL		
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit	
2. Medical Certificate/Clinical Abstract complete with 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.	



3. Hospital bill / Statement of Account (outstanding balance) with name and signature	Billing clerk of the hospital
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
<b>MEDICAL ASSISTANCE FOR MEDICINE/ ASSISTIVE DEVICE</b>	
1. Medical Certificate/Clinical Abstract complete with 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. 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. Valid Solo parent identification card	Local Government Unit
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
<b>MEDICAL ASSISTANCE FOR LABORATORY REQUESTS</b>	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Medical Certificate/Clinical Abstract complete with 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.
3. Laboratory Requests with name, license number and signature of the Physician	Attending Physician from a hospital/clinic
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
<b>BURIAL ASSISTANCE FOR FUNERAL BILL</b>	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
3. Funeral Contract	The authorized staff of the Funeral Parlor/ Memorial Chapel
4. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
<b>BURIAL ASSISTANCE FOR TRANSFER OF CADAVER</b>	

1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
3. Funeral Contract	The authorized staff of the Funeral parlor/ Memorial Chapel
4. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain,
5. Barangay certificate/ certificate of Residency	From the Barangay where the client is presently residing.
<b>EDUCATIONAL ASSISTANCE</b>	
1. Validated School ID and Valid Solo parent I.D of the Parent/guardian	Registrar, Authorized staff from the school, Local Government Unit
2. Enrolment Assessment Form or Certificate of Enrolment or Registration	Registrar, Authorized staff from the school
3. Statement of Account for college students, when available. This may not available to State Universities	Registrar officer, Authorized staff from the school
4. Barangay Certificate/Certificate of Residency or Certificate of Indigency	From the Barangay where the client ID presently residing
<b>FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS</b>	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Project proposal and Food distribution List(CRCF client)	Local Government Unit / or Head of the residential care facility
3. Barangay certificate/ certificate of Residency	From the Barangay where the client is presently residing.
<b>CASH ASSISTANCE FOR OTHER SUPPORT SERVICES</b>	
1. Validated School ID and Valid Solo parent ID of the Parent/guardian	Registrar, Authorized staff from the school, Local Government Unit
2. Depending on the circumstances: <b>For Fire Victims:</b> Police Report/ Bureau of Fire Protection Report from the Bureau of Fire <b>For Distressed OFs:</b> Passport, Travel Document/s, certification from OWWA or the Barangay <b>For Rescued Client:</b> Certification from a social worker or Case manager from rescued clients. <b>For victims of Online Sexual Exploitation:</b> Police Blotter and social worker's certification for the victims of online sexual exploitation of children <b>For Locally stranded individuals (LSI):</b> LSI without valid IDs, the Medical Certificate	Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies.

or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.				
<b>For all other incidents:</b> 3. 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.		From the Barangay where the client is presently residing.		
<b>PROVISION OF PPE</b>				
1. Valid Solo parent identification card of the client/ person to be interviewed		Local Government Unit		
2. RT-PCR* Test Result, if applicable; *Reverse Transcription - Polymerase Chain Reaction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of application for assistance of a solo parent	1.1 Admin personnel will direct the client to the solo parent focal  1.2 If necessary, the client will be provided with a queueing number	None	5 minutes	Administrative Staff
2. Submit required documents for assistance	2.1 Checking of the authenticity and completeness of presented documentary requirements, along with the valid Solo Parent ID  ● If clients have incomplete requirements, give a list of required documents and advise the client to come back upon completion of requirements  2.2 If the requirements are complete, the social	None	10 minutes	CBSS Worker Social

	worker will interview the client utilizing the general intake sheet and recommend assistance based on the assessed needs	None	10 minutes	CBSS Worker Social
<b>Provision of Psychosocial support, AICS, and Supplemental Livelihood Program</b>				
	2.3 Provision of Psychosocial support-The psychosocial services for solo parents are part of the comprehensive program for solo parents and their children, to aid them in their role performance of being a solo parent.	None	30 minutes	CBSS Worker Social
	2.3.1 If for AICS, solo parent focal will facilitate referral to CIS or SWADT	None	10 minutes	CBSS Worker and CIS/SWAD Social Worker
	2.3.2 If for SLP, Solo parent focal will facilitate referral to SLP	None		CBSS Worker and SLP Focal Person
<b>TOTAL</b>		<b>None</b>	<b>65 minutes</b>	
<b>Referral for concerned LGU and other Agencies</b>				
	<ul style="list-style-type: none"> <li>For all other services of the Department, the social worker further must refer the client to the bureau/office implementing the program that may respond to the client's needs. Endorsement to the other national government agencies, partner NGOs, CSOs,</li> </ul>			

	<p><i>residential care facilities (for protective custody) and others shall be done if the programs or resources of the DSWD could not meet the client's needs.</i></p> <p>2.6 If for referral to concerned LGU or other agencies, in favor of the client who needs other local services that should be catered thereby- The social worker will prepare the referral letter</p> <ul style="list-style-type: none"> <li><i>If necessary, the social worker handling the case shall prepare a case summary indicating his/her assessment and recommendation, and shall include it in the referral letter of the client. In all cases, the FO/LSWDO shall coordinate accordingly to ensure that the referrals are immediately and properly acted upon. Coordination for the after-care and other social welfare support services for the</i></li> </ul>	None	10 minutes	CBSS Worker	Social
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	<i>client shall likewise be done by the handling social worker.</i>  2.7 the referral letter will be forwarded to the Unit head for initial;  If approved, it will be forwarded to the Assistant Regional Director (ARD) for initial and will be forwarded to the Regional Director (RD) for approval.			
	2.8 Once approved, the referral letter will be forwarded to the records manager to transmit the approved referral letter to the concerned LGU or other referring agency.	None	10 minutes	
<b>TOTAL</b>		<b>NONE</b>	<b>85 minutes</b>	

## 6. Auxiliary Social Services to Persons with Disabilities

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

<b>Office or Division:</b>	Field Office (Protective Services Division/Unit, Community Based Services Unit/ Section)
<b>Classification:</b>	Simple/ Complex
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Filipino Children and Persons with Disabilities
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Provision of Assistive Devices</b>	
1.) Medical Certificate (Indicating the specific assistive devices needed)	Attending Physician (Hospital, Clinic, Barangay Health Worker)

2.) Barangay Certificate of Indigency	Barangay Hall
3.) Social Case Study Report/ Case Summary	Local Government Unit or Medical Social Service
4.) 2x2 Picture or 1 whole body picture	Client
5.) Request letter	Client
<i>*Provision of the assistance is still based on the record of availments of the client and assessment of Social Worker.</i>	
<i>*Documents is still subject for verification and additional documents may be required depending on the case.</i>	

### **For Assistive Devices**

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Persons with Disabilities or Family members of Person with Disability may Visit the SWADT offices or Field Offices (Walk-in Clients) to submit their complete requirements	For walk-in clients 1. Social Worker or Focal Person receives the client	None	2 Minutes	FO Social Worker/ Person with Disability focal Person
	1.2 Provide a list of requirements	None	2 minutes	FO Social Worker/ Person with Disability focal Person
	1.3 Social Worker/ Focal Person conducts an interview and assessment of Persons with Disability needs	None	5 minutes	FO Social Worker/ Focal Person, Person with Disability Client
	1.4 Social Worker/ Focal person decides with the Person with Disability/ family member what services can be provided	None	5 minutes	FO Social Worker/ Focal Person
	1.5 Screening of documents; If documents are complete, Social Worker/ Focal Person conducts an assessment and based on the assessment, decides with the client what services be provided.	None	5 minutes	FO Social Worker/ Focal Person

	1.6 Social Worker or Focal Person to prepare the general intake sheet, certificate of eligibility, voucher (service provider) for the approval of the division chief	None	20 minutes	Unit Head or Division Chief and Budget Officer
	1.7 For assistive device and technology available, PSU/ CBU/ CBSS Division Chief and Budget Officer recommend the provision of assistance	None	30 minutes	Unit Head or Division Chief and Budget Officer
	1.7.a For assistive devices and technology not available	None	3 days	
	Release of the assistive device <i>Note: If the assistive device is available in the FO, focal Person will also prepare the gate pass or Requisition and Issue Slip for approval of division chief</i>			
	1.8 Log the transaction in a distribution sheet signed by the receiving person/client	None	5 minutes	FO Focal Person or Admin staff Person with Disability client
	1.9 Facilitate filling out of client satisfaction survey/ feedback	None	5 minutes	FO Focal Person Person with Disability client/ family member
	1.10 For assistive device and technology available, releasing of approved gate pass or RIS	None	20 minutes Within the day for available	Cash Unit FO Social Worker/ Focal Person or Admin Staff
	For assistive devices and technology not available, Persons with Disability/ family member/guardian will be provided with a claiming stub.		5-7 working days upon approval depending on the availability of the assistive devices.	



<b>Total</b>	<b>If available:</b>	<b>None</b>	<b>1 hour and 39 minutes</b>	
	<b>If not available:</b>		<b>10 days and 79 minutes</b>	
<b><i>For Medical, Educational, Burial Assistance, Livelihood Assistance</i></b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Persons with Disabilities or Family members of Person with Disability may Visit the SWADT offices or Field Offices (Walk-in Clients) to submit their complete requirements	<b>For walk-in clients</b>	None	3-5 minutes	FO Social Worker/ Person with Disability focal Person
	1. Social Worker of the Program Focal Person receives and review the required documents.			
	2. Interview and assessment of Persons with Disability needs	None	5 minutes	FO Social Worker/ Person with Disability focal Person
	3. The FO Focal Person/ Social Worker or SWADT Social Worker decides with the Person with Disability/ family member/ guardian what services can be provided.	None	5 minutes	FO Social Worker/ Person with Disability Focal Person
	4. If For AICS, FO Social Worker/ Focal Person to provide referral letter or endorsement to CIS or SWADT		10 minutes	FO Social Worker/ Person with Disability Focal Person And Division chief
<b>Total</b>		<b>None</b>	<b>25 minutes</b>	

## 7. Case Management in Center and Residential Care Facility (Case Management on the Provision of Center and Residential Care Services)

Procedures in ensuring that clients receive all the services they need in a timely and appropriate manner towards sustaining, enhancing, and restoring clients' social functioning.

<b>Office or Division:</b>	Center Development Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen

<b>Who may avail:</b>	Field Offices Center Facilities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Letter		LGU/ other referring party		
Social Case Study Report		LGU/ other referring party		
Medical Clearance		Private/ Government Physician		
Court Order (if any)				
Barangay Clearance/ Certificate		Local Barangay Office		
Other pertinent documents per CRCF manual				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Pre-Admission Phase</b>				
1. Client submits for initial interview and assessment	<p>1. Conducts initial interview with the client (either walk-in, outreached, referral from the Local Government Unit (LGU), law enforcement agency, hospital, court, and or other Social Welfare Agencies, individuals and government or private agencies), to determine eligibility to receive services in the CRCF.</p> <p><i>Remarks: In new normal situation/emerging infectious diseases, the LGUs are encouraged to refer clients in group considering health and safety protocols and use of available isolation facility in the RCF.</i></p> <p>If upon assessment, the client is eligible, the Social Worker accomplish the Intake Sheet, and the client/referring party and the SW signs the informed consent portion for further data gathering activities.</p> <p>If client is not eligible, the Social Worker refers the client to other agency if his/her needs are beyond</p>	None	<p>30 minutes</p>         <p>Within 5 days</p>	Social Worker on duty

	the service capacity of the CRCF. <i>(Endorsement should be made depending on the Level of Accreditation)</i>			
2. Attends pre-admission conference	2. Conduct of pre-admission with referring party, client's family, and other center staff to discuss the problem of the client in line with his/her admission to the facility  <i>Remarks: In some cases, like walk-in and emergency, pre-admission conference cannot be done, and therefore admission conference comes immediately once client is assessed to be eligible for services.</i>	None	2 hours	Social Worker, Referring Party, Parents or any available family members
<b>Total</b>		<b>None</b>	<b>5 Days, 2 hours and 30 minutes</b>	
<b>Admission Phase</b>				
Attend admission conference	1. Facilitates conduct of admission conference, Contract Setting with referring party and orientation on the general rules and policies of the facility  The Social Worker accomplish Admission Slip, and requires referring party's signature. Client/resident of legal age is required to affix his/her signature as an expression of conformity. Parent/relative of minor client/resident should sign the admission slip witnessed by the referring party. Client/Resident signing of Data Privacy Consent or <i>Pahintulot Hinggil sa Pagkalahim ng Datos</i> is also facilitated in compliance to Data Privacy Act of 2012.	None	1 day	Helping Team/Multidisciplinary Team, Referring Party   

	Orients client/resident about the facility and on the existing house rules and policies of the facility, and introduces his/her to the Helping Team/Multi-disciplinary Team.			
Submits self to the inventory of belongings	2. Conducts an inventory of the client's belongings and records them.	None	During the Client's 1 <sup>st</sup> day in the facility	Houseparent
Accepts set of clothing and other provisions to be provided.	3. Provides the client with a set of clothing, toiletries, footwear, and the like based on standards as per AO 22 s.2005 and on the result of the inventory of the client's belongings <i>((This is not applicable to non-residential facilities))</i>	None	During the Client's 1 <sup>st</sup> day in the facility	Houseparent
Submits self for examination	4. Refers or submits client for physical examination and pre-natal check-up in case client is pregnant.	None	During the client's first day in the facility	Medical Officer, Nurse
	5. Endorses the client to the Houseparent on duty, and brief the latter on the client's disposition as well as the case background to enable the Houseparent to understand the child's behavior and interact with his/her properly. <i>((This is not applicable to non-residential facilities).))</i>	None	During the client's first day in the facility	Social Worker, Houseparent
<b>Total</b>		<b>None</b>	<b>1 day</b>	
<b>Center-based Intervention Phase</b>				
	1. Conducts further interviews with the client to gather additional relevant information on the problem presented as a basis for assessment and recommendation.	None	During the client's 1 <sup>st</sup> day in the facility	Social Worker
	2. Conducts initial psychological assessment of the client. Psychological assessment will only be administered to children who are 5 years old and above.	None	During the 2 <sup>nd</sup> to 7 <sup>th</sup> day of the client in the facility.	Psychologist, Psychometrician  Outsourced service of a psychologist should there be no resident

				Psychologist/ Psychometrician in the CRCFs.
	<p>3. Gathers additional information from the client, significant others and the worker's own observation on the client</p> <p>At this stage, the request for Parental/Family Capability Assessment (PCA) is also coordinated by the Social Worker to the concerned LGU.</p>	None	During client's 2 <sup>nd</sup> to 3 <sup>rd</sup> week of in the facility	Helping Team/Multidisciplinary members, Referring Party, LGU Social Worker
	<p>4. Drafts the Initial Social Case Study Report, and Intervention Plan with the client/resident. The Social Worker addresses with the clients/residents collaboratively to identify the problem areas and needs, then formulate a structured plan for achieving both short- and long-term goals.</p>	None	<p>Within 30 days after admission</p> <p>Within 15 days after admission for the Intervention Plan</p>	Social Worker, Client/Resident
	<p>5. Present the case to the Rehabilitation team. The result of the case conference shall be the basis for the formulation and implementation of the Intervention Plan</p> <p>Case conference is also conducted as need arises</p>	None	During the client's 4 <sup>th</sup> week in the facility; monthly	Helping Team/Multidisciplinary Team, Referring Party, LGU
	6. Review and update the Intervention Plan based on the result of the case conference, if necessary.	None	During the client's 4 <sup>th</sup> week in the facility	Helping Team/Multidisciplinary Team
Receives the provisions of the center and various interventions provided	7. Implements and facilitates the provision of services to the client towards the improvement of social functioning and rehabilitation goal	None	During the client's/resident's stay in the facility which is a minimum of six months with exception to the following:	Helping Team/Multidisciplinary Team

			a. Early reintegration/ rehabilitation prior to six months; b. Six months and beyond depending on the coping of client/resident and other circumstances of the case and the assessment of the Social Worker.	
	8. Monitors the progress of the client in relation to the achievement of goals. The Rehabilitation Team conducts regular case conferences as part of monitoring the case	None	Monthly	Helping Team/ Multidisciplinary Team
	9. Reassesses and modifies the intervention plan per developments/changes along helping process and based on the assessment of other members of the Helping Team/ Multidisciplinary Team.	None	During the client's 3 <sup>rd</sup> month in the facility	Social Worker, Helping Team/ Multidisciplinary Team
<b>Evaluation and Termination</b>				
	1. The Social Worker conducts individual or group session with clients/residents and meets with the Helping Team/Multidisciplinary Team to evaluate the progress of the	None	3 months prior to discharge	Helping Team/Multidisciplinary Team, Referring Party, LGU Social Worker, Client's family if available

	clients/residents in relation to the helping goals set.			
	<p>2. Informs the referring party regarding the client's achievement of rehabilitation/helping goals, and requests for Parental Capability Assessment Report (PCAR).</p> <p>For CICL cases, the Social Worker informs the court of the achievement of the rehabilitation goals of the client/resident.</p>	None	Upon receipt of P/FCAR submitted by LGU	Social Worker
Attends pre-discharge conference	<p>3. Conducts pre-discharge conference either through virtual meeting or in person. The result of the pre-discharge conference is confirmed to the receiving LGU/Agency/other facilities with reintegration agreement duly signed by all parties.</p> <p>The Helping Team/ Multidisciplinary Team prepares After Care Plan</p> <p>The results of case review and assessment of the Helping Team/ Multidisciplinary Team and referring party shall be the basis for the client's transfer to other agency, placement to other form of alternative care or reunification to the family and community. Likewise, the receiving agency is hereby informed of the necessary preparation for the transfer of the client.</p> <p>If the family is assessed to be not yet ready for the reunification, the LGU is</p>	None	2 hours	Helping Team/ Multidisciplinary Team, Accepting Party, Client's family, Key members in the community such as Barangay Officials among others

	requested to provide the necessary intervention.			
	4. Prepares Termination Report if client is for reintegration, and Transfer Summary if the client is for transfer to other SWA.	None	5 days	Social Worker
Submit to medical examination	5. The Medical Officer or any available medical personnel in the facility conduct general medical examination to the client.	None	One week prior scheduled discharge	Medical Officer/Nurse or other medical personnel in the facility
Attends discharged conference and turnover to the either to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care.	6. Facilitates discharge conference for the turn-over of the client either to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care.	None	2 hours	Helping Team/ Multidisciplinary Team, Client, Family, concerned SWDAs, LGU
	7. The Social Worker administers satisfaction survey to the client to determine satisfaction of the resident on the programs and services of the CRCF. This will also serve as basis to enhance or improved the existing programs and services of the CRCF to its clients/residents.	None	After conduct of Discharge Conference.	Social Worker, Client/ Resident
<b>Post Center based Intervention Phase</b>				
	1. Sends request to concerned LGU for the submission of detailed progress report on the adjustment of the client in his/her family and community, likewise the status of implementation of after-care services provided based on the agreed After Care Plan. The submission of Progress Report is also	None	3 months to 6 months after discharge	Social Worker, LGU, other Stakeholders, Client, Client's family



	discussed with the LGU during the Discharge Conference.  In some facility, the request for LGU to submit aftercare report is incorporated in the Final Report submitted to Honorable Courts.			
	2. Reviews and evaluates the after-care service report, and check if the agreed aftercare plan/reintegration agreement is achieved or not.	None	Upon receipt of the report	Social Worker
	3. Follows up with the LGU for the submission of the aftercare report.	None	Within first three months; Monthly  For CICL: Quarterly	Social Worker
	4. After receipt of Progress Report and or detailed information /feedback directly from the client, the Social Worker recommends to the Helping Team/ Multidisciplinary Team the closing of the case or for referral to other agencies for other support services, and thus prepares the Closing Summary Report.	None	Upon completion of at least 50% of the After- Care Program Plan	Social Worker
<b>TOTAL</b>		<b>NONE</b>	<b>6 months for Center Based Phase</b>	

## 8. Implementation of Government Internship Program (GIP) to Central office and Field Offices

The Government Internship Program is part of the Kabataan 2000 program of the government. It was developed with the end goal of providing opportunity for both out-of-school-youth (OSY) and in-school-youth (ISY) a hands-on experience of working in various government agencies, which they could later use when they later decide to be part of the government workforce. This is likewise an opportunity for them to learn life skills in the workplace at the same time earn money to augment their school needs. This program is implemented during school break when the youth are on vacation, thus using their available time in a productive manner.

<b>Office or Division</b>	Protective Services Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	Government to transacting Public (External Applicants) G2G – Government to Government			
<b>Who may avail</b>	Indigent In-School-Youth (18 – 25 Years old))			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Government Internship Program Implementation</b>				
<i>A. Application as participants of the program</i>				
1. Duly accomplished Application Form	Field Office			
2. Photocopy of PSA/LCR issued Birth Certificate of the Youth or any government issued ID indicating the date of birth – youth must be aged 18-25 years old.	LCR/Philippine Statistics Authority (PSA) Concerned Government Agencies			
3. School ID/Recent School registration form or certification from the school indicating the recent year/semester of the applicant's school attendance.	School			
4. Photocopy of income tax return (ITR) of parents/head of the family/guardian or Barangay Certificate of Indigency confirming that family is residing in the barangay.	Barangay or Concerned Office/s of the parents			
<b>Transaction</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>I. Pre-Implementation Phase</b>				
1. Project Proposal Preparation	1.1 Prepare, submit and approval project proposal to the Finance and Management Bureau and to the Undersecretary of Operations	None	10 Days	Youth Focal Person
2. Meeting of Technical Working Group (TWG)	2.1 The youth focal person together with the technical working group will convene for a meeting to discuss the details	None	1 Day	Youth Focal Person and TWG

	of the implementation of the program			
3. Notice of Acceptance Applications	3.1 Announcement during flag ceremony, press releases and radio announcements	None	3 Days	Youth Focal Person and TWG
4. Screening of Documents	4.1 The focal person will screen all the documents of the applicants based on the authenticity of the required documents. Once the applicant is not qualified, they will be informed via call / text message	None	1 Day	Youth Focal Person and TWG
5. Interview of Applicants	5.1 All applicants will be interviewed by the youth focal person and TWG	None	2 Days	Youth Focal Person and TWG
6. Final Screening	.1 All qualified applicants will be notified on the next steps to take. While the applicants who did not qualify will still be notified about the status of their application.	None	2 Days	Youth Focal Person and TWG
<b>TOTAL</b>		<b>None</b>	<b>19 Days</b>	
<b>II. Implementation Phase</b>				
8. Orientation with the selected participants	8.1 All participants will be provided with orientation about the program	None	30 Working Days	Youth Focal Person and TWG
9. 30 days implementation	9.1 All participants will be assigned in the Central Office/Field	None		

	Offices including centers/institutions for 30 working days.			
10. Provision of Stipend	10.1 Monthly stipend which 75% of the regional existing wage rate will be provided to all participants	None		
11. Capacity building activities	11.1 The youth focal person together with TWG will conduct capacity building activities for all participants.	None		
12. Monitoring of all participants/beneficiaries	12.1 All participants will be monitored to assess and assist them on their needs.	None		
<b>TOTAL</b>		<b>None</b>	<b>30 Days</b>	
<b>III. Post-Implementation Phase</b>				
13. Evaluation of Program Implementation	13.1 The Youth Focal Person together with the TWG will conduct evaluation based on the effectiveness of the implementation of the program.	None	1 Day	Youth Focal Person/TWG
<b>TOTAL</b>		<b>None</b>	<b>1 Day</b>	

## 9. Implementation of the Supplementary Feeding Program

The enactment of the Republic Act 11037 or the Masustansyang Pagkain Para sa Batang Pilipino Act institutionalized the implementation of the Supplementary Feeding Program which is the provision of food on top of the regular meals to children ages 2-4 years old enrolled in Supervised Neighborhood Playgroup (SNP), 3-4 years old children enrolled in the Child Development Centers (CDC) and 5-year-old children not enrolled in DepEd but is enrolled in the CDCs.<sup>3</sup>

<b>Office or Division:</b>	Supplementary Feeding Program (SFP)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G-Government to Government
<b>Who may avail:</b>	Local Government Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly signed Memorandum of Agreement (MOA) or Memorandum of Understanding (MOU)	Local Government Unit (Office of the Mayor/ C/MSWDO)
Certified True Copy of Sangguniang Bayan Resolution	Local Government Unit (Office of the Mayor)
Duly signed Project Proposal	Local Government Unit (Office of the Mayor/ C/MSWDO)
Weight Monitoring Report (Form 3.A)	C/MSWDO ( Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)
Masterlist of Beneficiaries (Form 2.A)	C/MSWDO ( Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)
Masterlist of Child Development Centers (Form 2.B)	Local Government Unit (C/MSWDO)

*\*These documentary requirements are presented to the DSWD Field Office personnel.*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>I Social Preparation for the Implementation of SFP (LGU to Field Offices)</b>				
1. LGU to submit the required documents for the program inclusion per Day Care Centers/ Supervised Neighborhood Play	1.1 Receive and review the completeness of the documents submitted	None	3 days	DSWD Field Office staff responsible in receiving documents (AAll)
	1.2 Process the submitted documents for inclusion in the program beneficiaries	None	20 days	DSWD Field Office SFP Focal Person/ND/PDO
	1.4 Consolidate all the submitted master list with nutritional status	None	20 days	DSWD Field Office SFP Focal Person/ND/PDO

	for submission of monthly report to the Central Office			
	1.5 Keeps the document for data banking and comparison on the succeeding nutritional status/ improvement of the children beneficiaries			AA II
2. Comply with the necessary signatures /action needed for the processing of the documents.	2.A Facilitate signing and Notarization of Memorandum of Understanding (MOU) between LGU and DSWD FO.	None	20 days	DSWD Field Office SFP Focal Person/ND/PDO Regional Director Finance staff
	2.A.1 Proceed with the processing of the procurement of commodities	None	20 days	DSWD Field Office SFP Focal Person/ND/PDO
	2.B If TOF is allowed, review eligibility of LGU based on previous performances in program implementation and timely and complete liquidation.	None	20 days	DSWD Field Office SFP Focal Person/ND/PDO
	2.B.1 If LGU is eligible, facilitate signing and Notarization of Memorandum of Agreement (MOA) between LGU and DSWD FO.	None	20 days	DSWD Field Office SFP Focal Person Regional Director Finance staff
	2.B.2 Facilitate processing and Distribution of available checks / ADA for the LGU.	None	20 days	DSWD Field Office Cash Section/Disbursing Officer

4.LGU to participate to the program orientation	4.1. Conduct program orientation/updates and reiterates necessary documents, proper accomplishment, and signatories for submission to the Field Office.	None	1 day per LGU/Province	DSWD Field Office SFP Focal and staff
TOTAL		None	144 days	
Republic Act No. 9184 or Government Procurement Reform Act - Annex C (Recommended Earliest Possible Time and Maximum Period allowed for the Procurement of Goods and Services; Article 11, Section 37,38) RA 7160, 54a – “The veto shall be communicated by the local chief executive concerned to the sanggunian within fifteen (15) days in the case of a province, and ten (10) days in the case of a city or a municipality; otherwise the ordinance shall be deemed approved as if he had signed it”				
II. Creation of Cycle Menu and Supervision of Feeding Implementation				
1. Assist in the Conduct of Market Research	1.1 Conducts market research of the most common and available food items in the community.	None	7days	DSWD Field Office SFP PDO /ND
2. Participation in the creation of cycle menu	2.1 Solicit recommendation with LSWDOs/focal persons on Menu preference per province  2.1a. In times of COVID-19 pandemic and other similar emergencies, conduct virtual meetings with provinces with capacity on network connection /gadgets	None	1 day/per province	DSWD Field Office SFP NDs/PDO

	2.2 Drafts two-four-week cycle menu based on the market research conducted, budget and the agreed Menu preference of the focal persons per province following the 1/3 PDRI requirements of the children beneficiaries and/or DOST-FNRI Pinggang Pinoy for Kids..			DSWD Field Office SFP NDs
3. Finalization of the Cycle menu	<p>3.1 Submits the draft cycle menu for approval of the SFP Focal.</p> <p>3.2 Approves the cycle menu for allocation in the purchase request.</p> <p>3.3 Prepares the Food Distribution Plan per Mun/City, Province, as basis in the allocation in the Purchase Request</p>	None	<p>4 hours</p> <p>4 hours</p> <p>20 days</p>	<p>DSWD Field Office SFP NDs</p> <p>DSWD Field Office SFP Focal</p> <p>DSWD Field Office SFP NDs</p>
4. Implement the approved cycle menu	4.1 Distributes copy of the menu to the LGU SFP Focal Person for reference and implementation.	None	20 days	DSWD Field Office NDs/ PDOs in charge for SFP
5. Receives and the food and assist in the delivery of foods to the beneficiaries	5.1 Monitors the delivery of food commodities to the implementing LGU	None	3 days	DSWD Field Office NDs/ PDOs in charge for SFP



based on distribution plan	5.2 The FO shall monitor the feeding implementation of SFP by the LGUs based on the approved cycle menu, target beneficiaries and areas of implementation.		120 feeding days	
6. Submit the Accomplishment Report	6.1 The FO to acknowledge and analyze the submitted accomplishment reports of LGUs (e.g. Physical, Narrative, Financial, Nutritional status reports) and provide technical assistance as needed.	None	7 days	DSWD Field Office SFP team
	6.2 The FO will consolidate and evaluate the submitted reports of the LGUs for endorsement to the Central Office	None	20 days	DSWD Field Office SFP team
<b>TOTAL</b>		<b>None</b>	<b>198 days and 8 hours</b>	
<i>RA 11037, Section 4a – “...that the program shall include the provision of at least one (1) fortified meal for a period of not less than one hundred twenty (120) days in a year.</i>				
<b>III. Monitoring and Evaluation (Field Office to Local Government Unit)</b>				
1. Coordinate with the Field Office for technical assistance	1.1 Prepare monitoring and technical assistance plan for the implementation of the current SFP cycle based on the result of the program review submitted by the LGUs.	None	4 hours	DSWD Field Office NDs/ PDOs in charge for SFP

	<p>1.1a FO may also conduct spot checks to assess and monitor the implementation (delivery/feeding/weighting, quality and quantity etc.).</p> <p>1.2 Notifies the Local Government on the schedule of the actual visit and/or virtual provision of technical assistance</p> <p>1.3 Prepares the Travel Order and/or Virtual Link for the Technical Assistance</p>		<p>3 days per LGU</p> <p>1 day</p> <p>1 day</p>	<p>DSWD Field Office NDs/ PDOs in charge for SFP</p> <p>Admin Staff</p>
	<p>3.1 Provides technical assistance through either demo, actual observation of the procedure and / or virtual provision of technical assistance ensuring LGUs compliance to EODB-ARTA requirements such as the SFP guidelines, among others.</p>		<p>7 days</p>	<p>DSWD Field Office Focal Person/ PDOs in charge for SFP</p>
<p>2. Provide feedback, issues and concerns on the SFP implementation</p>	<p>4.1 Discusses the salient findings and recommendations to the Local Chief Executive during the Exit Conference.</p>		<p>1 day</p>	<p>DSWD Field Office NDs/ PDOs in charge for SFP</p>

	<p>5.1 Prepares the Feedback Report and Confirmation Report to the LGU monitored.</p> <p>5.2 Approves the feedback report and confirmation report.</p> <p>Focal Person will be responsible for any e revisions and other instructions in the feedback report and confirmation report.</p> <p>5.2a Log the document number of the confirmation report in the DTS.</p> <p>5.2c Endorse to Records Unit / Section.</p>		<p>1 day</p> <p>1 day</p> <p>5 minutes</p> <p>5 minutes</p>	<p>DSWD Field Office NDs/ PDOs in charge for SFP</p> <p>Regional Director</p> <p>Outgoing Administrative Staff</p> <p>Outgoing Administrative Staff</p>
3. Respond to Client Satisfaction Survey Form	6.1 Transmits the approved confirmation report to the LGU and request the LGU counterpart to respond to the Client Satisfaction Survey relative to the TA through a Google form		c/o records unit	Outgoing Administrative Staff /SFP
<b>Total</b>		<b>None</b>	<b>15 days 4 hours and 10 minutes</b>	

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

## 10. PLHIV Referral for Care and Support Services

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

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

Office or Division:	Protective Services Division - Community Based Services Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	People Living with HIV (PLHIV) and their affected families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 1: Intake Form 2. Informed Consent 3. Form 2: Referral for Service 4. Form 3: Referral Feedback 5. Form 4: Referral Registry		Referring agency		
Within the Day Transactions				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients get queuing and accomplish Health Declaration Form	1.1 Issuance of Queue Number and Health Declaration Form	None	5 Minutes	Admin / Security personnel
2. Submit complete requirements/ documents to PLHIV Focal/ Social Worker on duty	2.1 Receive and review of submitted documents  2.2 Provide appropriate action and assistance:  If the client is a referral from other agencies or organizations: <ul style="list-style-type: none"><li>• Check Documentary Requirements for particular assistance needed;</li><li>• Review Referral Forms 1 to 4; and</li></ul>	None	30 minutes	PLHIV Focal Staff / Alternate

	<ul style="list-style-type: none"> <li>• Proceed to SOP No. 2: Provision of Assistance to PLHIVs</li> </ul> <p>If a client needs additional services, DSWD will act as the Referring Agency and will facilitate Referral Mechanism:</p> <ul style="list-style-type: none"> <li>• Consult Directory to identify the appropriate service provider / agency;</li> <li>• Fill-out Form 2 then give it to the client;</li> <li>• Fill-out Form 4 then place it in the client's file;</li> <li>• Complete and update Referral Register on spreadsheet;</li> <li>• Advise client to go to the Receiving Agency; and</li> <li>• Coordinate with Receiving Agency regarding the referral/client and accomplishment of Form 3</li> </ul>			
3. Accomplish Client Satisfaction Survey Form	3.1 Issue Client Satisfaction Survey Form (CSS) and collect filled-out CSS	None	5 minutes	PLHIV Focal Staff / Alternate
	4. Conduct follow-up from Receiving Agency and/or client within 15 days upon receipt of referral:		15 minutes	PLHIV Focal Staff / Alternate

	<ul style="list-style-type: none"> <li>• Coordinate with Receiving Agency and seek for updates;</li> <li>• Ask for Form 3 either from the client and or Receiving Agency;</li> <li>• Review Form 3; and</li> <li>• Complete and update Case File and Referral Register</li> </ul>			
<b>TOTAL</b>		<b>NONE</b>	<b>55 minutes</b>	

## 11. Provision of Assistance to Person living with HIV (PLHIV)

As part of the DSWD's psychosocial care and support services for persons living with HIV (PLHIV) and their affected families and in accordance with Section 36 of RA 11166, the Department, through its Field Offices (FOs) provides economic assistance for education, livelihood, burial/funeral, transportation, medical, and food. These forms of assistance are meant for individuals and families of PLHIV in need of social welfare and development interventions.

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

Office or Division:	Protective Services Division - Community Based Services Section		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizens		
Who may avail:	People Living with HIV (PLHIV) and their affected families		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Medical Assistance for Hospital Bill			
1. Any valid identification card of the client/ person to be interviewed		• Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)	
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (original and one(1) photocopy)		• Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities	
3. Hospital bill / Statement of Account (outstanding balance) with name and signature (original and one(1) photocopy)		• Billing clerk of the hospital	
4. Social Case Study Report/ Case Summary		• Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities	

5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>• From the Barangay where the client is presently residing.</li> </ul>
<b>Medical Assistance for Medicine</b>	
1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the attending physician issued within three months (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>• Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities</li> </ul>
2. Prescription with the date of issuance, complete name, license number, and signature of the Physician issued within three (3) (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>• Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities</li> </ul>
3. Any valid identification card of the client/person to be interviewed	<ul style="list-style-type: none"> <li>• Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
4. Social Case Study Report/ Case Summary	<ul style="list-style-type: none"> <li>• Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities</li> </ul>
5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>• From the Barangay where the client is presently residing.</li> </ul>
<b>Medical Assistance for Laboratory Requests</b>	
1. Any valid identification card of the client/person to be interviewed	<ul style="list-style-type: none"> <li>• Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>• Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities</li> </ul>
3. Laboratory Requests with name, license number and signature of the attending physician issued within three (3) months (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>• Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities</li> </ul>
4. Social Case Study Report/ Case Summary	<ul style="list-style-type: none"> <li>• Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities</li> </ul>
5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>• From the Barangay where the client is presently residing.</li> </ul>
<b>Burial Assistance for Funeral Bill</b>	
1. Any valid identification card of the client/person to be interviewed	<ul style="list-style-type: none"> <li>• Government agencies issuing an identification card(SSS, Philhealth, LTO,</li> </ul>

	PAG-IBIG, COMELEC, NBI, DFA and among others)
2. Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro), or any authorized medical practitioner in the absence of a death certificate (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal/Religious Chieftain/Leader,</li> </ul>
3. Funeral Contract with Outstanding Balance except for Muslims and Indigenous People performing customary practices (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>Authorized staff of the Funeral Parlor/ Memorial Chapel</li> </ul>
4. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>From the Barangay where the client is presently residing.</li> </ul>
<b>Burial Assistance for Transfer of Cadaver</b>	
1. Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
2. Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro), or any authorized medical practitioner in the absence of a death certificate (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal/Religious Chieftain/Leader</li> </ul>
3. Funeral Contract except for Muslims and Indigenous People performing customary practices (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>Authorized staff of the Funeral Parlor/ Memorial Chapel</li> </ul>
5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>From the Barangay where the client is presently residing.</li> </ul>
<b>Educational Assistance</b>	
1. Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
2. Validated school ID of the student beneficiary	<ul style="list-style-type: none"> <li>Registrar, Authorized staff from the school</li> </ul>
2. Enrolment Assessment Form or Certificate of Enrolment or Registration (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>Registrar, Authorized staff from the school</li> </ul>
3. Statement of Account for college students, when available. This may not be available to State Universities Registrar (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>Registrar officer, Authorized staff from the school</li> </ul>
4. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>From the Barangay where the client is presently residing.</li> </ul>



**Food Assistance for Individuals and Families**

1. Any valid identification card of the client/person to be interviewed	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
2. Barangay Certificate/ Certificate of Residency	<ul style="list-style-type: none"> <li>From the Barangay where the client/s is/are presently residing.</li> </ul>

**Transportation and Cash Assistance for Other Support Services**

1. Any valid identification card of the client/person to be interviewed	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
2. Depending on the circumstances: -Police Report/ Bureau of Fire Protection Report from the Bureau of Fire  -Passport, Travel Document/s, certification from OWWA or the Barangay  -Certification from social worker or Case manager from rescued clients.  -Police Blotter and social worker's certification for the victims of online sexual exploitation of children  - For Locally stranded individuals (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.	<ul style="list-style-type: none"> <li>Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies.</li> </ul>
3. For all other incidents- 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 authority's/regulating agencies, as may be applicable.	<ul style="list-style-type: none"> <li>From the Barangay where the client is presently residing.</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client receives accomplished Health Declaration Form and received queuing number	1. Issuance of Health Declaration Form and queue number	None	5 minutes	<i>Admin / Security Personnel</i>
2. Submits documents and self	2.1 Conduct initial interview to identify	None	5 minutes	<i>Designated PLHIV Focal Staff / Alternate</i>

for interview and assessment	<p>needs/queries of the client</p> <p>If asking for <b>informational service</b>, provide the necessary information and a copy of the checklist of requirements.</p> <p>If <b>submission of requirements</b> to avail service, receive documents</p> <p>2.2 Review documents submitted by client.</p> <p>If the client is a <b>referral</b> from other agencies or organizations:</p> <ul style="list-style-type: none"> <li>• Check Documentary Requirements for needed Assistance and completeness of forms for referrals</li> </ul> <p>If the <b>walk-in client</b>, PLHIV:</p> <ul style="list-style-type: none"> <li>• Conduct initial interview to identify assistance being sought for and review document requirements being presented as to completeness and compliance</li> </ul> <p>If supporting documents are <b>incomplete</b> and <b>non-compliant</b>, provide a checklist.  <i>Check the completed / compliant documentary requirements and highlight incomplete/</i></p>	None	5 minutes	<i>Designated PLHIV            Focal Staff /            Alternate</i>
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	<i>noncompliant requirements for submission and ask client to return with completed documents required.</i>			
3. Client to fill-out necessary fields in prescribed forms	<p>3. Conduct of further verification of submitted documents and probing interview</p> <ul style="list-style-type: none"> <li>• Verify submitted requirements for veracity, consistency, and authenticity.               <ul style="list-style-type: none"> <li>- If one or more documents are found to be inauthentic or contains inadequate details, provide explanation to client;</li> <li>- Provide checklist and identify which document is inauthentic and inadequate.</li> </ul> </li> <li>• Conduct assessment and intake interview</li> </ul> <p>4. Recommend assistance to be provided to client and facilitate disbursement or referral to other DSWD OBSUs</p> <p>If assistance may be directly provided:</p> <ul style="list-style-type: none"> <li>• Preparation of Certificate of Eligibility</li> <li>• Encoding of client's information to registry and accomplishment of Form Three (3) Referral Feedback if</li> </ul>	<p>None</p> <p>None</p>	<p>15 minutes</p> <p>15 minutes</p> <p>If within the day: 30 minutes to one (1) hour depending on the amount and assistance being sought for</p>	<p><i>Designated PLHIV Focal Staff / Alternate</i></p> <p><i>Designated PLHIV Focal Staff / Alternate</i></p> <p><i>Authorized approving personnel</i></p>

	<p>client was referred by another agency;</p> <ul style="list-style-type: none"> <li>• Submit documents to authorized personnel for review and approval;</li> <li>• Ensure all required signatories and fields are accomplished.</li> </ul> <p>If client needs to be referred to other OBSUs such as the CIS and SLP:</p> <ul style="list-style-type: none"> <li>• Social worker to facilitate referral with reference to respective Citizen's Charter of receiving offices;</li> <li>• Conduct follow-through to seek feedback on the actions taken and/or, if needed, provide further clarification.</li> </ul> <p>5. Social worker completely facilitates approval of documents and actual disbursement of assistance that may either be Cash or a Guarantee Letter to identified service provider</p> <ul style="list-style-type: none"> <li>• Designated approving officer/s conduct/s final review of submitted documents and initiate final approval of the worker's recommendation;</li> </ul>	None	<p>If not, within three (3) working days or depending on the availability of funds and/or authorized approving officers; as well as the amount and assistance being sought</p>	<p><i>Designated PLHIV Focal and/or Alternate</i></p> <p><i>Authorized approving personnel</i></p> <p><i>Designated disbursing officer</i></p>
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	<ul style="list-style-type: none"> <li>• Preparation of vouchers of designated personnel; and</li> <li>• Actual disbursement of assistance to client</li> </ul>			
4. Client accomplish Client Satisfaction Survey Form	6. Issue Client Satisfaction Survey (CSS) Form to client <ul style="list-style-type: none"> <li>• Ask client to completely fill-out the CSS Form;</li> <li>• Collect accomplished form and submit to designated personnel for consolidation</li> </ul>	None	10 minutes	<i>Designated PLHIV Focal and/or Alternate</i>
<b>TOTAL</b>		<b>For within the day transaction: 1 hour and 45 minutes</b>  <b>If not within the day: 3 days, 1 hour, and 15 minutes</b>		

## 12. Procedure for Social Pension Provision to Indigent Senior Citizens (SPISC)

The Social Pension for Indigent Senior Citizens (SPISC) is in compliance with the Republic Act No. 9994 or the “Expanded Senior Citizens Act of 2010” which institutionalizes social protection to senior citizens by providing additional government assistance to indigent senior citizens which aims to augment the daily subsistence and other medical needs of the eligible beneficiaries based on the eligibility criteria as mentioned below.

<b>Office or Division</b>	Social Pension Program
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G-Government to Government ; G2C-Government to Citizen
<b>Who may avail:</b>	Indigent senior citizens who are: a) 60 years old and above indigent senior citizens who are frail, sickly, bedridden, or with a disability; b) No permanent source of income

	c) No regular support from family or relatives d) No pension from GSIS, SSS, PVAO, and other insurance agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSCA ID or any Valid ID		OSCA at Local Government Unit, Government Agency issuing Government ID		
Social Pension Application Form		<b>BSCA:</b> The BSCA President distribute Applications Forms to the indigent senior citizens of the barangay for onward submission to the OSCA.  or  <b>OSCA:</b> The indigent senior citizen may go directly to the Office for Senior Citizens Affairs (OSCA) located in their respective locality.  BSCA/OSCA to provide a copy of the Social Pension Application Form to the senior citizen.		
1 <sup>ST</sup> PHASE VALIDATION AND ASSESSMENT OF THE SOCPEN BENEFICIARIES' SUBMITTED MASTERLIST				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DSWD FO RSPU receives the consolidated list from the LSWDO and conducts assessment/ validation to potential beneficiaries	1.1 The DSWD Field Office – Regional Social Pension Unit (RSPU) receives the certified consolidated list of indigent senior citizen applicants submitted by the LSWDO / walk-in applicants/ referrals from different stakeholders to the Field Offices.	None	Within 7-14 working days from the receipt of the certified list	<ul style="list-style-type: none"><li>● OSCA</li><li>● LSWDO</li><li>● Referring agencies/ organizations and other stakeholders</li><li>● Walk-in Applicants</li><li>● DSWD FO RSPU</li></ul>
	1.2 DSWD FO RSPU schedules the validation/assessment and shall inform the LGU (OSCA and LSWDO)	None		
	1.3 DSWD FO RSPU conducts the validation using General Intake Sheet (GIS) (Annex 2) and/or Social Pension Beneficiary Update Form (SPBUF) based on the certified list of potential beneficiaries submitted by the OSCA/LSWDO.	None		

	1.4 Submission of delisted, replacement, for validation and for inclusion should be quarterly in coordination with LGUs by DSWD FO RSPU.	None		
2. DSWD FO RSPU encodes the final list of beneficiaries in the Social Pension Information System (SPIS)	<p>2.1. DSWD FO RSPU encodes the validated list of potential beneficiaries in the SPIS by data entry and for uploading to the DSWD Central Office –Social Pension Unit for cross-matching.</p> <p>The data from SPIS will determine if the applicant is eligible or not. (Yes/No)</p> <p>2.1.1. If Yes: Generation of Certification of Eligibility duly approved by RD</p> <p>2.1.2. If No: DSWD FO RSPU to provide data/results through an Official letter to LGUs for revalidation/grievance.</p> <p>2.1.2.1. Delisted beneficiaries (double entry, deceased, able family, receiving a pension from other government and private agencies and with regular income) subject for replacement.</p> <p>2.1.2.2. LSWDO will identify the replacement as per approved and qualified waitlisted beneficiaries.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	Within 7-14 working days	<ul style="list-style-type: none"> <li>● DSWD Field Office – RSPU</li> <li>● DSWD Central Office - Social Pension Unit</li> </ul>

	2.1.2.3. BSCA, OSCA, LSWDO and DSWD FO RSPU staff conduct door-to-door validation using the SPBUF as the basis for assessment.			
3. DSWD FO RSPU encodes/uploads validated list of beneficiaries	3.1 DSWD FO RSPU encodes/ uploads the consolidated validated list submitted to the DSWD CO Social Pension Unit for data cleansing and eligibility test.	None	Within 7-14 working days	<ul style="list-style-type: none"> <li>DSWD Field Office - RSPU</li> </ul>
4. DSWD CO Social Pension Unit performs data cleansing and runs eligibility tests	4.1 DSWD CO Social Pension Unit performs and runs eligibility tests to the received validated lists of beneficiaries.  4.1.1. DSWD CO Social Pension Unit endorse generated clean and error list to the DSWD FO RSPU	None   None	Within 20 working days  <i>*turnaround time includes the receipt from FO until the endorsement to FOs of the clean and error list.</i>	<ul style="list-style-type: none"> <li>DSWD Central Office - Social Pension Unit and ICTMS</li> </ul>
5. DSWD FO RSPU endorses a validated and approved list of qualified Social Pension Beneficiaries.	5.1 DSWD FO RSPU endorses the approved validated list of beneficiaries to the City/Municipal Mayor through the OSCA Head and LSWDO.  5.1.1. Per coordination of the DSWD FO RSPU, OSCA/LSWDO notifies the qualified senior citizens thru a written notification of their inclusion as beneficiary of the Social Pension Program.	None   None	Within 7-14 days	<ul style="list-style-type: none"> <li>DSWD FO - RSPU</li> <li>LSWDO</li> <li>OSCA</li> </ul>
6. Qualified Indigent Senior Citizen notified and received qualification to the program	6.1. Qualified Indigent Senior Citizen receives written letter from the OSCA/LSWDO on his/her inclusion as	None	None	<ul style="list-style-type: none"> <li>Indigent Senior Citizen</li> </ul>



	beneficiary of the program.			
<b>TOTAL PROCESSING TIME</b>		<b>NONE</b>	<b>76 days maximum processing time per the Master list submitted</b>	
<b>2<sup>ND</sup> PHASE FACILITATION OF CASH ADVANCE FOR THE CONDUCT OF SOCIAL PENSION PAYOUT THROUGH SPECIAL DISBURSING OFFICERS (SDOs)</b>				
1. DSWD FO facilitates the cash advance.	1.1. DSWD FO - Finance Unit facilitates the cash advance of the stipend based on the approved list of beneficiaries and corresponding amount for each payroll.	None	Within 7-10 working days before informing the LGUs on the conduct of pay-out.	<ul style="list-style-type: none"><li>• DSWD Field Office Finance Unit</li><li>• DSWD FIELD OFFICE - RSPU</li></ul>
2. DSWD FO SDOs encash the cash advance	2.2. DSWD FO – Finance Unit identified Special Disbursing Officer (SDOs) encash the cash advance of the stipend based on the corresponding number of Social Pension beneficiaries (FO)	None	Within 1-3 working days before the conduct of pay-out.	<ul style="list-style-type: none"><li>• DSWD Field Office Finance Unit identified SDOs</li><li>• DSWD FO - RSPU</li></ul>
3. DSWD FO RSPU informs the OSCA/LSWDO on the schedule of payout	3.1. DSWD FO RSPU informs the City/Municipal Mayor through the OSCA Head and LSWDO of the schedule of payout  3.1.1. Per coordination with the DSWD FO RSPU, OSCA/LSWDO informs the Social Pension Beneficiaries of the date and venue of the payout.  3.1.2. LSWDO acknowledges the payroll and	None	Within 5 working days before the pay-out	<ul style="list-style-type: none"><li>• DSWD Field Office – RSPU</li><li>• OSCA/LSWDO</li></ul>

	number of beneficiaries and confirm the schedule on the conduct of payout.			
<b>TOTAL PROCESSING TIME</b>		<b>NONE</b>	<b>Within 13-18 days processing time before the conduct of payout.</b>	
<b>3<sup>RD</sup> PHASE: CONDUCT OF PAYOUT</b>				
4. Conduct of the Social Pension Payout	4.1. Qualified Indigent Senior Citizens received their social pension stipend on the scheduled payout  4.1.1. The DSWD RSPU Social Pension Focal Person shall conduct exit conferences for both schemes with LCE and LSWDO to discuss what transpired during the payout and reach an agreement to improve delivery of service to the FOs beneficiaries and the LGUs constituents.	None  		

	5.1.1. DSWD FO RSPU to prepare status of recommendation for replacement as validated in the waitlist.			
6. DSWD FO RSPU to prepare the liquidation report	6.1. DSWD FO Identified SDOs to prepare the liquidation report on the recently concluded Social Pension Pay-out in support of DSWD RSPU for the accomplishment of supporting documents	None	Within 7-14 working days after conduct of pay-out following the Guidelines on Cash Advance / AO No. 13.	<ul style="list-style-type: none"> <li>• DSWD Field Office Identified SDOs</li> <li>• DSWD Field Office - RSPU</li> </ul>
<b>TOTAL PROCESSING TIME</b>		<b>NONE</b>	<b>Within 8-21 days processing time</b>	

**NOTE:** Turnaround/ Processing time depends on the availability of the DSWD Field Office Identified SDOs, schedules of payout and other geographical location/ logistical requirements as agreed upon by the FOs and LGUs.

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

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

<b>Office or Division:</b>	Protective Services Division						
<b>Classification:</b>	Highly Technical						
<b>Type of Transaction:</b>	G2C- Government to Citizens						
<b>Who may avail:</b>	1. Victim-survivor of trafficking 2. Families of the victim-survivor of trafficking. 3. Witnesses of cases of human trafficking. 4. Communities with incidence of human trafficking.						
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td colspan="2"><b>Case Management</b></td></tr> <tr> <td>1. Travel documents (for Repatriated TIP Victims) 2. Valid ID</td><td>Department of Foreign Affairs / Philippine Embassy (for Repatriated TIP Victims)</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	<b>Case Management</b>		1. Travel documents (for Repatriated TIP Victims) 2. Valid ID	Department of Foreign Affairs / Philippine Embassy (for Repatriated TIP Victims)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE						
<b>Case Management</b>							
1. Travel documents (for Repatriated TIP Victims) 2. Valid ID	Department of Foreign Affairs / Philippine Embassy (for Repatriated TIP Victims)						

3. Social Case Study Report	
<b>Medical Assistance</b>	
1. Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months) 2. Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures). 3. Barangay Certificate and Valid ID for the client	Hospital where the client is admitted or seen.
<b>Educational Assistance</b>	
1. School registration and/ or certificate of enrolment 2. Statement of Account for tertiary education 3. Valid school ID Valid ID of the parent/ guardian	School where the client is enrolled
<b>Skills Training</b>	
1. Official receipt from the training school (TESDA/ CHED accredited training school). 2. Valid school ID	TESDA / accredited training school where the client is enrolled
<b>Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.)</b>	
1. Contract of Employment or any similar document which indicates that they are hired 2. Valid ID	Employer of the client
<b>Financial Assistance for Livelihood</b>	
1. Result of the Handa Ka Na Bang Magnegosyo? The client score's must be 75 and above in order to be eligible for the livelihood Program, to determine the preparedness of the client to start their business. Re-assessment will be conducted to clients who will have a score of 74 and below or they may be considered to avail financial assistance for employment. 2. Project Proposal. They may write using their vernacular or local dialect. They may be assisted by the social worker in preparation of the said proposal. 3. Valid ID 4. Social Case Study Report	DSWD Field Offices

Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking				
1. No Documents need.		DSWD Field Offices -Victim-survivors of trafficking during rescue operation. Social workers are highly needed to provide psychosocial counseling and assist victim-survivors of trafficking all throughout the process from recovery to reintegration.		
Provision of Temporary Shelter				
1. Medical Certificate 2. Case Summary 3. Referral Letter from the Social Worker		DSWD Field Offices -Victim-survivors of trafficking may be placed in DSWD run/registered, licensed and accredited residential care facilities for protective custody.		
Support for Victim-survivors/ Witness and Transportation Assistance				
1. Valid ID 2. Social Case Study Report Official receipt for the client's board and lodging		DSWD Field Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The victim survivors of trafficking may visit the DSWD Field/ Regional Office or Rescued by Social Worker	1.1 Interview of the client	None	15 minutes	RRPTP Social Worker
	1.2 Provide Psychosocial Counseling		30 minutes	
	1.3 Assessment		30 minutes	
	1.3.1 If the Client needs Temporary Shelter refer to Residential Care Facility.		30 minutes	
	1.3.2 The Social Worker provides a list of documentary requirements depending on the assistance to be provided. Refer to the list of requirements.		15 minutes	
2. Submission of Documentary Requirement for the service/s to be availed	2.1 Screening of the submitted documents (Note: Given all requirements are submitted by the client)	None	10 minutes	RRPTP Social Worker
	2.2.1 For the livelihood assistance, the RRPTP Social Worker will forward	None	7-15 Days	SLP Staff and RRPTP

	the documents to Sustainable Livelihood Program for further assessment.			Social Worker
	2.2 Processing of the assistance being sought; a. Preparation of Voucher (if financial related) b. Social Case Study Report c. Preparation of referral letter (if needs other program assistance)	None	3 working days	RRPTP Social Worker
	2.3 PSU/ CBU Division Chief and Budget Officer recommend the provision of assistance for approval of the Regional Director.	None	1-2 working days	
	2.4 The Regional Director approved the provision of assistance to the victim-survivors of trafficking.	None	1-2 working days	
	2.5 Releasing of the assistance to client (Cash or Non-Cash)	None		
<b>Total for Temporary Shelter</b>		<b>None</b>	<b>2 hours</b>	
<b>Total for Livelihood Assistance</b>		<b>None</b>	<b>12 Days</b>	
<b>Total for other Assistance</b>		<b>None</b>	<b>5 Days</b>	

#### 14. Provision of Centenarian Gifts to Centenarian

Republic Act 10868 or the Centenarians Act of 2016 gives due recognition to Filipino citizens, both in the Philippines and abroad, who reached the age of 100 years old. The Act mandated the Department to provide the centenarian benefit of Php100,000.00, Letter of Felicitations and Posthumous Plaque of Recognition, at the national level.

<b>Office or Division:</b>	Social Pension Program
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	All Filipino citizens, both in the Philippines and abroad, who reached the age of 100 years' old

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
For Living Centenarians:					
Birth certificate		Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)			
Philippine Passport		Department of Foreign Affairs (DFA)			
Identification cards		Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License, social security cards like the Government Service Insurance System (GSIS), and Social Security System (SSS), Professional Regulatory Commission (PRC) license, Philippine Postal, Commission on Elections (COMELEC)			
Marriage Certificate		Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)			
Birth Certificates of children		Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)			
Affidavits executed by at least two (2) disinterested persons		Lawyer (either public or private)			
Old School or Employment records		School or Employment agency			
Baptismal and/or Confirmation records		Parish church and other religious denomination			
Medical and/or Dental examination		Government / private doctors or dentist			
Other related documents		National Commission on Muslim Filipinos (NCMF) / National Commission on Indigenous People (NCIP); AFPSLAI, AMWSLAI, Veterans			
For Deceased Centenarians:					
Death certificate		Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)			
Identification card of the nearest surviving relative		Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License, social security cards like the Government Service Insurance System (GSIS), and Social Security System (SSS), Professional Regulatory Commission (PRC) license, Philippine Postal, Commission on Elections (COMELEC)			
Certificate of live birth of the nearest surviving relative		Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)			
Special Power of Attorney		Lawyer (either public or private)			
Warranty and Release from Liability		DSWD Field Offices			
*Documents stated in the living centenarians, shall also be required to be submitted by the nearest surviving relative of the deceased centenarians that will prove the deceased centenarians' age eligibility at the time RA 10868 took effect if any					
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of application of centenarians		1. The DSWD Field Office received the masterlist of the	None		Applicant LGU

and/or nearest surviving relative	centenarians through the following: 1.1. The Local Government Units through the Office for Senior Citizens Affairs or the Local Social Welfare and Development Office shall submit to the respective Field Office the consolidated validated masterlist of centenarians in their city/municipality. 1.2. Endorsement from the legislators; Office of the President; among others 1.3. Walk-in clients			
2. DSWD FO conducts validation to the identified masterlist of centenarian applicants	2. The Field Office Centenarian focal person (PDO II) conducts desk validation based on the documents submitted and/or home validation to the centenarian applicants, both to the living and to the nearest surviving relatives of the deceased centenarians  2.1. In case of incomplete documents or documents discrepancy, the Centenarian focal persons shall require the	None	Desk validation: 1-3 working days  Home Validation: 1-15 working days	Project Development Officer II (Centenarian focal)
		None	N/A	Centenarian applicants and/or nearest surviving relative



	centenarian applicants and/or nearest surviving relative to comply with the lacking documents and/or reconcile the documents with discrepancy.			
	2.2. Centenarian focal person to coordinate with the Local Government Units on the discrepancies of the documents submitted and request to assist the centenarian applicants and/or nearest surviving relative	None		Centenarian focal person and LGU
	2.3. Centenarian focal person to provide technical assistance to the centenarian applicants and/or nearest surviving relative by coordinating with the concerned agencies.	None		Centenarian focal person
	3. The Centenarian focal person shall send a letter duly signed by the Regional Director to the LGU citing the result of the assessment:	None	1-5 working days	Centenarian focal person
	3.1. Ineligible centenarians	None		
	3.2. Eligible centenarians	None		

	Centenarian applicants and/or nearest surviving relative shall be copy furnished of the said letter, by the LGU			
4. DSWD FO to facilitate the centenarian gift of the eligible centenarians	<p>4. The Centenarian focal person shall facilitate the voucher corresponding to the number of centenarians to be awarded. The incentives can be either thru cash or cheque.</p> <p>4.1. For centenarians to be paid thru cash, the Field Office shall encash the check through the Special Disbursing Officers.</p>	<p>None</p> <p>None</p>	1-20 working days	<p>Centenarian focal person</p> <p>FO – Special Disbursing Officer</p>
5. DSWD FO to release the centenarian gift of the eligible centenarians	<p>5. Release of Centenarian Gift to Centenarian</p> <p>5.1. The Centenarian focal person shall notify the LGU on the scheduled release of the centenarian gift to the identified validated eligible centenarians and nearest surviving relative.</p> <p>5.2. The centenarian gift shall be released to the eligible centenarian and/or</p>	<p>None</p>	<p>1-3 working days</p> <p>1-20 working days</p>	<p>Centenarian focal person</p> <p>FO-Special Disbursing Officer; Centenarian focal person and LGU</p>

	nearest surviving relative, either through cash or cheque, in the form of the following mode:  a. House-to-house delivery and/or plaza type delivery by the FO-Special Disbursing Officer together with the Centenarian focal person and LGU  b. Deposit in the identified existing savings or current account of the eligible centenarians and/or nearest surviving relative			FO-Cash Unit
<b>TOTAL</b>		<b>NONE</b>	<b>66 days</b>	

## **STANDARDS SECTION**

### **FRONTLINE (EXTERNAL) SERVICES**

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

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

<b>Office or Division:</b>	Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office		
<b>Classification:</b>	Thru a Fast Lane Established for the Purpose		
<b>Type of Transaction:</b>	Government to Client (G2C)		
<b>Who may avail:</b>	All eligible persons, groups, corporations, organizations or associations desiring to solicit funds during State of National Emergency/Calamity		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li></ul> <p>Annex 2 - DSWD-SB-PSF-002: Application Form</p>	
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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li></ul> <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>	
3. Undertaking to comply with the remaining requirements for the issuance of Solicitation Permit		<ul style="list-style-type: none"><li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li></ul> <p>Annex 8 - DSWD-SB-PSF-007-B: Undertaking (Persons) Annex 9 - DSWD-SB-PSF-007-C: Undertaking (Corporations)</p>	
4. Fund Utilization Report of proceeds and expenditures duly certified by the agency's auditor/bookkeeper/finance officer, if applying for <u>renewal</u> of permit/authority		<ul style="list-style-type: none"><li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li></ul> <p>Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p>	

5. Sample of additional specific requirements for each methodology to be used, such as:  5.1. Ticket, Ballots, Cards and similar forms 5.2. Donation Boxes, Coin Banks and other similar forms 5.3. Benefits show such as fashion show, concert and similar activities 5.4. Photo or Painting Exhibits and similar activities 5.5. Written request such as envelopes, letters of appeal, greeting cards and similar forms 5.6. Text message, e-mail, online post and other types of solicitation using electronic devices 5.7. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms 5.8. Sport activities for a cause such as fun run, marathon, cycling and similar activities 5.9. Rummage sale, garage sale, sale of goods and other similar forms	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
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**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
Step 1: Submit Application Documents	1. Determine whether the submitted documents are complete.	None	10 minutes	Support Staff, Standards Section
	1.1. <b>If complete</b> , receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.			
	1.2. <b>If incomplete</b> , return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			

	2. Forwards to Standards Compliance and Monitoring Division (SCMD) - Standards Bureau DSWD Central Office	None	40 minutes	Section Head Standards Section
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
Step 2: Awaits the result of Assessment	<p>Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;</p> <p><i>May conduct validation activities, collateral interview and/or agency visit, if necessary.</i></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>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</p>	None	4 hours	NFRC Focal Person – Standards Section
Step 2: Awaits the result of Assessment	<p><b>Step 2b – If found non-compliant to eligibility and documentary requirements</b></p> <p>1. Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.</p>		2 hours	NFRC Focal Person – Standards Section

	2. Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.		3 hours	Section Head/ <i>Standards Section</i>
Step 3: Awaits the result of application	3.1 Review and Sign assessment report with the complete application documents	None	3 hours 10 minutes	Section Head/ <i>Standards Section</i>
	3.2 Prepared Certificate of Authority to Conduct National Fund Raising Campaign and endorse the same to the Office of the Bureau Director			
Step 4: Awaits the result of application	4.1 Review and Sign assessment report with complete application documents	None	2 hours	Office of the Bureau Director Standards Bureau DSWD Central Office*
	4.2 Prepared Certificate of Authority to Conduct National Fund Raising Campaign			
	4.3 Endorse to the Office of the Undersecretary of the Standards and Capacity Building Group (SCBG)			
Step 5: Awaits the result of application	5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct National Fund Raising Campaign	None	5 hours	Undersecretary Standards and Capacity Building Group (SCBG) DSWD Central Office*
	5.2 Endorse the same to the Office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign			
Step 6: Awaits the result of application	Approve and sign Solicitation Permit/Certificate of Authority to Conduct National Fund Raising Campaign	None	1 day	DSWD Secretary or Authorized Representative



Step 7: Receive the Certificate	Release/ transmits the approved/signed permit to the concerned DSWD Field Office for issuance 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	1 hour	Standards Bureau DSWD Central Office
TOTAL				
Complete and Compliant:		None	3 working days	
Complete and Non-Compliant Submission:		None	4 hours and 50 minutes	
Incomplete Submission:		None	30 minutes	
B. Processing Procedures of Applications submitted at Standards Bureau through <u>Mail/Courier</u>				
STEP 1: Send the Application Form together with the prescribed documentary requirements through Mail or Courier to: Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City.		None	*10 minutes	Support Staff in-charge of incoming documents
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
Step 2: Awaits the result of Assessment	Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;	None	4 hours	NFRC Focal Person – Standards Compliance and Monitoring Division (SCMD) - Standards Bureau, DSWD Central Office
	May conduct validation activities, collateral interview and/or agency visit, if necessary.			
	Step 2a – If found compliant to eligibility and documentary requirements			
	3. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary			

	4. 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			
<i>Step 2: Awaits the result of Assessment</i>	<i>Step 2b – If found non-compliant to eligibility and documentary requirements</i>	None	2 hours	<i>NFRC Focal Person – Standards Compliance and Monitoring Division (SCMD) - Standards Bureau, DSWD Central Office</i>
	b.1 Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.			
	b.2 Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.		3 hours	<i>Section Head/ Division Chief SCMD Standards Bureau DSWD Central Office*</i>
<i>Step 3: Awaits the result of application</i>	3.1 Review and Sign assessment report with the complete application documents	None	3 hours 10 minutes	<i>Section Head/ Division Chief SCMD Standards Bureau DSWD Central Office*</i>
	3.2 Prepared Certificate of Authority to Conduct National Fund Raising Campaign and endorse the same to the Office of the Bureau Director.			
<i>Step 4: Awaits the result of application</i>	4.1 Review and Sign assessment report with complete application documents	None	2 hours	<i>Office of the Bureau Director Standards Bureau DSWD Central Office*</i>
<i>Step 5: Awaits the result of application</i>	5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct National Fund Raising Campaign	None	5 hours	<i>Undersecretary Standards and Capacity Building Group (SCBG) DSWD Central Office*</i>

	5.2 Endorse the same to the Office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign			
<i>Step 6: Awaits the result of application</i>	Approve and sign Solicitation Permit/Certificate of Authority to Conduct National Fund Raising Campaign	None	1 day	<i>DSWD Secretary or Authorized Representative</i>
<i>Step 7: Receive the Certificate</i>	Release/ transmits the approved/signed permit to the concerned DSWD Field Office for issuance 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	1 hour	<i>Standards Bureau DSWD Central Office</i>
<b>TOTAL</b>				
<b>Complete and Compliant:</b>		None	3 working days	
<b>Incomplete and/or complete but non-Compliant Submission:</b>		None	4 hours and 50 minutes	

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

*\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

## 2. Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation and Organization: National 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>	Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	<ul style="list-style-type: none"> <li>Government to Client (G2C)</li> <li>Government to Government (G2G)</li> </ul>

<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.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. For Individuals, Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes</b>		
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>• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li>• DSWD-SB- PSF-001: Application Form</li> </ul>	
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>	<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. 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>	<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>	
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.	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a>  Annex 5 - DSWD-SB-PSF-003: Project Proposal</li> </ul>	
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>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a>  DSWD-SB-PSF-004: Profile of Governing Board</li> </ul>	

6. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities.  <i>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.</i>	<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:  8.1. Director of Private Schools 8.2. Schools Superintendent of Public School 8.3. Head or authorized representative of National Government Agencies (NGAs) 8.4. Head or authorized representative of Local Government Unit (LGU) 8.5. 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/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a>             DSWD-SB-PSF-008: Board Resolution            DSWD-SB-PSF-009: 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/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a>             DSWD-SB-PSF-010: Fund Utilization Report</li> </ul>
14. Official Receipt as proof of payment of processing fee issued by the concerned DSWD	<ul style="list-style-type: none"> <li>From the Applicant as issued by the concerned Field Office</li> </ul>

CO-FO Finance Management Service./Unit (FMS/U)				
<b>Note to Applicant.</b> The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 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
STEP 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
STEP 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.	None	*15 minutes	Focal Person - Standards Section DSWD Field Office
	<b>If found incomplete or non-compliant,</b>  1.1 Communicate with the applicant citing reason/s for non-processing and denial.  1.2 Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for applicant Organization's compliance.	None	3 days	Focal Person - Standards Section DSWD Field Office



*Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.*

STEP 4: Wait for the result of the assessment	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	None	7 days	Focal Person - Standards Section/Section Head/Division Chief/Regional Director - DSWD Field Office
	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	None	2 days, 6 Hours and 30 minutes	Technical Staff – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office
	1.3 Endorse 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	None	1 day	Assistant Secretary
	Note: If disapproved, return to the Standards Bureau and provide reason for disapproval	None	1 day	Undersecretary
	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	None	2 days	

	<p>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> <p>1.5 Approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign by the Secretary or his/her authorized representative.</p> <p>Note: If disapproved, return to the Standards Bureau and provide reason for disapproval</p>			<p>DSWD Secretary or Authorized Representative</p>
	<p><b>If disapproved to requirements:</b></p> <p>1.1 Call the attention of the concerned DSWD Field Office and communicate citing reason/s for non-processing and denial.</p> <p>1.2 Provides the necessary technical assistance to rectify the gap and/or submit lacking requirements.</p>	None	3 days	<p>Technical Staff – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office</p>
STEP 5: Issuance of Permit	<p>1.1 Notify the Applicant Organization on the approved National Fundraising Campaign Authority/Permit through Conformance Letter</p> <p>1.2 Issues the National Fundraising Campaign Authority/Permit or the Denial Letter</p> <p>1.3 Notify DSWD Field Office concern for</p>	None	1 Hour and 30 minutes	<p>Focal Person – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office</p>



	monitoring and validate the conduct of solicitation activities of applicants to determine whether solicitation activity is in accordance with the issued permit.			
<b>TOTAL</b>				
<b>Complete and Compliant:</b>		₱1,000.00	14 working days	
<b>Complete but Non-Compliant and/or Incomplete Submission:</b>		₱1,000.00	Three (3) days	
<b>Incomplete Submission:</b>		None	30 minutes	

\*The number of minutes shall be included on the total 14 working days.

\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.

### 3. 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>	Standards Section – DSWD Field Office
<b>Classification:</b>	Complex Transaction
<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
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>A. For Person/s desiring to solicit or receive contributions for response to victims of state of emergency/calamity</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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> Annex 2 - DSWD-SB-PSF-002: Application Form
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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> Annex 5 - DSWD-SB-PSF-003: Project Proposal
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> Annex 7 - DSWD-SB-PSF-006: Undertaking

4. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
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 applicants 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>
<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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> Annex 2 - DSWD-SB-PSF-002: Application Form
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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> Annex 5 - DSWD-SB-PSF-003: Project Proposal
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> Annex 7 - DSWD-SB-PSF-006: Undertaking
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> <li>c. Endorsement Letter from the group the person is representing with</li> </ul>	<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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> <li>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> <li>Annex 2 - DSWD-SB-PSF-002: 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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> <li>Annex 5 - DSWD-SB-PSF-003: 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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> <li>Annex 7 - DSWD-SB-PSF-006: Undertaking</li> </ul>
4. Fund Utilization Report of proceeds and expenditures.	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> <li>Annex 12 - DSWD-SB-PSF-010: 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: <ul style="list-style-type: none"> <li>a. Ticket, Ballots, Cards and similar forms</li> <li>b. Donation Boxes, Coin Banks and other similar forms</li> <li>c. Benefits show such as fashion show, concert and similar activities</li> <li>d. Photo or Painting Exhibits and similar activities</li> <li>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</li> </ul>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>

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	
<b>D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds</b>	
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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> Annex 2 - DSWD-SB-PSF-002: Application Form
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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> Annex 5 - DSWD-SB-PSF-003: Project Proposal
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> Annex 7 - DSWD-SB-PSF-006: Undertaking
4. 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>
5. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report

6. Sample of additional specific requirements for each methodology to be used, such as:  a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, 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	• Applicant
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**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.

CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Facilitation Procedures for the Issuance of Temporary Regional Public Solicitation Permit at the Standards Section of the concerned DSWD Field Office (Walk-in)</b>					
<b>Step</b> Submission Application	<b>1:</b> of	1. Determine whether the submitted documents are complete.  <b>If complete</b> , 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	<b>PhP500.00</b>	30 minutes	Standards Section Support Staff

	DSWD Field Office – Cash Unit.  <i>If incomplete</i> , 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.				
<b>Step 2: Awaits the result of Assessment</b>	Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;  <i>May conduct validation activities, collateral interview and/or agency visit, if necessary.</i>  <b>Step 2a – If found compliant to eligibility and documentary requirements</b>  1. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the 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	4 hours	NFRC Focal Person – Standards Section – DSWD Field Office

<b>Step 2: Awaits the result of Assessment</b>	<b>Step 2b – If found non-compliant to eligibility and documentary requirements</b>  1. Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.	None	2 hours	NFRC Focal Person – Standards Section – DSWD Field Office
	2. Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.	None	3 hours	Standards Section Head/ Division Chief/Regional Director
<b>Step 3: Awaits the result of application</b>	4.1 Review and Sign assessment report with complete application documents  4.2 Prepared Certificate of Authority to Conduct Regional Fund Raising Campaign  4.3 Endorse to the Office of the Division Chief Supervising the Standards Section	None	3 hours	Standards Section Head
<b>Step 4: Awaits the result of application</b>	5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign  5.2 Endorse the same to the Office of the Regional Director with recommendation for approval and signing of Permit/Certificate of	None	3 hours	Division Chief

	Authority to Conduct Regional Fund Raising Campaign			
<b>Step 5: Awaits the result of application</b>	Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund Raising Campaign	None	5 hours	DSWD Regional Director or Authorized Representative
<b>Step 6: Receive the Certificate</b>	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	Standards Section – DSWD Field Office
<b>TOTAL Complete and Compliant:</b>		₱500.00	Two (2) working days	
<b>Complete but Non-Compliant and/or Incomplete Submission:</b>		₱500.00	6 hours	
<b>Incomplete Submission:</b>		None	30 minutes	
<b>B. Processing Procedures of Applications submitted at Field Office through Mail/Courier</b>				
<b>STEP 1:</b> 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.	Log receipt into the Document Tracking System. This shall be route to the Assigned Technical Staff.	None	*10 minutes	Standards Section Support Staff in-charge of incoming documents
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>Step 2: Awaits the result of Assessment</b>	Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;  May conduct validation	None	4 hours	NFRC Focal Person – Standards Section – DSWD Field Office



	<p><i>activities, collateral interview and/or agency visit, if necessary.</i></p> <p><b>Step 2a – If found compliant to eligibility and documentary requirements</b></p> <ol style="list-style-type: none"> <li>1. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary</li> <li>2. Sign and endorse the assessment report, complete application documents and Solicitation Permit/Certificate of Authority to Conduct</li> </ol>			
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	Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director			
<b>Step 2: Awaits the result of Assessment</b>	<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 non-compliance and/or submit lacking requirements.	None	2 hours	<i>NFRC Focal Person – Standards Section – DSWD Field Office</i>
	4. Review and Sign the letter citing reasons for disapproval	None	3 hours	<i>Standards Section Head/ Division Chief/Regional Director</i>

	al with technical assistance on how to rectify non-compliance and/or submit lacking requirements.			
<b>Step 3: Awaits the result of application</b>	<p>4.1 Review and Sign assessment report with complete application documents</p> <p>4.2 Prepared Certificate of Authority to Conduct Regional Fund Raising Campaign</p> <p>4.3 Endorse to the Office of the Division Chief Supervising the Standards Section</p>	None	3 hours	<i>Standards Section Head</i>
<b>Step 4: Awaits the result of application</b>	<p>5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign</p> <p>5.2 Endorse the same to</p>	None	3 hours	<i>Division Chief</i>

	the Office of the Regional Director with recommendation for approval and signing of Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign			
<b>Step 5: Awaits the result of application</b>	Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund Raising Campaign	None	5 hours	<i>DSWD Regional Director or Authorized Representative</i>
<b>Step 6: Receive the Certificate</b>	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	<i>Standards Section – DSWD Field Office</i>
<b>TOTAL Complete and Compliant:</b>		₱500.00	Two (2) working days	
<b>Complete but Non-Compliant Incomplete Submission:</b>		₱500.00	6 hours	

<b>Incomplete Submission:</b>	None	30 minutes
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*Note 1: If the concerned FO is affected by the Emergency situation, the application can be filed directly at the DSWD Standards Bureau – DSWD Central Office*

*Note 2: Applications for Regional Temporary Solicitation Permit is waived during Disasters/*

*Calamities amidst **State of National Emergency** shall follow the same facilitation procedures. However, during these instances, the payment of the processing fee is waived in favor of the Applicant*

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

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

Office or Division:	Standards Section – DSWD Field Office		
Classification:	Complex Transaction		
Type of Transaction:	Government to Client (G2C)		
Who may avail:	Person/s whose child, relative or friend ailing of chronic ailments as endorsed by the LSWDO or a SWDA; non-stock, non-profit organizations; regional offices of government agencies (GAs), GOCCs and LGUs; and, SWDAs with updated/valid Certificate of Registration, License to Operate and/or Accreditation		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by the Local Social Welfare and Development Office (LSWDO)			
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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li></ul> Annex 2 - DSWD-SB-PSF-002: Application Form	
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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li></ul> Annex 5 - DSWD-SB-PSF-003: Project Proposal	
3. Notarized Written Agreement or any similar document signifying the intended beneficiary's		<ul style="list-style-type: none"><li>Applicant</li></ul>	

<p>concurrence as recipient of the fundraising activity.</p> <p>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.</p>	
4. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
5. Medical Certificate/Abstract and/or Treatment Protocol signed by the attending physician or the hospital's records section	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
6. Signed Memorandum of Agreement (MOA) between the DSWD and the LSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office.	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
7. Pledge of Commitment (Annex 11)	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> <p>Annex 11 - DSWD-SB-PSF-010: Pledge of Commitment</p>
8. 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>
9. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p>
<b>B. For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by a registered, licensed and/or accredited Social Welfare and Development Agency (SWDA)</b>	
1. 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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> <p>Annex 2 - DSWD-SB-PSF-002: Application Form</p>
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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li> </ul> <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
3. Notarized Written Agreement or any similar document signifying the intended beneficiary's	<ul style="list-style-type: none"> <li>Applicant</li> </ul>

<p>concurrence as recipient of the fundraising activity.</p> <p>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.</p>	
<p>4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility</p>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
<p>5. Board Resolution or any document authorizing the conduct of public solicitation</p>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> <p>Annex 10 - DSWD-SB-PSF-008: Board Resolution</p>
<p>6. 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>7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).</p>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p>
<b>C. For Non- Stock, Non-Profit Corporations, Organizations or Associations</b>	
<p>7. 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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> <p>Annex 2 - DSWD-SB-PSF-002: Application Form</p>
<p>8. 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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
<p>9. Certified True Copy (CTC) of Certificate of Registration with SEC which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new applicant</p>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
<p>10. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/ Accomplished SEC General Information Sheet (GIS) from any of the above-mentioned regulatory government agency that has jurisdiction to regulate the applying organization or agency.</p>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
<p>11. Updated Profile of Governing Board or its Equivalent in Government Organizations</p>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> <p>Annex 6 - DSWD-SB-PSF-004: Profile of</p>

	Governing Board
12. Board Resolution or any document authorizing the conduct of public solicitation	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> Annex 10 - DSWD-SB-PSF-008: Board Resolution
13. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities. <i>For children beneficiaries, only the parent/s or maternal/paternal relative/s may sign the document in behalf of the child.</i>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
14. Pledge of Commitment	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment
15. 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: <ol style="list-style-type: none"> <li>Director of Private Schools</li> <li>Schools Superintendent of Public School</li> <li>Head or authorized representative of National Government Agencies (NGAs)</li> <li>Head or authorized representative of Local Government Unit (LGU)</li> <li>Bishop/Parish Priest/Minister or Head of Sect or Denomination</li> <li>Others</li> </ol>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
16. Fund Utilization Report of proceeds and expenditures.	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
17. 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>
18. 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> </ol>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>



d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms	
<b>D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds</b>	
7. 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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> Annex 2 - DSWD-SB-PSF-002: Application Form
8. 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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> Annex 5 - DSWD-SB-PSF-003: Project Proposal
9. Written authorization from Head of Government Agency for the intended solicitation activity that also ensure strict compliance to the standard ratio of funds utilization	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
10. 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>
11. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
12. Sample of additional specific requirements for each methodology to be used, such as:  a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities	<ul style="list-style-type: none"> <li>Applicant</li> </ul>

d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms	
<b>E. For Social Welfare and Development Agency (SWDA) with updated/valid registration, licensing and/or accreditation</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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> Annex 2 - DSWD-SB-PSF-002: Application Form
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><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> Annex 5 - DSWD-SB-PSF-003: Project Proposal
3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity.  For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
4. 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>Applicant</li> </ul>
5. Board Resolution or any document authorizing the conduct of public solicitation	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a></li> </ul> Annex 10 - DSWD-SB-PSF-008: Board Resolution
6. 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>

7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"><li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a></li></ul> <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p>			
8. Sample of additional specific requirements for each methodology to be used, such as:  a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, 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	<ul style="list-style-type: none"><li>• Applicant</li></ul>			
<b>Note to Applicant:</b> The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Facilitation Procedures after receipt of complete application documents from the applicant of Regional Public Solicitation Permit at the concerned DSWD Field Office</b>				
<b>Step 1:</b> Submit Application	Applicant submits application documents to the Standards Section of the concerned DSWD Regional Office. Applications could be submitted personally or sent thru e-mail or courier. And wait for the response of the of the concerned DSWD Regional Office  a. Standards Section concerned Technical Staff reviews the completeness and correctness of the submitted application	None	2 Hours	Applicant

	<p>documents based on the checklist received either personally, thru courier or e-mail</p> <p><i>If complete, forward application documents to the Standards Section Support Staff, for tracking</i></p> <p><i>If incomplete, the Technical Staff of Standard Section of the concerned DSWD-FO shall then provide the applicant with the necessary technical assistance to rectify the gap and/or submit lacking requirements. Provides applicant with checklist of requirements</i></p>			<i>Standards Section Technical Staff</i>
<b>Step 2:</b> Receives reference number for tracking	<p>a. Receives application documents and logs its receipt into the document tracking system</p> <p>b. Provides the applicant with document reference number for easy tracking either in person, courier or e-mail.</p> <p>c. Prepares billing statement for the payment of the processing fee to Cash Section</p> <p>d. Provide instruction to the applicant to pay the processing fee at the Cash Section of the DSWD Field Office</p> <p><i>If the application documents are received via courier or e-mail, inform the Standards Section Technical staff to inform applicant for the payment of the processing fee</i></p>	None	1 Hour	<i>Standards Section Support Staff</i>
<b>Step 3:</b> Payment of processing fee	<p>a. Applicant proceeds to the Cash Section or to the nearest LBP Branch or via online and pay the processing fee of Php500.00</p>	<b>Php500.00</b>	1 Hour	<i>Applicant</i>

	b. Cash Section accepts payment for processing fee and issue official receipt and provide instruction to return a photocopy of the receipt to the Standards Section c. Applicant photocopies receipt and submit the same to the Standards Section of the concerned DSWD Field Office d. Waits for the release of Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to be released within two (2) days after receipt of complete application documents			<i>Cash Section Cashier/ Support Staff</i>  <i>Applicant</i>
<b>Step 4:</b> Submission of the OR for attachment to the application	a. Receives photocopy of the official receipt for the processing fee and attached the same to the application documents b. Routes the complete application documents including photocopy of official receipt to the Head of the Standards Section	None	1 Hour	<i>Standards Section Support Staff</i>
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				

<b>Step 5:</b> Waiting for the result of the application	a. Provides written notes/ instructions for appropriate action of the concerned Standards Section Technical Staff	None	4 Hours	Section Head
	b. Endorse application documents to the concerned Standards Section Technical Staff, for appropriate action  c. Standards Section concerned technical staff receives application documents and conducts assessment of the application for the issuance of solicitation permit  d. Acknowledges receipt of application documents and transmit it thru e-mail or courier  <i>If found eligible and compliant, facilitates the preparation of Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign and Conforme Letter and endorse the same to the Section Head for review.</i>  <i>If found non-eligible, non-compliant or both, technical staff immediately or within the day of receipt of application provide the applicant with technical assistance on fund raising requirements per M.C. 5 series of 2021 to rectify the gap and/or submit lacking requirements</i>	None	1 and 1/2 Days	Technical Staff Standards Section
	e. Takes proper action relative to the inputs/ comments/ correction provided by either the Section Head,			Section Head

	Division Chief or the Regional Director for application documents and Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign not found in order and return the same to the Section Head for onward endorsement to the concerned Division Chief		1 Day	Standards Section
			1 Hour	Concerned Division Chief Support Staff
	f. Section Head receives and reviews the application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign endorsed by the technical staff.  <i>If found in-order, affix her initial and endorse the same to the concerned Division Chief for further review and/or onward endorsement to the Office of the Regional Director, for approval and signature</i> <i>If found not in-order, provide comments/inputs/corrections and return the same to the technical staff</i>		1 Day	Division Chief Concerned Division
	g. Logs its receipt to the Document Tracking System  h. Route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to the Division Chief		30 Minutes	Office of the Regional Director Support Staff
	Concerned Division Chief receives and reviews application for solicitation permit and the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Campaign.		1 and 1/2 Days	Regional Director DSWD Field Office

	<p><i>If found in-order, endorsed the same to the Office of the Regional Director for approval and signature</i></p>			
	<p><i>If found not in-order, return the same to the Standards Section for proper action</i></p>			
	<p>i. Logs its receipt to the Document Tracking System</p>			
	<p>j. Route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to the Regional Director</p>		20 Minutes	Concerned Division Chief Support Staff
	<p>k. The Regional Director reviews application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign</p>		1 Hour	Section Head Standards Section
	<p><i>If found in order, the Regional Director approves application for solicitation permit and signs the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign and transmit the same to the Standards Section for issuance</i></p>		4 Hours	Standards Section Technical Staff
	<p><i>If found not in order, return the same to the Standards Section through the concerned Division Chief for appropriate action</i></p>			
	<p>l. Logs the receipt of the approved Solicitation Permit /Certificate of Authority to Conduct Fund Raising Campaign to the Document Tracking System</p>			



	<p>m. Endorse the same to the Standards Section Head, for further instructions</p> <p>n. Receives                      approves Solicitation                      Permit/ Certificate of Authority to Conduct Fund Raising Campaign and endorse the same to the concerned Standards                      Section Technical Staff and provide instructions to the Standards Section Technical Staff for its release to applicant</p> <p>o. Receives                      approved application for solicitation permit and the signed Solicitation                      Permit/ Certificate of Authority to Conduct Fund Campaign and issue the same to the eligible and compliant applicant</p> <p>p. Issue and e-mail the approved                      Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign including the Conforme Letter to the applicant</p> <p>q. Facilitates                      the accomplishment of the Customer                      Satisfaction Survey to the applicant for the services rendered and ensures its return to the Standards Section for consolidation</p> <p>r. Provides a copy of the issued permit to the Records and Archives Management Unit (RAMU) of the Administrative Division</p>			
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<b>Step 6:</b> Receipt of the signed and approved Solicitation Permit	a. Issuance of the Solicitation Permit to the successful applicant	None	10 minutes	Standards Section Technical/ Support Staff  Applicant
	b. Acknowledge/receives signed and approved Solicitation Permit and sign Conforme Letter			
	c. Transmit signed Conforme Letter to the Standards Section, DSWD Regional Office			
Total No. of Days		₱500.00	Seven (7) Working Days	
Complete but Non-Compliant and/or Incomplete Submission:		₱500.00	Three (3) Working Days	
Incomplete Submission:		None	30 minutes	

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

\*\* This does not include the travel time of documents from the DSWD Field Office to the Applicant, and vice versa.

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

The process of assessing the applicant organization with operations in more than one region to determine whether its intended purpose is within the purview of Social Welfare and Development.

<b>Office or Division:</b>	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Client (G2C)
<b>Who may avail:</b>	All Private Organization that intends to engage in Social Welfare and Development Activities Operating in more than one (1) region
<b>CHECKLIST OF REQUIREMENTS</b>	
1. One (1) original copy of 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>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/downloads-2/publications1/Annex%201.DSWD-RLA-F001Application%20Form%20for%20Registration">https://www.dswd.gov.ph/downloads-2/publications1/ Annex 1. DSWD-RLA-F001 Application Form for Registration</a></li> </ul>

2. One (1) photocopy of Updated 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	<ul style="list-style-type: none"> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> </ul>
3. One (1) original 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/publications1/_Annex%204.%20DSWD-RLA-F004%20Manual%20of%20Operation">https://www.dswd.gov.ph/downloads-2/publications1/_Annex 4. DSWD-RLA-F004 Manual of Operation</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/publications1/_Annex%205.%20DSWD-RLA-F005%20Brochure">https://www.dswd.gov.ph/downloads-2/publications1/_Annex 5. DSWD-RLA-F005 Brochure</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/publications1/_Annex%209.%20DSWD-RLA-F009%20Work%20and%20Financial%20Plan">https://www.dswd.gov.ph/downloads-2/publications1/_Annex 9. DSWD-RLA-F009 Work and Financial Plan</a></li> </ul>

**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Registration based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b> Secure application form and other templates on Registration thru the DSWD Website/ Standards Bureau	Provide the client the copy of application form and	None		Support Staff (Standards Bureau - SB)
<b>STEP 2:</b> 1.1 Submit/ file application and supporting documents.  1.2 For applicant organizations with complete requirements, shall have acknowledgement receipt of the submitted	1.1 <b>If complete</b> , receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.  1.2 Provides the walk-in applicant with	None	*15 minutes	Support Staff in charge of all incoming documents (Standards Bureau - SB)

documentary requirements.	document reference number for easy tracking			
1.3 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	1.3 <b>If incomplete</b> , return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
<b>STEP 3:</b> If complete, settle the required processing fee.	Prepares billing statement and instructs applicant to proceed to the Financial Management Service ( <b>DSWD Cashier, 2<sup>nd</sup> Floor, Matapat Building</b> ) for the payment of the necessary fee or thru online at <a href="https://www.lbp-eservices.com/egps/portal/index.jsp">https://www.lbp-eservices.com/egps/portal/index.jsp</a>  Process payment and issued Official Receipt.	None  ₱1,000.00	*15 minutes	Support Staff in-charge of the issuance of Billing statement (Standards Bureau - SB)  Cashier (Financial and Management Service)
<b>STEP 4:</b> Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	Attach the photocopy of the official receipt of the processing fee	None		Support Staff in charge of all incoming documents (Standards Bureau - SB)
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 5:</b> Wait for the result of the assessment.	1.1 Logs and endorses the application documents to concerned Section and technical staff  1.2 Conducts desk review of the received application as to the completeness and compliance. The submitted documents must satisfy the criteria that the applicants must be	None	2 days and 30 minutes	Support Staff in charge of incoming documents (Standards Bureau - SB)  Technical Staff/ Section Head/ Division Chief/ Bureau Director/Assistant Secretary/ Undersecretary

	<p>engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support said criteria</p> <p>1.3 Once the applicant organization satisfies the prescribed requirements, the technical staff assessing the documents shall prepare the Confirmation Report and the Certificate of Registration.</p> <p>1.4 Prepares Confirmation Report with attached draft Certificate of Registration and Executive Summary</p> <p>1.5 Reviews and approval of the Confirmation Report; endorsement for approval of the Registration Certificate</p> <p>1.6 Approval and Signing of Registration Certificate</p> <p>1.7 Approval and Signing of Registration Certificate</p>			
<b>STEP 6:</b> Receive the Certificate and confirmation letter.	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in	None	1 hour (depending on the choice of the applicant)	Support Staff in-charge of outgoing documents (Standards Bureau - SB)

	the application form. (direct pick-up or courier)			
<b>TOTAL</b> For Complete and Compliant:		₱1,00 0.00	<b>3 working days</b>	
For Incomplete Submission:		None	<b>15 minutes</b>	
<b>B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:</b>				
<b>STEP 1:</b> Send the Application Form together with the prescribed documentary requirements through mail or courier to:  <b>Standards Bureau</b> DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City.	1.1 Logs it into the Documentation Transaction Management System (DTMS)	None	*5 minutes	Support Staff in-charge of incoming documents (Standards Bureau - SB)
	1.2 Updates the DTMS and endorses the application documents to concerned Section and technical staff		30 minutes	SCMD Support Staff
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 2:</b> Wait for the result of the assessment.	2.1 Conducts desk review of the received application as to the 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 said criteria.	None	1 day, 1 hour and 40 minutes	Technical Staff (Standards Bureau - SB)
	2.2 If found non-compliant to eligibility and documentary requirements, return application documents to the applicant with a letter citing reasons for disapproval with			SCMD Support Staff/Technical Staff/Section Head/Division Chief/Bureau Director

	technical assistance on how to rectify non-compliance and/or submit lacking requirements.			
	<b>2.3 If found both complete and compliant,</b> prepares and endorses the Confirmation Report with attached draft Certificate of Registration and Executive  In the Confirmation Report, the link for filling-up the Client Satisfaction Measurement Form is stated	None	1 day, 5 hours and 20 minutes	SB/SCMD Support Staff/Technical Staff/Section Head/Division Chief/Bureau Director/ Assistant Secretary/ Undersecretary
	<b>2.4</b> Updates DTMS and Review and approval of the confirmation report; endorsement for approval of the Registration Certificate			
	Approval and Signing of Registration Certificate			
	Approval and Signing of Registration Certificate			
<b>STEP 7:</b> Receive the Certificate and confirmation letter.	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	1 hour (depending on the choice of the applicant)	Support Staff in-charge of outgoing documents (Standards Bureau - SB)
<b>TOTAL</b>				
For Complete and Compliant:		₱1,000.00	<b>3 working days</b>	
For Incomplete Submission:		None	<b>1 day, 2 hours and 15 minutes</b>	

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

*\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

## 6. Registration of 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:	DSWD Field Office – Standards Section
Classification:	Simple
Type of Transaction:	<ul style="list-style-type: none"> <li>Government to Client (G2C)</li> <li>Government to Government (G2G)</li> </ul>
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
<b>A. For applicant person/individual, corporation, organization or association intending/already engaging in SWD activities</b>	
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>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/downloads-2/publications1">https://www.dswd.gov.ph/downloads-2/publications1</a> Annex 1. DSWD-RLA-F001 Application Form for Registration</li> </ul>
2. 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. <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. Copy of any of the following:	
3.1 Handbook or Manual of Operations of its programs, policies and procedures to attain its purposes.	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-2/publications1">https://www.dswd.gov.ph/downloads-2/publications1</a> Annex 4. DSWD-RLA-F004 Manual of Operation</li> </ul>
3.2 Brochure	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-2/publications1">https://www.dswd.gov.ph/downloads-2/publications1</a> Annex 5. DSWD-RLA-F005 Brochure</li> </ul>



3.3 Duly signed Work and Financial Plan ( for two succeeding years) by the Head of Agency	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-2/publications1">https://www.dswd.gov.ph/downloads-2/publications1</a> Annex 9. DSWD-RLA-F009 Work and Financial Plan</li> </ul>
4. Copy of Official Receipt (OR) of processing fee on registration amounting to P 1,000.00	<ul style="list-style-type: none"> <li>Applicant</li> </ul>

**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Registration based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Pre-Registration Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b> 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)
<b>STEP 2:</b> 1.1 Submit/ file application and supporting documents.  1.2 For applicant organization with complete requirements, receive the acknowledgement receipt of the submitted requirements.  1.3 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	1. Determine whether the submitted documents are complete.  1.1. 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.  1.2 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	None	30 minutes	Support Staff in charge of all incoming documents (Standards Section-Field Office)  Officer of the day (Standards Section-Field Office)

	requirements for applicant Organization's compliance.			
<b>STEP 3:</b> 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)
<b>STEP 4:</b> 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)
<b>STEP 5:</b> 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.				
<b>STEP 6:</b> 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	None	3 hours	Assigned Technical Staff

	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.			
	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 Report; Endorsement for Approval of the Registration Certificate	None	7 hours	Standards Section Support Staff/Standards Section Head/ PPD Chief/ ORD Support Staff/ Regional Director
<b>STEP 7:</b> 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>				
For Complete and Compliant:		₱1,000.00	3 working days	
For Incomplete Submission				
Walk-in:		None	30 Minutes	
Courier:			2 days	
<b>B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:</b>				
<b>STEP 1:</b> Send the Application Form together with the prescribed documentary requirements through Mail or Courier to:  <b>Standards Bureau</b> DSWD Central Office,	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)

IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City.				
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 2:</b> Wait for the result of documents review.	Receives incoming applications and assigns to concerned technical staff.  Provides notes/ instructions for action to concerned technical staff.	None	30 minutes	Standards Section Head
	1.1 Review the submitted documents as to completeness and compliance, both in form and 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.  1.2 If complete and compliant, notify the SWDA on the payment for processing fee.  1.3 If incomplete, an acknowledgement letter with checklist of requirements shall be returned to the applicant.	None	3 hours	Technical Staff (Standards Section- Field Office)

<b>STEP 3:</b> Wait for the result of the assessment.	1.1 Prepares the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy.	None	5 hours and 25 minutes	Support Staff in charge of incoming documents (Standards Section- Field Office)
	1.2 Reviews and provides inputs and endorses the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy to the PPD Chief for initial.		2 hours and 25 minutes	Standards Section Head/ Standards
	1.3 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/
<b>Step 4:</b> Receive the Certificate and confirmation letter.	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- Field Office)
<b>TOTAL</b>				
For Complete and Compliant:		₱1,000.00	3 working days	
For Incomplete Submission				
Walk-in:		None	30 Minutes	
Courier:			2 days	

\*The number of minutes shall be included on the total 3 working days.

\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.

## 7. Licensing of Private Social Welfare and Development Agencies (SWDAS) - Operating in more than One Region

The process of assessing the qualifications and authorizing a registered SWDA to operate as a Social Welfare Agency or as an Auxiliary SWDA operation in more than one region.

<b>Office or Division:</b>	DSWD Central Office, Standards Bureau Standards Compliance Monitoring Division (SCMD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government to Client (G2C)	
<b>Who may avail:</b>	ALL Private SWDAs Already Operational in more than one (1) region	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) original copy of 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>• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 2. DSWD-RLA-F002 Application Form for Licensing</li> </ul>
2. One (1) original copy of each of the Following Basic Documents		
a. 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/">https://www.dswd.gov.ph/downloads-2/</a> Annex 4. DSWD-RLA-F004 Manual of Operation</li> </ul>
b. Profile of Board Trustees		<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 21. DSWD-RLA-F021 Profile of Governing Board</li> </ul>
c. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations		<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 22. DSWD-RLA-F022 Profile of Employees</li> </ul>
d. Certified True Copy of General Information Sheet issued by SEC		<ul style="list-style-type: none"> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat  Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> </ul>
e. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application		<ul style="list-style-type: none"> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> </ul>

<p>f. ABSNET Membership</p> <p>Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA. (Not applicable for first time applicants)</p> <p>g. 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> <p>h. Duly signed Work and Financial Plan for the two (2) succeeding years</p> <p>i. Notarized Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years</p> <p>j. Annual Accomplishment Report previous year</p> <p>k. Audited Financial Report of the previous year</p> <p>l. Profile of Clients served for the preceding and current year</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 23. <i>DSWD-RLA-F023 ABSNET Active Membership</i></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> AO 11 s2019 <i>Annex A Declaration of Commitment</i></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 9. <i>DSWD-RLA-F009 Work and Financial Plan</i></li> <li>• Board resolution by the Organization</li> </ul>
<p><b>3. ADDITIONAL REQUIREMENTS</b></p> <p>a. For those operating in more than one region</p> <p><input type="checkbox"/> One original copy of List of main and satellite/branch offices with contact details, if any.</p> <p><input type="checkbox"/> One (1) original 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</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 6. <i>DSWD-RLA-F006 Accomplishment Report</i></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 8. <i>DSWD-RLA-F008 Audited Financial Statement</i></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 20. <i>DSWD-RLA-F020 Profile of Clients/Beneficiaries Served</i></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 7. <i>DSWD-RLA-F007 List of Main and Satellite Office</i></li> <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/">https://www.dswd.gov.ph/downloads-2/</a> Annex 22. <i>DSWD-RLA-F022 Profile of Employees</i></li> </ul>



<p><b>b. For Applicant SWA's implementing Child Placement Services</b></p> <p><input type="checkbox"/> One (1) original copy of 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 those operating in more than one region</p> <p><input type="checkbox"/> One (1) copy of the original Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction.</p> <p><input type="checkbox"/> There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located.</p> <p>d. For Center Based (Residential and Non-Residential Based) Copy of the valid safety certificates namely:</p> <p>a. One (1) original copy of the Occupancy permit (only for new buildings) or Annual Building Inspection / Structural Safety Certificate (for old buildings)</p> <p>b. One (1) original copy of the Fire Safety Inspection Certificate</p> <p>c. Water Potability Certificate or Sanitary Permit</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 23. DSWD-RLA-F023 ABSNET Active Membership</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> </ul>
<p><b>e. For applicant serving within the Ancestral Domains of Indigenous People (IP) – one (1) Photocopy of NGO Accreditation from NCIP</b></p>	<ul style="list-style-type: none"> <li>• National Commission of Indigenous People (NCIP) Regional Office where the NGO operates</li> </ul>



<p>f. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <p>One (1) original copy of the Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</p>	<ul style="list-style-type: none"> <li>DSWD Central Office – Financial and Management Service</li> <li>IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>Government Agency where the Organization implemented or implements projects and programs.</li> </ul>
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**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Licensing based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
<p><b>STEP 1:</b> Secure application form thru the DSWD Website/Field Office/Standards Bureau</p>	<p>Provides client application form, and checklist of requirements.</p>	None	*30 minutes	Support Staff (Standards Bureau - SB)
<p><b>STEP 2:</b> Submit/ file application and supporting documents</p> <p>For applicant organizations 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>1. Determine whether the submitted documents are complete.</p> <p>1.1 If complete, receive the documentary requirements and shall provide the applicant SWDA with an application reference number for easy tracking and reference.</p> <p>1.1.1 Provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau.</p>	None	*30 minutes	Support Staff in charge of all incoming documents (Standards Bureau - SB)

	If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
<b>STEP 3:</b> Settle the required processing fee.	<b>If found both complete and compliant</b> , notify the Applicant Organization that they have to settle their processing fee. The Support Staff assigned on the issuance of Billing Statement shall prepare and instruct the applicant to proceed to the Financial Management Service ( <b>DSWD Cashier, 2<sup>nd</sup> Floor, Matapat Building</b> ).	₱1,000.00	*15 minutes	Support Staff in charge of all incoming documents (Standards Bureau - SB)
<b>STEP 4:</b> Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	Acknowledge the copy of the Official Receipt from the applicant Organization.	None	*15 Minutes	Support Staff (Standards Bureau - SB)
<b>Step 5:</b> 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 (Standards Bureau - SB)
<b>Note:</b> Applications received after 3:00pm shall be considered as a next working day transaction.				
<b>STEP 6:</b> Awaits the result of the documents review and notice of Virtual Assessment/ Validation Assessment.	1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:  i. Applicant has employed a sufficient number of duly qualified staff and/or registered social	None	2 working days	Technical Staff (Standards Bureau - SB)

	<p>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>ii. Applicants 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> <p>iii. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>iv. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><b>Note: Criteria iii and v are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</b></p> <p>1.2 If complete and compliant, an Acknowledgement Letter and Notification on the proposed schedule on the</p>			
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	conduct of Virtual Assessment/ Validation Assessment shall be prepared. 1.3 If found incomplete or non-compliant to the criteria, the Acknowledgement Letter prepared shall contain the criteria that need to be satisfied. This will be sent to the applicant SWDA together with all the application documents submitted.			
<b>STEP 7:</b> Wait on the result of Assessment with the submitted Documents.	Review and approval of the Acknowledgement Letter including its attachments.	None	2 working days	Technical Staff/ Section Head/ Division Chief/ Bureau Director
<b>STEP 8:</b> Confirm the Availability on the proposed Virtual Assessment/ Validation Assessment.	For those with requirements that are complete and compliant, Confirmation of Virtual Assessment Validation Assessment.	None	*30 minutes	Technical Staff (Standards Bureau - SB)
<b>STEP 9:</b> Assist the Assessor during the conduct of Virtual Assessment/Validation Assessment.	Conduct of Virtual Assessment/ Validation Assessment.	None	1 working day per agreed schedule	Technical Staff (Standards Bureau – SB)
<b>Step 10:</b> Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Bureau - SB)
<b>STEP 11:</b> Wait on the result of Virtual Assessment/ Validation Assessment.	1.1 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	None	3 working days	Technical Staff (Standards Bureau – SB)

	compliance date of the Action Plan.			
	1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate. 1.3.2 If unfavorable, review and approval of the Confirmation Report.	None	Favorable; 8 working days  Unfavorable; 7 working days	Section Head/Division Chief/Bureau Director
	1.4.1 If favorable, for approval and signature of the Certificate of License to Operate. 1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Favorable; 3 working days  Unfavorable; 2 working days	Undersecretary Supervising the Standards Bureau Support Staff (Standards Bureau - SB)
<b>STEP 12:</b> Wait on the release of the Certificate of License to Operate.	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 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau - SB)
<b>TOTAL</b> For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	
<b>B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:</b>				
<b>STEP 1:</b> Send the Application Form together with the prescribed documentary requirements for Licensing of Already Operational through Mail or Courier to:  <b>Standards Bureau</b> DSWD Central Office,	Log receipt into the Document Tracking System (DTS) for Standards Bureau. This shall be routed to the Assigned Technical Staff.	None	*15 minutes	Support Staff in charge of incoming documents (Standards Bureau - SB)

IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City				
<b>STEP 2:</b> Wait for the result of the assessment.	<p>1.1 Review the submitted documents 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. Applicants must be engaged mainly or generally in Social Welfare and Development Activities.</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. Applicants 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>	None	2 working days	Technical Staff (Standards Bureau - SB)

	<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 iii 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 If complete and compliant,</b> an Acknowledgement Letter and Notification on the proposed schedule on the conduct of Virtual Assessment/ Validation Assessment shall be prepared.</p> <p><b>1.3 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><b>STEP 3:</b> Settle the required processing fee.</p> <p>For those operating in more than one region, the applicant organization may settle its payment either at</p>	<p><b>1. If found both complete and compliant,</b> notify the Applicant Organization that they have to settle their processing fee.</p>	<p>₱1,000.00</p>	<p>*15 minutes</p>	<p>Technical Staff and Support Staff (Standards Bureau - SB)</p>

<p>DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.</p>	<p>1.1 Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Bureau the copy of the Official Receipt.</p> <p><b>Field Office:</b> The Support Staff shall prepare Billing Statement and instructs applicants to proceed to the Field Office Cashier Section.</p> <p><b>Standards Bureau:</b> The Support Staff shall prepare Billing Statement and instruct applicants to proceed to the Financial Management Service (<b>DSWD Cashier, 2<sup>nd</sup> Floor, Matapat Building</b>).</p> <p><b>Note: The processes shall only take place once the applicant organization settles its payment.</b></p>			
<p><b>STEP 4:</b> Provide the DSWD Standards Bureau the copy of the Official Receipt (OR) through the following:</p> <ol style="list-style-type: none"> <li>1. Scanned copy of the Official Receipt <a href="mailto:srb@dswd.gov.ph">srb@dswd.gov.ph</a> with the subject: <b>Name of the Organization_ Copy of OR for Licensing.</b></li> <li>2. Hand-carry the Photocopy of Official</li> </ol>	<p>1.1 Acknowledge the copy of the Official Receipt from the SWDA.</p> <p>1.2 For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Bureau shall acknowledge the receipt of the Official Receipt and provide the copy to the</p>	<p>None</p>	<p>*15 Minutes</p>	<p>Support Staff in charge of incoming documents (Standards Bureau - SB)</p>



Receipt to Standards Bureau.  3. Courier the Photocopy of Official Receipt to Standards Bureau.	Assigned Technical Staff.			
<b>STEP 5:</b> 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 (Standards Bureau - SB)
<b>Note:</b> Applications received after 3:00pm shall be considered as a next working day transaction.				
<b>STEP 6:</b> Awaits the result of the documents review and notice of Virtual Assessment/ Validation Assessment.	Review and approval of the Acknowledgement Letter including its attachments. For those with requirements that are complete and compliant, Confirmation of Virtual Assessment/ Validation Assessment.	None	3 working days	Technical Staff/Section Head/Division Chief/Bureau Director
<b>STEP 7:</b> Confirm the Availability on the proposed Virtual Assessment/ Validation Visit.	For those with requirements that are complete and compliant, Confirmation of Virtual Assessment/ Validation Visit.	None	1 working day	Technical Staff (Standards Bureau - SB)
<b>STEP 8:</b> Assist the Assessor during the conduct of Virtual Assessment/ Validation Visit.	Conduct of Virtual Assessment/Validation Visit.	None	1 working day per agreed schedule	Technical Staff (Standards Bureau - SB)
<b>Step 9:</b> Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Bureau - SB)
<b>STEP 10:</b> Wait on the result of Virtual Assessment/ Validation Visit.	1.1 Prepare Confirmation Report 1.2 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. 1.3 If not favorable, the Technical Staff shall detail the Assessors Findings and the	None	3 working days	Technical Staff (Standards Bureau - SB)

	agreed compliance date of the Action Plan.			
	1.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate. 1.2 If unfavorable, review and approval of the Confirmation Report.	None	Favorable; 7 working days  Unfavorable; 7 working days	Section Head/Division Chief/Bureau Director
	1.1 If favorable, for approval and signature of the Certificate of License to Operate. 1.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Favorable; 2 working days  Unfavorable; 1 working days	Undersecretary Supervising the Standards Bureau Support Staff (Standards Bureau - SB)
<b>STEP 11:</b> Wait on the release of the Certificate of License to Operate.	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 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau - SB)
<b>TOTAL</b>				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	

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

\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.

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

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

<b>Office or Division:</b>	DSWD Field Office – Standards Section	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government to Client (G2C)	
<b>Who may avail:</b>	ALL Private SWDAs Intending to Operate in One Region	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. One (1) Duly Accomplished and Notarized Application Form		<ul style="list-style-type: none"> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 2. DSWD-RLA-F002 Application Form for Licensing</li> </ul>
2. One (1) set of the following Basic Documents:		
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		<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 22. DSWD-RLA-F022 Profile of Employees</li> </ul>
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/">https://www.dswd.gov.ph/downloads-2/</a> Annex 4. DSWD-RLA-F004 Manual of Operation</li> </ul>
c. Profile of Board of Trustees		<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 21. DSWD-RLA-F021 Profile of Governing Board</li> </ul>
d. Certified True Copy of General Information Sheet issued by SEC (One (1) copy)		<ul style="list-style-type: none"> <li><b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> </ul>
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		<ul style="list-style-type: none"> <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> </ul>
f. Work and Financial Plan for the two (2) succeeding years		<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 9. DSWD-RLA-F009 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</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>c. <b>Documents Establishing Corporate Existence and Regulatory Compliance</b></p> <p>1. For Center Based (<i>Residential and Non-Residential Based</i>)          Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>b. Fire Safety Inspection Certificate</p> <p>c. Water Potability Certificate or Sanitary Permit</p> <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> <p>a. Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</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/">https://www.dswd.gov.ph/downloads-2/</a> Annex 22. DSWD-RLA-F022 Profile of Employees</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>• DSWD Field Office – Financial and Management Service</li> <li>• Government Agency where the Organization implemented or implements projects and programs.</li> </ul>
<p><b>Note to Applicant:</b> The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Licensing based on DSWD Memorandum Circular No. 17 Series of 2018.</p>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b> Secure application form thru the DSWD Website/ Standards Section – Field Office	Provides client application form, and checklist of requirements	None	*10 minutes	Support Staff (Standards Section- Field Office)
<b>STEP 2:</b> 1.1 Submit/ file application and supporting documents.  1.2 For applicant organization with complete requirements, shall have acknowledgement receipt of the submitted requirements.  1.3 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	1.1 Receive the documentary requirements and provide the applicant organization with an application reference number for easy tracking and reference.  1.2 Determine whether the submitted documents are complete.  1.3 If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section – Field Office.  1.4 If incomplete, return all documents submitted accompanied by	None	*20 minutes	Support Staff in charge of all incoming documents (Standards Section- Field Office)  Officer of the day (Standards Section- Field Office)

	a checklist of requirements for applicant Organization's compliance.			
<b>STEP 3:</b> If Complete, Settle the required processing fee.	Prepare Billing Statement and instruct applicant to proceed to the Cash Section of DSWD Field Office	None	*20 minutes	Support Staff in charge on the issuance of Billing Statement (Standards Section- Field Office)
	Process payment and issues Official Receipt.	₱1,000.00	*15 minutes	Cashier (Cashier Section-FO)
<b>STEP 4:</b> Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	Acknowledge the photocopy of the Official Receipt from the applicant Organization.	None	*15 Minutes	Support Staff (Standards Section- Field Office)
<b>Step 5:</b> 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 (Standards Section- Field Office)
<b>Note:</b> Applications received after 3:00pm shall be considered as a next working day transaction.				
<b>STEP 6:</b> Wait for the result of the documents review and notice of validation assessment.	<p>1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:</p> <p>i. In case a new applicant SWDA 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</p>	None	2 working days	Technical Staff (Standards Section- Field Office)

	<p>related facility to cater them. e.g. Situationer.</p> <p>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.</p> <p>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 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 vi are only applicable for those SWDAs that are</b></p>			
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	<p><i>already in operation prior to application for License to Operate.</i></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 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>			
	1.3 Review and approval of the Acknowledgement Letter including its attachments.	None	2 working days	Section Head/Division Chief/Regional Director (Standards Section- Field Office)
<b>STEP 7:</b> Confirm the Availability on the proposed Validation Visit	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	*30 minutes	Technical Staff (Standards Section- Field Office)
<b>STEP 8:</b> Assist the Assessor during the conduct of Validation visit.	Conduct of Validation visit	None	1 working day per agreed schedule	Technical Staff (Standards Section- Field Office)



<b>Step 9:</b> Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Section- Field Office)
<b>STEP 10:</b> Awaits the result of the licensing assessment	1.1 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 working days	Technical Staff (Standards Section- Field Office)
	1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.  1.3.2 If unfavorable, review and approval of the Confirmation Report.	None	Favorable; 8 working days  Unfavorable; 7 working days	Section Head/Division Chief (Standards Section- Field Office)
	1.4.1 If favorable, for approval and signature of the Certificate of License to Operate.  1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Favorable; 3 working days  Unfavorable; 2 working days	Regional Director (Standards Section- Field Office)  Support Staff (Standards Section- Field Office)
<b>STEP 11:</b> Acknowledge the receipt of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Section- Field Office)

	in the application form. (direct pick-up or courier)			
<b>TOTAL</b>				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	
<b>B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:</b>				
<b>STEP 1:</b> Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to:  <b>Standards Section</b> of concerned DSWD Field Office	Log receipt into the Document Tracking System (DTS) for Standards Section – Field Office. This shall be route to the Assigned Technical Staff.	None	*15 minutes	Support Staff in charge of incoming documents (Standards Section- Field Office)
<b>STEP 2:</b> Wait for the result of documents review.	1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:  i. In case a new applicant SWDA 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.	None	2 working day	Technical Staff (Standards Section- Field Office)

	<p>(e.g. Situationer)</p> <p>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.</p> <p>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 administrative services.</p> <p>iv. The SWDA must have a financial</p>			
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	<p>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 vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</b></p> <p><b>1.2 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>1.3 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>			
<b>STEP 3:</b> Settle the required processing fee.	<p><b>If found both complete and compliant,</b> notify the Applicant Organization that they have to settle their processing fee.</p> <ul style="list-style-type: none"> <li>• Inform the applicant</li> </ul>	₱1,000.00	*15 minutes	Technical Staff and Support Staff (Standards Section- Field Office)

	<p>organization that the processing of the application shall start once they have paid the required fees and provided the Standards Section the copy of the Official Receipt.</p> <p><b>Field Office:</b> The Support Staff shall prepare Billing Statement and instructs applicant to proceed to Field Office Cashier Section.</p> <p><b>Note:</b> <i>The processes shall only take place once the applicant organization settle its payment.</i></p>			
<p><b>STEP 4:</b> Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following:</p> <p>2. Scanned copy of the Official Receipt to the concerned DSWD Field Offices' official email address with the subject: <b>Name of the Organization_ Copy of OR for Licensing.</b></p> <p>3. Hand-carry the Photocopy of Official Receipt</p>	<p>1.1 Acknowledge the copy of Official Receipt from the SWDA.</p> <p>1.2 For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Section shall acknowledged its receipt.</p> <p>1.3. For the Copy of OR sent through</p>	None	*15 Minutes	Support Staff in charge of incoming documents (Standards Section- Field Office)

4. Courier the Photocopy of Official Receipt	mail/courier: the assigned technical Staff shall acknowledged its receipt.			
<b>Step 5:</b> 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 (Standards Section- Field Office)
<b>Note:</b> Applications received after 3:00pm shall be considered as a next working day transaction.				
<b>STEP 6:</b> Wait for the notice of validation assessment.	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 working days	Section Head/Division Chief (Standards Section- Field Office)
<b>STEP 7:</b> Confirm the Availability on the proposed Validation Visit	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	1 working day	Technical Staff (Standards Section- Field Office)
<b>STEP 8:</b> Assist the Assessor during the conduct of Validation visit.	Conduct of Validation visit	None	1 working day per agreed schedule	Technical Staff (Standards Section- Field Office)
<b>Step 9:</b> Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Section- Field Office)
<b>STEP 10:</b> Wait for the result of the Validation visit.	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	None	3 working days	Technical Staff (Standards Section- Field Office)

	compliance date of the Action Plan.			
	1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.  1.3.2 If unfavorable, review and approval of the Confirmation Report.	None	Favorable; 8 working days  Unfavorable; 7 working days	Section Head/Division Chief (Standards Section- Field Office)
	1.4.1 If favorable, for approval and signature of the Certificate of License to Operate.  1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Favorable; 3 working days  Unfavorable; 1 working days	Regional Director (Standards Section- Field Office)  Support Staff (Standards Section- Field Office)
<b>STEP 11:</b> Wait on the release of the Certificate of License to Operate.	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 working day (depending on the choice of the applicant)	Support Staff (Standards Section- Field Office)
<b>TOTAL</b>				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	

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

\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.

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

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

<b>Office or Division:</b>	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	Government to Client (G2C)		
<b>Who may avail:</b>	All Private Licensed SWA with Social Welfare and Development Programs and Services and Public SWDA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. One (1) original copy of the 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>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li><li><a href="https://www.dswd.gov.ph/downloads-2/Annex%203.%20DSWD-RLA-F003%20Application%20Form%20for%20Accreditation">https://www.dswd.gov.ph/downloads-2/Annex 3. DSWD-RLA-F003 Application Form for Accreditation</a></li></ul>	
B. 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>		<ul style="list-style-type: none"><li><a href="https://www.dswd.gov.ph/issuances/#MCs">https://www.dswd.gov.ph/issuances/#MCs</a></li><li><i>For Residential</i> <u>Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service</u></li><li><i>For Community Based</i> Please email <a href="mailto:sb@dswd.gov.ph">sb@dswd.gov.ph</a></li></ul>	
C. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance <ul style="list-style-type: none"><li>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>)</li><li>ABSNET Membership</li></ul>		<ul style="list-style-type: none"><li><b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li></ul>	



<p>Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.</p> <p>For RAB President, the Standards Section shall be the one to issue the required certification.</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%2023.%20DSWD-RLA-F023%20ABSNET%20Active%20Membership">https://www.dswd.gov.ph/downloads-2/Annex 23. DSWD-RLA-F023 ABSNET Active Membership</a></li> </ul>
<p><i>D. One (1) Original Copy of each 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 organization's 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/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>• Board Resolution by the Organization</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> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%2020.%20DSWD-RLA-F020%20Profile%20of%20Clients/Beneficiaries%20Served">https://www.dswd.gov.ph/downloads-2/Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served</a></li> </ul>
<p><i>E. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance</i></p> <ul style="list-style-type: none"> <li>• 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)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/AO%2011%20s2019%20Annex%20A%20Declaration%20of%20Commitment">https://www.dswd.gov.ph/downloads-2/AO 11 s2019 Annex A Declaration of Commitment</a></li> </ul>
<p><i>F. One (1) Original Copy of each 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,</li> </ol>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%204.%20DSWD-RLA-F004%20Manual%20of%20Operation">https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation</a></li> </ul>

<p>procedures and strategies to attain its purpose/s among others</p> <p>2. Profile of Board Trustees or its equivalent <b>(not applicable for Public SWDA)</b></p> <p>3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations</p> <p>4. Certified True Copy of General Information Sheet issued by SEC <b>(not applicable for Public SWDA)</b></p> <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><b>For those operating in more than one region</b></p> <p>5. One (1) original copy of the List of main and satellite/branch offices with contact details, if any.</p> <p><b>For Applicant SWA's implementing Child Placement Services:</b></p> <p>6. One (1) Original Copy of the Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p><b>One (1) Original Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</b></p> <p>7. Certified true copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies <b>(not applicable for Public SWDA)</b></p> <p>8. For Center Based (Residential and Non-Residential Based) AND Community Based, Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>b. Fire Safety Inspection Certificate Water</p> <p>c. Potability Certificate or Sanitary Permit</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%2021.%20DSWD-RLA-F021%20Profile%20of%20Governing%20Board">https://www.dswd.gov.ph/downloads-2/Annex 21. DSWD-RLA-F021 Profile of Governing Board</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%2022.%20DSWD-RLA-F022%20Profile%20of%20Employees">https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 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>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%207.%20DSWD-RLA-F007%20List%20of%20Main%20and%20Satellite%20Office">https://www.dswd.gov.ph/downloads-2/Annex 7. DSWD-RLA-F007 List of Main and Satellite Office</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%2022.%20DSWD-RLA-F022%20Profile%20of%20Employees">https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 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>• 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> </ul>
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<p>9. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP</p> <p>10. For applicant with past and current partnership with the DSWD that involved transfer of funds.</p> <p>Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</p>	<ul style="list-style-type: none"> <li>• City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> <li>• National Commission of Indigenous People (NCIP) Regional Office where the NGO operates</li> <li>• DSWD Central Office – Financial and Management Service IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>• Government Agency where the Organization implemented or implements projects and programs.</li> </ul>
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**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators on the Accreditation Tools based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>PRE-ASSESSMENT</b>				
<b>A. Assessment Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b> Secure application form and other templates on Accreditation thru the DSWD Website/ Standards Bureau/Field Office	Provide via email and/or posts the application form and other templates on Accreditation at the DSWD website.	None	--	Support Staff (Standards Bureau - SB)
<b>STEP 2:</b> 1.1 Submit/ file application and supporting documents.  1.2 For applicant SWDA with complete requirements, shall have acknowledgement receipt of the submitted requirements.  1.3 For incomplete requirements, the	1. Determine whether the submitted documents are complete.  <b>If complete</b> , receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.	None	30 minutes	Incoming Support Staff

applicant organization shall sign the acknowledgment of the returned documents and the checklist of the lacking requirements.	1.1. Logs its receipt into the Document Transaction Management System (DTMS)  1.2. Provides the walk-in applicant with Document Reference Number for easy tracking.  <b>If incomplete</b> , return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
<b>STEP 3:</b>  1.1 If Complete, settle the required processing fee.  1.2 Presents the Billing Statement at the Cashier and settles the required fee.	Prepares billing statement and instructs applicant to proceed to the Financial Management Service (DSWD Cashier 2 <sup>nd</sup> Floor, Matapat Building) for the necessary fee or thru online at: <a href="http://www.lbp-eservices.com/egps/portal/index.jsp">http://www.lbp-eservices.com/egps/portal/index.jsp</a>			SCMD Support staff
	Process payment and Issues Official Receipt	1,000.00	*20 minutes	Cashier (Finance Management Service-Cashier Division)
<b>STEP 4:</b> Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	Attach the photocopy of the official receipt of the processing fee.	None		Incoming Support Staff
<i>Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.</i>				

<b>STEP 5:</b> Wait for the result of the documents review and notice of Virtual Assessment.	1. Logs its receipt into the DTMS.  2. Routes to concerned Section Head	None	30 minutes	Incoming SCMD Support Staff
	1. Prepares acknowledgment of the submitted application documents  1.1. If complete and compliant, prepares acknowledgment letter indicating the schedule and mode of assessment :  <ul style="list-style-type: none"> <li>• Under Normal circumstances actual accreditation visit shall be conducted;</li> <li>• During the state of calamity/ emergency, virtual assessment shall be conducted</li> </ul> 1.2. If incomplete or non-compliant, prepare an acknowledgment letter indicating	None	3 days	Assigned technical staff

	the checklist of lacking documents.			
	1.1. Reviewed acknowledgment letter and affixes the initial  1.1.1 If no comments/clarifications, initial/endorse the final draft of acknowledgment letter to the Division Chief for approval  1.1.2 If with inputs/comments/corrections, return to the technical staff	None	1 day	Section Head, Division Chief of SCMD
	Tracks and endorses the acknowledgement letter  1.1. Logs into the DTMS		1 hour	Incoming SCMD Support Staff
	1.2. Routes finalized acknowledgment letter to the OIC/ Bureau		1 hour	OBD Support Staff

	Director for approval			
	Approves Acknowledgement letter  1.1 If approved: Signed/ approved acknowledgement letter  1.2 If with inputs/ comment/corrections, return to SCMD/technical staff		1 day	Bureau Director
	Tracks and forwards the signed acknowledgement letter  1.1 Logs it into the DTMS		1 hour	OBD Support Staff, SCMD Support Staff
	Receives and tracks the signed acknowledgment letter  1.1 Emails advance copy of the signed acknowledgement letter			
	Transmits to Records Section for delivery to concerned SWDA  1.1 For complete/compliant documents, send to SWDA the acknowledgement letter indicating the assessment schedule		1 hour	Outgoing SCMD Support Staff

	1.2 For non-complaint/with list of lacking requirements, end of process			
<b>TOTAL</b>				
For Complete and Compliant		Php 1,000	5 working days	
Incomplete Submission		None	30 minutes	

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

\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.

## 10. 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 (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	<ul style="list-style-type: none"> <li>Government to Client (G2C)</li> <li>Government to Government (G2G)</li> </ul>
<b>Who may avail:</b>	New applicant Registered and licensed SWDA operating within the region.
<b>CHECKLIST OF REQUIREMENTS</b>	
1. One (1) original copy of the Duly Accomplished Application Form	<ul style="list-style-type: none"> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/downloads-2/Annex%203.%20DSWD-RLA-F003%20Application%20Form%20for%20Accreditation">https://www.dswd.gov.ph/downloads-2/Annex 3. DSWD-RLA-F003 Application Form for Accreditation</a></li> </ul>



<p>2. Pre-accreditation assessment</p> <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>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/issuances/#MCs">https://www.dswd.gov.ph/issuances/#MCs</a></li> <li>For Residential <u>Amended Administrative Order No. 11, s.2007 Entitled Revised Standards</u> on Residential Care Service</li> <li>For Community Based Please email <a href="mailto:sb@dswd.gov.ph">sb@dswd.gov.ph</a></li> </ul>
<p>3. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <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)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li><a href="https://www.dswd.gov.ph/downloads-2/Annex%2023.DSWD-RLA-F023%20ABSNET%20Active%20Membership">https://www.dswd.gov.ph/downloads-2/Annex 23. DSWD-RLA-F023 ABSNET Active Membership</a></li> </ul>
<p>4. One (1) Original Copy of each of the following Documents Establishing Track Record and Good Standing</p> <ol style="list-style-type: none"> <li>Duly signed Work and Financial Plan for the two (2) succeeding years</li> <li>Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organization's to operate for at least two (2) years. <b>(not applicable for Public SWDA)</b></li> <li>Annual Accomplishment Report previous year</li> <li>Audited Financial Report of the previous year</li> <li>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/Annex%209.DSWD-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>Board Resolution by the Organization</li> <li><a href="https://www.dswd.gov.ph/downloads-2/Annex%206.DSWD-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.DSWD-RLA-F008%20Audited%20Financial%20Statement">https://www.dswd.gov.ph/downloads-2/Annex 8. DSWD-RLA-F008 Audited Financial Statement</a></li> </ul>

	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served">https://www.dswd.gov.ph/downloads-2/Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served</a></li> </ul>
<p>5. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance</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/AO 11 s2019 Annex A Declaration of Commitment">https://www.dswd.gov.ph/downloads-2/AO 11 s2019 Annex A Declaration of Commitment</a></li> </ul>
<p>One (1) Original Copy of each of the following Basic Documents</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 (Not applicable to Public SWDAs)</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>Note: The first 4 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau.</p> <p>For those operating in more than one region</p> <ol style="list-style-type: none"> <li>1. One (1) original copy of the List of main and satellite/branch offices with contact details, if any.</li> </ol> <p>For Applicant SWA's implementing Child Placement Services:</p> <ol style="list-style-type: none"> <li>2. One (1) Original Copy of the Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired RSW related to child placement service.</li> <li>3. Certified True Copy of General Information Sheet issued by SEC <b>(not applicable for Public SWDA)</b></li> </ol>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation">https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex 21. DSWD-RLA-F021 Profile of Governing Board">https://www.dswd.gov.ph/downloads-2/Annex 21. DSWD-RLA-F021 Profile of Governing Board</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees">https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 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>• <a href="https://www.dswd.gov.ph/downloads-2/Annex 7. DSWD-RLA-F007 List of Main and Satellite Office">https://www.dswd.gov.ph/downloads-2/Annex 7. DSWD-RLA-F007 List of Main and Satellite Office</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees">https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees</a></li> </ul>

<p>4. For Center Based (Residential and Non-Residential Based) AND Community Based, Copy of the valid safety certificates namely:</p> <ul style="list-style-type: none"> <li>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</li> <li>b. Fire Safety Inspection Certificate Water</li> <li>c. Potability Certificate or Sanitary Permit</li> </ul> <p>5. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP</p> <p>6. For applicants with past and current partnership with the DSWD that involved transfer of funds.</p> <p>7. Signed Data Privacy Consent Form</p>	<ul style="list-style-type: none"> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• 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.</li> <li>• Applicant</li> </ul>
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**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for 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>				
<b>STEP 1:</b> Secures application form thru the DSWD Website/ Field Office	Upload and make available of the necessary documents in the DSWD website	None	None	SWDA/ DSWD Field Office

<b>STEP 2:</b> Submits the application documents, get a stamped receiving copy of the documents submitted and reference number for follow up of the request.	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 in charge of all incoming documents
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 3:</b> Awaits the result of the documents review and notice of pre-accreditation assessment.	1. Conducts desk review of the documentary requirements:  1.1 If complete, prepares acknowledgment letter indicating the schedule of the pre-assessment;  1.2 If Incomplete, prepares an acknowledgment letter indicating the checklist of documents to be submitted	None	6 days, 7 hours 30 minutes	Technical Staff/ Section Head/ Division Chief/ Regional Director
<b>Step 4:</b> 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 DSWD Field Office.  If the acknowledgement letter indicates that the submitted documents are incomplete and non-	Prepare necessary documents: pre-assessment tool, power point presentation, special order, etc.	None	Depends on the SWDA	Technical Staff

compliant, comply and submit the lacking requirements.				
<b>STEP 5:</b> 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: <ul style="list-style-type: none"> <li>Focus Group Discussion with Clients</li> <li>Interview with the staff</li> <li>Review of documents</li> <li>Ocular Inspection</li> <li>Action Planning/ Exit Conference</li> </ul>	None	Minimum of 2 working days depending on the Programs and Services for Accreditation	Technical Staff/ SWDA
<b>Step 6:</b> Answer the Client Satisfaction Measurement Form (CSMF) and submit to DSWD Field Office.	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
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				

<b>STEP 7:</b> Wait for the result of assessment.	<p>If the result of the pre-accreditation assessment is favorable, the technical staff to prepare the following:</p> <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 Standards Bureau highlighting the indicators / requirements for compliance of SWDA.</p>	None	11 working days	<p>Technical Staff (Standards Bureau - SB)</p> <p>Section Head/Division Chief/Bureau Director</p>
<b>TOTAL Social Work Agency:</b>		None	20 working days	
<b>Senior Citizen Center:</b>		None	19 working days	
<p><i>*The number of minutes shall be included on the total number of working days.</i></p> <p><i>** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.</i></p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>B. Applications received through Mail/Courier</b>				
<b>STEP 1:</b> Send the Application Form together with the prescribed	Receives application (Completeness of requirements)		1 hour	Incoming Support Staff SB

documentary requirements for Accreditation through Mail or Courier to:  <b>Standards Bureau</b> DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City	1.1 Checks the completeness of the submitted application documents.  1.2 Logs its receipt into the Document Transaction Management System (DTMS)  Note: Applications shall not be facilitated if no proof of payment for the processing fee is submitted.)			
<b>STEP 2:</b>				
1.1 For applicant SWDA with complete requirements, shall have acknowledgement receipt of the submitted requirements.	1.1 Routes to SCMD Log receipt into the DTMS	None	30 minutes	Incoming Support staff SB
1.2 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	Tracks/Farms our to concerned Section Head:  1.2 Routes to concerned Section Head		30 minutes	Incoming Support staff SB
	Assigns to Technical Staff  1.1. Monitors incoming applications and assigns to technical staff 1.2. Provides notes/ instructions for action		2 hours	Section Head

<b>STEP 3:</b> Settle the required processing fee.	Assesses the submitted application documents if complete/compliant		3 days	Assigned Technical Staff
1.1 For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.  1.2 Presents the Billing Statement at the Cashier and settles the required fee.	If with comments/inputs/ return to technical staff, conduct desk review of the received application as to completeness and compliance.  1.1 If complete and compliant, prepares acknowledgement letter indicating the schedule and mode of assessment  1.2 Notify the SWDA on the payment for processing fee, otherwise, application shall not be facilitated. • Under Normal circumstances actual accreditation visit shall be conducted; • During the state of calamity/ emergency, virtual assessment shall be conducted  2. If incomplete or non-compliant, prepare an acknowledgement letter indicating the checklist of lacking documents.			
	Process the payment and issues Official Receipts	Php 1,000	*15 minutes	Cashier (Finance Management Service-Cashier Division)



<p><b>STEP 4:</b> Provide the DSWD Standards Bureau the copy of the Official Receipt (OR) through the following:</p> <ol style="list-style-type: none"> <li>1. Scanned copy of the Official Receipt <a href="mailto:srb@dswd.gov.ph">srb@dswd.gov.ph</a> with the subject: <b>Name of the Organization_ Copy of OR for Accreditation.</b></li> <li>2. Hand-carry the Photocopy of Official Receipt to Standards Bureau.</li> <li>3. Courier the Photocopy of Official Receipt to Standards Bureau.</li> </ol>	<p>Acknowledge the copy of the Official Receipt from the SWDA.</p> <p>For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Bureau shall acknowledge the receipt of the Official Receipt and provide the copy to the Assigned Technical Staff.</p>	None	*15 Minutes	Support Staff in charge of incoming documents (Standards Bureau - SB)
<p><b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.</p>				
<p><b>STEP 5:</b> Wait for the result of the documents review and notice of Virtual Assessment.</p>	<p>Reviews acknowledgement letter and affixes the initial</p> <p>1.1 If no comments/clarifications. Initial/endorse the final draft acknowledgment letter to the Division Chief for approval</p> <p>If with inputs/comments corrections, return to the technical staff</p>		2 days	Section Head, Division Chief
	<p>1.2. Logs it into the DTMS</p> <p>1.3. Routes finalized acknowledgment letter to the OIC/Bureau Director for approval</p>		2 hours	Incoming Support Staff, OBD Support Staff

	Approves acknowledgment letter.  1.1 If approved: Signed/ approved acknowledgment letter  1.2 If with inputs/comments/ corrections, return to SCMD/technical staff		1 day	Bureau Director
	Tracks and forwards the signed acknowledgment letter. Logs it into the DTMS		30 minutes	OBD Support Staff
	Receives and tracks the signed acknowledgment letter.  1.1 Logs it into the DTMS. 1.2 Emails advance copy of the signed acknowledgment letter		30 minutes	SCMD Support Staff
<b>STEP 7:</b> Confirm the Availability on the proposed Accreditation Assessment	Transmits to Records Section for delivery to concerned SWDA  1.1 For complete/compliant documents, send to SWDA the acknowledgment letter indicating the assessment schedule  1.2 For non-compliant/with list of lacking requirements, end of process		1 hour	Outgoing SCMD Support Staff
<b>TOTAL</b> For Complete and Compliant		Php 1,000	6 working days	

Incomplete Submission		None	4 working days	
Accreditation Assessment Proper (2days)				
<b>STEP 1:</b> 1.1 Prepare and make available if necessary on the day of the scheduled/agreed assessment visit  1.2 Assist the Assessor during the conduct of the Accreditation Assessment  1.3 Accomplish and place the Customer's Feedback Form on a sealed envelope.		1.1 Conduct of Accreditation Assessment, with the applicable mode: <ul style="list-style-type: none"> <li>• Under normal circumstances actual accreditation visit;</li> <li>• During the state of calamity/ emergency virtual assessment.</li> </ul> 1.2 Activities to take place: <ul style="list-style-type: none"> <li>• Focused Group Discussion;</li> <li>• Key informant Interview;</li> <li>• Review of documents based on the SWDA's compliance with standard indicators;</li> <li>• Ocular inspection (thru virtual or actual);</li> <li>• Exit conference;</li> <li>• Highlights the result of the assessment.</li> <li>• If initial findings are not favorable, agreed Action plan shall be prepared</li> <li>• Requests SWDA to accomplish</li> </ul>	2 days	Assigned Technical Staff

	Client Satisfaction Measurement Form			
<b>Sub-Total</b>			<b>2 working days</b>	
<b>POST-ACCREDITATION ASSESSMENT</b>				
<ul style="list-style-type: none"> <li><b>For Issuance (11 working days)</b></li> </ul>				
<b>STEP 1:</b>			6 days	Assigned Technical Staff, Section Head, Incoming SCMD Support Staff, Division Chief, SCMD, OBD Support Staff
Wait on the result of Virtual Assessment/ Validation Assessment.	Favorable: 1.1 Prepares confirmation report with attachments. <ul style="list-style-type: none"> <li>If with comments/ inputs/ returned to technical staff</li> </ul> 1.2. Review and provide inputs on the submitted reports including the attachments 1.3. Prepares Certificate in the security paper and second copy of the Certificate 1.4. Assigns accreditation number 1.5. Affixes initial on the second copy of certificate 1.6. Reviews final draft, signed/ approve confirmation report. Affixed initials with the certificate of accreditation and transmittal to the USBG, for approval			

Wait on the result of Virtual Assessment/ Validation Assessment.	Endorse final draft of Confirmation report for approval with Certificate of accreditation and executive summary		3 days	Bureau Director, OBD Support Staff, Outgoing SCMD Support Staff
	1.1 SCBG Heads approve/ sign the Certificate of Accreditation  If with inputs/ comments/ corrections, return to the technical staff		1 day	Incoming Support Staff from the Office of the Assistant Secretary, Assistant Secretary, Outgoing Support Staff from the Office of the Assistant Secretary
<b>STEP 2:</b>  1.1 Inform SB on the preferred mode of release of Certificate (e.g. Pick-up or courier)  1.2 For those through courier, endorsement to Administrative Service - Records and Archives Management Division	Reviews/approves the Certificate of Accreditation  1.1 Signs/ approves certificate of accreditation  1.2 If with inputs/ comments, return to the SB		1 day	Undersecretary, Outgoing Support Staff from the Office of the Undersecretary, Incoming SB Support Staff
	Receives signed Accreditation Certificate  1.1 Email scanned copy of the confirmation report and signed Certificate to the SWDA  1.2 Prepares receiving copy of signed Confirmation Report  1.3 Coordinate with the concerned technical staff as to the SWDA's preferred mode of release of		2 hours	Incoming SB Support Staff, SCMD Support Staff, Outgoing SCMD Support Staff

	certificate e.g pick-up or courier  1.4 For those through courier, endorsement to Administrative Service - Records and Archives Management Division  1.5 Transmits the approved confirmation report and Certificate of Accreditation to the Records Section			
<b>Held in Abeyance (11 Working days)</b>				
<b>STEP 1:</b> 1.1 Wait on the result of Virtual Assessment/ Validation Assessment  1.2 Work on the agreed compliance/ lacking indicators	1.1 Prepare confirmation report with indicators and period for compliance with Attached Action Plan 1.2 Track, review and endorse confirmation report to the OIC/Bureau Director		5 days and 6 hours	Assigned Technical Staff, Section Head, Incoming SCMD Support Staff, Division Chief, Incoming SCMD support staff, OBD Support Staff
	1.1 Approves confirmation report 1.2 If with inputs/ comments/ corrections, return to SCMD technical staff		2 days, 30 minutes	Bureau Director, OBD Support Staff
	Tracks the signed confirmation report 1.1 Emails advance copy of the signed confirmation report to SWDA 1.2 Transmits to Records Section for delivery to concerned SWDA		1.5 hours	SCMD Support Staff, Outgoing SCMD Support Staff

<b>TOTAL</b> For Compliant/Approved	None	11 working days
For Complete Requirements with Areas for Compliance:	None	11 working days

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

*\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office and Vice-versa*

## 11. Accreditation of Civil Society Organizations to Implement DSWD Projects and/or Programs using DSWD Funds

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Duly Accomplished and Notarized Application Form (DSWD-SB-CSOA-001A)	<ul style="list-style-type: none"> <li>DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><b>DSWD website</b>  <a href="https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list%20of%20forms%20for%20the%20accreditation%20of%20csos%20as%20implementing%20entities%20of%20government%20or%20public%20funds/edited-3.12.19DSWD-SB-CSOA-001A-Application-Form-Implementing-CSO.doc">https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list of forms for the accreditation of csos as implementing entities of government or public funds/edited-3.12.19DSWD-SB-CSOA-001A-Application-Form-Implementing-CSO.doc</a> </li> </ul>
2. One (1) Photocopy of the Audited Financial Statements as received by the BIR/Authorized collecting bank for the past three (3) years	<b>Applicant</b>
3. One (1) original copy of the Duly Accomplished Data Sheet of the Directors, Trustees, Officers, and Key Personnel of the applicant CSO. (DSWD-SB-CSOA-003A)	<ul style="list-style-type: none"> <li>DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII,</li> </ul>

	<p>VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</p> <ul style="list-style-type: none"> <li>• <b>DSWD website</b>  <a href="https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list%20of%20forms%20for%20the%20accreditation%20of%20csos%20as%20implementing%20entities%20of%20government%20or%20public%20funds/edited-3.12.19DSWD-SB-CSOA-003A-CSO-Data-Sheet-Implementing-CSO-1.doc">https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list of forms for the accreditation of csos as implementing entities of government or public funds/edited-3.12.19DSWD-SB-CSOA-003A-CSO-Data-Sheet-Implementing-CSO-1.doc</a> </li> </ul>
4. One (1) original copy or photocopy of the location sketches (spot/ satellite map) and photographs (façade and interior) of the principal office and/or satellite Offices	<b>Applicant</b>
5. One (1) Original Copy of the Certificate of Good Standing or Certificate of No Derogatory Information issued by SEC	<b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307
6. One (1) Original Copy of the Duly Accomplished Declaration of Commitment pursuant to AO No. 11 series of 2019	<b>DSWD website</b> <a href="https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list%20of%20forms%20for%20the%20accreditation%20of%20csos%20as%20implementing%20entities%20of%20government%20or%20public%20funds/Declaration-of-Commitment-Pursuant-to-AO-no.-11-s-2019.pdf">https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list of forms for the accreditation of csos as implementing entities of government or public funds/Declaration-of-Commitment-Pursuant-to-AO-no.-11-s-2019.pdf</a>
<b>ADDITIONAL REQUIREMENTS AS APPLICABLE:</b> 1. One (1) Original Copy of the Duly Accomplished List of Projects and Programs funded by DSWD or any government agency. If applicable. (DSWD-SB-CSOA-002A)	<b>DSWD website</b> <a href="https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list%20of%20forms%20for%20the%20accreditation%20of%20csos%20as%20implementing%20entities%20of%20government%20or%20public%20funds/edited-3.12.19DSWD-SB-CSOA-002A-List-of-Projects-Programs-Implementing-CSO.docx">https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list of forms for the accreditation of csos as implementing entities of government or public funds/edited-3.12.19DSWD-SB-CSOA-002A-List-of-Projects-Programs-Implementing-CSO.docx</a>
2. One (1) Original Copy of Certificate of No Default or Delay in Liquidating Funds signed by the DSWD Field Office Head and countersigned by the Finance Management Service or by the concerned government official of the other Government Agencies, if applicable. (DSWD-SB-CSOA-004A)	<b>DSWD website</b> <a href="https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list%20of%20forms%20for%20the%20accreditation%20of%20csos%20as%20implementing%20entities%20of%20government%20or%20public%20funds/edited-3.12.19DSWD-SB-CSOA-004A-Certification-of-No-Unliquidated-Funds-Implementing-CSO.docx">https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list of forms for the accreditation of csos as implementing entities of government or public funds/edited-3.12.19DSWD-SB-CSOA-004A-Certification-of-No-Unliquidated-Funds-Implementing-CSO.docx</a>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
<b>STEP 1:</b> The CSO representative files the Application Form together with other documentary requirements to the Standards Bureau of the DSWD CO.	Receives and records the application at the e-DTMS	None	*30 minutes	Standards Bureau administrative personnel (SCMD)
<b>STEP 2:</b> The applicant CSO awaits for notification relative to the application	<p>1.1. If found complete, SB will request the Field Office to conduct a Virtual/On-Site Validation Assessment.</p> <p>Posts notice to the public or invitation to submit derogatory report</p> <p>(Within three (3) working days from the receipt of a derogatory report, the Standards Bureau, through a formal letter shall notify the applicant and require the same to submit an explanation/comment within ten (10) working days from the receipt thereof. Please also refer to Section VI. No. 2 of MC 13 series of 2019)</p> <p>1.2. If found incomplete, SB will return all submitted documents to the applicant CSO with a letter and attached checklist (DSWD-SB-CSOA-007A) indicating the lacking required documents</p> <p>1.3. If found with irregularities, documents will not be returned to applicant</p>	None	2 working days	<p>Standards Bureau assigned personnel (SCMD) through Standards Section (FO)</p> <p>-Information and Communication Technology Management Services (ICTMS)</p>

	which shall serve as evidence and a ground for blacklisting			
<b>STEP 3:</b> Actual Virtual/On-site Validation Assessment.	<p>Conducts Virtual/ On-Sit/ Validation Assessment to the applicant CSO's address or location</p> <p>(If the applicant recently received its accreditation (as SWA) within six (6) months prior to the date of its application as an Implementing CSO, there is no need for a Virtual/ On-Site Validation Assessment., unless the declared projects and programs applied for accreditation requires further verification as per assessment of the Standards Bureau staff.)</p>	None	1 working day <u>(per agreed schedule)</u>	Standards Section (FO) per area of jurisdiction. Standards Bureau for those operating in more than one region
<b>STEP 4:</b> Awaits approval or denial of the application for accreditation	<p>4.1. Prepares and submit the Virtual/On-Site Validation Assessment. report to SB</p> <p>4.2. Conducts assessment and examination of application</p> <p>4.3. Final Review and evaluation (An Applicant may be required by the SB to submit additional sets of requirements which are deemed necessary to verify doubtful information and to establish compliance to appropriate policies.)</p>	None	<p>**4 working days</p> <p>4 working days and 1 hour and 30mins</p> <p>3 working days and 2 hours</p> <p>5 working days, 2 hours</p>	<p>Standards Section (FO), Division Chief and Regional Director</p> <p>Standards Bureau assigned personnel (SCMD)</p> <p>Standards Bureau assigned personnel (SCMD)</p> <p>Standards Bureau assigned personnel (SCMD), SB Director</p>

	4.4. Confirmation letter on the result of the evaluation  4.5. Approval of the Certificate of Accreditation			Standards Bureau assigned personnel (SCMD), SB Director, Cluster Heads and Department Secretary
<b>STEP 5:</b> Receives the Certificate of Accreditation or the Denial Letter	1.1 Notify the Applicant Organization on the availability of the Certificate 1.2 Issues the Certificate of Accreditation or the Denial Letter	None	2 hours	Support Staff (Standards Bureau - SB)
<b>TOTAL</b> For Complete and Compliant:		None	20 working days	

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

\*\* This does not include the travel time of documents from the DSWD Field Office to the Central.

## 12. 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 or Division:</b>	DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	<ul style="list-style-type: none"><li>• Government to Client (G2C)</li><li>• Government to Government (G2G)</li></ul>		
<b>Who may avail:</b>	All eligible beneficiary CSOs organized by the Department through SLP.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Certified true copy of the Certificate of Eligibility (CoE) <i>*The issuance of COE is subject to compliance on SLP existing guidelines.</i>		<ul style="list-style-type: none"><li>• DSWD Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO)</li></ul>	
2. Endorsement of SLPAs with CoE signed by the Regional Program Coordinator (to include the project/s approved, address of the SLPA, and the budget approved for the project)		<ul style="list-style-type: none"><li>• DSWD Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO)</li></ul>	
<b>Note to Applicant:</b> <i>The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No.26 Series of 2020.</i>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>STEP 1:</b> Submit/file application documents	Logs receipt into the document tracking system (DTS)/ Logbook  Refer to the concerned unit.	None	*1 day	Focal Person - Standards Section - DSWD Field Office
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 2:</b> Wait for the result of the assessment	<b>If Complete and Compliant:</b> 1.1 Receive the documentary requirements  <b>If found incomplete or non-compliant,</b> 1.1 If found to be incomplete, prepares memo to the SLP-RPMO returning the application documents for compliance.	None	*4 days	Focal Person - Standards Section - DSWD Field Office
<b>STEP 3:</b> Issuance of Permit	1.1 Forwards the signed memo to SLP-RMPO with the signed certificates and secures receiving copy. 1.2. Forwards signed memo to ICTMS for posting to FO website. 1.3. Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board	None	2 days	Focal Person - Standards Section - DSWD Field Office
<b>TOTAL</b> For Complete and Compliant:		None	7 working days	
For Incomplete Submission:		None	30 minutes	

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

### 13. 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 or Division:</b>	DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA & NCR)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	<ul style="list-style-type: none"> <li>• Government to Client (G2C)</li> <li>• Government to Government (G2G)</li> </ul>	
<b>Who may avail:</b>	All eligible beneficiary CSOs organized by the Department through DSWD project/s and/or program/s.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished and duly sworn Beneficiary CSO Accreditation Application Form		• DSWD FO- Standards Section
2. Proof of existence or presence of the CSO in its stated address and area of operation or organization, namely: <ul style="list-style-type: none"> <li>a. Pictures of office and direction sketch; and</li> <li>b. At least one of the following documents:               <ul 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> </ul> </li> </ul>		• CSO Beneficiary Applicant
3. Proof of organization, namely: <ul style="list-style-type: none"> <li>a. Organizational chart or governance structure; and</li> <li>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;</li> </ul>		• CSO Beneficiary Applicant
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		• Government agency or agencies from which it has received public funds
5. Proof of having undergone Social Preparation		• Designated DSWD Regional Program/Project Officer of the DSWD Program or project where the CSO applicant is seeking funds
<b>Note to Applicant:</b> <i>The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 17 Series of 2017.</i>		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>STEP 1:</b>  Submit/file application documents	Logs receipt into the document tracking system (DTS)/ Logbook  Refer to the concerned unit.	None	*2 hours	Focal Person - Standards Section - DSWD Field Office
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 2:</b>  Wait for the result of the assessment	<b>If Complete and Compliant:</b>  1.1 Receive and review the documentary requirements  1.2 Posting of applicant to DSWD website  1.3 Preparatory activities for the conduct of validation  1.4 Conducts validation as to the existence of the applicant beneficiary CSO including its on-going projects and/or programs as applicable.  To include activities e.g. FGD, interviews, photo documentation of the validation site, interviewed persons and other related documents  1.5 Prepares and signs Validation Report and Abstract with supporting documents.	None	*18 days and 6 hours	Focal Person - Standards Section - DSWD Field Office

	<p>1.6 Evaluation and deliberation by the Field Office-Accreditation Committee.</p> <p>1.7 Prepares the Certificate of Accreditation</p> <p>1.8 Facilitates the signing of the Certificate of Accreditation</p> <p>1.9 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>1.1 If found to be incomplete, prepares acknowledgement memorandum returning the application documents for compliance.</p> <p>1.2 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.</p>			
<b>STEP 3:</b> <b>Receives the Certificate of Accreditation</b>	<p>Release of the signed Certificate/s of Accreditation through:</p> <p>1) Befitting ceremony (e.g. during</p>	None	*1 day	Focal Person - Standards Section - DSWD Field Office

	the flag-raising ceremony) 2) Pick-up by the CSO applicant, 3) Courier, and 4) Hand-carrying of the Certificate/s of Accreditation whichever is practicable			
<b>TOTAL</b>				
For Complete and Compliant:		N/A	20 working days	
For Incomplete Submission:		None	30 minutes	

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

*\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

## 14. Accreditation of Pre-Marriage Counselors

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

<b>Office or Division:</b>	DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	<ul style="list-style-type: none"><li>Government to Client (G2C)</li></ul>		
<b>Who may avail:</b>	All qualified applicants per item VIII of MC 1 s. 2019 and as amended in MC 10 s. 2021		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>A. For New Applicants</b>			
1. One (1) Duly Accomplished Application Form.		<ul style="list-style-type: none"><li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li><li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> <i>Annex A. PMC Form_App</i></li></ul>	
<b>One (1) photocopy of the following documents (<u>original copies must be presented</u>):</b>			
1. Any of the following as proof that the applicant is a graduate of four (4) year course:			



a. Photocopy of Certificate of graduation/college diploma or transcript of records; or  b. Certified photocopy of valid PRC ID.	<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:  a. Certification from immediate Supervisor; or b. An approved resolution	<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><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a></li> </ul> <p><i>Annex C. Documentation Report Template</i></p>
<b>Other documents to be made available during the assessment visit:</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	<ul style="list-style-type: none"> <li>Training Provider</li> </ul>

and Responsible Parenting for at least twenty-four (24) hours within the validity period of the preceding certificate.	
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>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> Annex D. PMC Form</li> </ul>
3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD ( <b>Annex C</b> );	<ul style="list-style-type: none"> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> Annex C. PMC Form</li> </ul>

**Other documents to be made available during the validation visit.**

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</b> ) for the template) of about fifty (50) percent of the total number of counselled couple for the past year; and	<ul style="list-style-type: none"> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> Annex F. PMC Form</li> </ul>
c. A summary/record on the number of Certificate of Marriage Counseling issued.	<ul style="list-style-type: none"> <li></li> </ul>

**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 01 Series of 2019.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b> Secures 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)

<b>STEP 2:</b> Submit/ file application and supporting documents at Field Office – Standards Section	Records receipt of application and forward the same to assigned staff.	None	*15 minutes	Support Staff in charge of all incoming documents (Field Office - Standards Section)
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 3:</b> Awaits for acknowledgement or notification relative to the application.	<p>1. Reviews and Assess the completeness of requirements/ documents submitted and prepare acknowledgement letter, to wit:</p> <p>1.1 If found complete/ sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit.</p> <p>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.</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 - Standards Section)</p> <p>Supervisor/ Section Head</p> <p>Regional Director</p>

<b>Step 4:</b> 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 - Standards Section)
<b>STEP 5:</b> Actual Accreditation Assessment	Conducts validation assessment with the applicable mode: <ul style="list-style-type: none"> <li>• Under Normal circumstances actual accreditation visit;</li> <li>• During the state of calamity/emergency virtual assessment.</li> </ul> Activities to take place: <ol style="list-style-type: none"> <li>1. Brief overview on the assessment process;</li> <li>2. Observation on the counseling session; and</li> <li>3. Exit Conference</li> </ol>	None	1 working day	Technical Staff or Officer of the day (Field Office - Standards Section)
<b>STEP 6:</b> Awaits the approval of the confirmation report/issuance of the Certificate	1.1 Final Assessment of the application documents and result of the actual accreditation assessment.  1.2 Prepares the confirmation report, with the following possible content: <ol style="list-style-type: none"> <li>a. If favorable, inform applicant on the approval of his/her accreditation.</li> <li>b. If unfavorable, recommend for re-assessment.</li> </ol> 1.3 Forwards to the office of the RD for approval/signature.	None	7 working days	Technical Staff/ Section Head/ Division Chief/   Support Staff   Regional Director

	1.4 Approval and signature of the documents			
<b>STEP 7:</b> Awaits for the approval and issuance of certificate, if favorable.	Prepares certificate for issuance, if favourable.  Approval and signature of the Certificate	None	5 working days	Support Staff  Regional Director
<b>STEP 8:</b> 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 Areas for Compliance:		None	25 minutes	

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

*\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

## 15. Endorsement of Duty-Exempt Importation of Donations to SWDAS

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

<b>Office or Division:</b>	Standards Section – DSWD Field Office Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Client (G2C)
<b>Who may avail of:</b>	Licensed and/or accredited private Social Welfare and Development Agencies (SWDAs) in accordance to section 800(m) of the Republic Act No. 10863, otherwise known as the Customs Modernization and Tariff Act (CMTA) of 2016, who wish to exempt from customs dues the foreign donations consigned to them.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application form (DSWD DFE Form 1)	<ul style="list-style-type: none"> <li>DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf</a> – DSWD DFE Form 1</li> </ul>
2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin	Philippine Consular Office (i.e. embassy or consulate) of the country of origin
3. Notarized Deed of Acceptance	Notary public
4. Copy of valid DSWD Registration, License and/or Accreditation Certificate	Issued by the DSWD to the licensed and/or accredited SWDA
5. Bill of Lading or Airway Bill	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee.
6. Packing List	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
7. Plan of Distribution	<a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf</a> – DSWD DFE Form 2 <ul style="list-style-type: none"> <li>To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution</li> </ul>
<b>OPTIONAL REQUIREMENTS</b>	
1. Certification from Food and Drug Administration (FDA), in case of medicines	Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781
2. Notarized distribution report on latest shipment, if not the first time to import foreign donations.	<a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf</a> – DSWD DFE Form 3 <ul style="list-style-type: none"> <li>To be certified correct by the concerned DSWD Field Office</li> </ul>
3. Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines	Appropriate government agencies
<b>Note to Applicant:</b> The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 21 Series of 2019.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>STEP 1:</b> The representative of the SWDA files the application form, together with the supporting documents/requirements at the respective DSWD-Field Office covering the region where the intended distribution of goods shall take place.	1. Reviews the completeness and <b>correctness</b> of the submitted application documents based on the checklist.  <i>If complete, forward for tracking to Support Staff</i>  <i>If incomplete, return to applicant, provide TA and checklist of requirements.</i>  2. Logs its receipt into the document tracking system 3. Provides the walk-in applicant with document reference number for easy tracking.	None	*30 minutes	Field Office: Standards Unit administrative personnel and/or Officer-of-the-Day
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 2:</b> The applicant shall pay the required processing fee at the Cash Unit of the concerned DSWD-Field Office; provides a copy to the Standards Section	Accounting Section for the order of payment then pay the necessary fee to Cash Section;  Issues an official receipt.	Php1,000.00	*10 minutes	Field Office: Cash Section personnel

<b>STEP 3:</b> Awaits results of the assessment.	Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;  <b>Step 3a – If found compliant to eligibility and documentary requirements</b>  Prepare for conduct of area visit	None	3 working days	Field Office: Standards Section technical staff
	<b>Step 3b – If found non-compliant to eligibility and documentary requirements</b>  Return application documents to the applicant with a letter and checklist citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements Provides the applicant the Client Satisfaction Measurement Form			
<b>Note:</b> While face-to-face is still prohibited during this pandemic situation, technical assistance shall be provided in written form. In the event that the return of documents cannot be facilitated due to unavailability of the service provider, acknowledgment letter shall indicate the checklist of documents for compliance to be secured or accomplished.				
<b>STEP 4:</b> Validation Visit	Conducts area visit, obtains in-depth information concerning administrative and operational aspects of the program. <b>(Optional)</b>	None	2 working days (per agreed schedule)	Field Office: Standards Section Technical Staff



<b>STEP 5:</b> Endorsement to the DSWD Central Office.	Endorses the draft acknowledgment letter to the Regional Director for approval	None	1 working day	Field Office: Standards Section Technical Staff DSWD Regional Director
	Endorses the application to the Standards Bureau at the Central Office			
	If deficient to return the application to the applicant and provide the necessary technical assistance to comply with the requirement/s.			
	<p>Checks the completeness of the submitted application documents.</p> <p>1.1. Logs its receipt into the Document Transaction Management System (DTMS)</p> <p>If incomplete, return the documents and inform the Field Office concerned that the application shall not be processed unless they have submitted the complete documents.</p> <p>If approved, forward the application to the Office of the Undersecretary supervising the Standards Bureau.</p>	None	3 working days	Standards Bureau: SCMD Technical Staff/ Division Chief/ Bureau Director

	<p>Prepares the following:</p> <ul style="list-style-type: none"> <li>• Endorsement letter to the DOFConforme letter to applicant that it should comply with post-facilitation requirements</li> <li>• Letter to concerned DSWD Field Office informing them of the endorsement</li> </ul> <p>If disapproved, return the documents and send a written communication to concerned DSWD Field Office, copy furnished the applicant, indicating reasons for disapproving the application.</p>			
	Endorsement to the Secretary Affixes initial to the endorsement letter to DOF	None	1 working day	DSWD Undersecretary supervising the Standards Bureau
	Final Approval of the Endorsement Affixes signature to the endorsement letter to DOF	None	3 working days	SWD Secretary
<b>STEP 6:</b> Approved applicants to pick up the Endorsement Letter	<p>Informs the applicant and Field Office of the approval of endorsement.</p> <p>Preparation of the endorsement letter for pick-up of the applicant and the conforme letter for their signature.</p>	None	*10 minutes	Standards Bureau: SCMD Technical Staff

<b>TOTAL</b> Complete and Compliant:	₱1,000.00	Fourteen (14) days
Complete but non-Compliant Submission:	₱1,000.00	Eight (8) days and fifty (50) minutes
For Incomplete Submission:	None	30 minutes

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

\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.

## 16. Accreditation of Social Workers Managing Court Cases (SWMCCS)

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

<b>Office:</b>	Standards Section – DSWD Field Office  Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office	
<b>Type of Transaction:</b>	Highly Technical	
<b>Who may avail:</b>	All Social Workers who are direct practitioners including supervisors from the DSWD Field Offices, residential, and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.	
<b>CHECKLIST OF REQUIREMENTS<sup>1</sup></b>		<b>WHERE TO SECURE</b>
<b>A. For New Applicants</b>		
1. For Social Workers		
a. 2 copies of Application Form for Accreditation of Social Workers Managing Court Cases (Annex A)	<ul style="list-style-type: none"> <li>DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li>Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the form</li> </ul>	
b. 2 copies and original Valid Professional Regulations Commission Registration ID Card	Professional Regulations Commission	

c. 2 copies of Certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions;  <i>*In case of lost certificate, a certified true copy from the training provider may be presented</i>	Training Provider
d. Summary documentation of four (4) cases managed (Annex B)	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template
e. Letter of Recommendation attesting to the competence of the social worker	Any of the following: <ul style="list-style-type: none"> <li>• Supervisor of the applicant;</li> <li>• Philippine Association of Social Workers, Inc. (PASWI);</li> <li>• If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)</li> </ul>
f. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> <li>• Case study reports;</li> <li>• Progress/running notes;</li> <li>• Case summaries;</li> <li>• Case conference proceedings/notes</li> </ul>	Applicant/Client
<b>2. For Supervisors</b>	
a. First three (3) requirements stated under new applicants for social worker	(Same as stated above)
b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client
c. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> <li>• Case study reports;</li> <li>• Progress/running notes;</li> <li>• Case summaries;</li> <li>• Case conference proceedings/notes</li> </ul>	Applicant/Client
<b>B. For Renewal</b>	
<b>1. For Social Workers</b>	

a. Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours	DSWD or recognized training institutions
b. Summary documentation (Annex B) of cases managed for the last six months	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template
c. Recommendation from the Supervisor attesting to the competence of social worker in managing court cases	Applicant/Client
d. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> <li>• Case study reports;</li> <li>• Progress/running notes; and</li> <li>• Other relevant documentations pertaining to the cases</li> </ul>	Applicant/Client
<b>2. For Supervisor</b>	
a. First three (3) requirements stated under renewal for social worker	(As stated above)
b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client
c. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> <li>• Case study reports;</li> <li>• Progress/running notes/marginal notes;</li> <li>• Case summaries;</li> <li>• Case conference proceedings/notes</li> </ul>	Applicant/Client
<b>Note to Applicant.</b> The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 17 Series of 2018.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Applications received through Walk-in Applicants</b>				
<b>STEP 1:</b> The Applicant shall file application (Annex A) at the concerned DSWD Field Offices (FO) – Standards Section together with the requirements stated above.	<p>A. the Field Office- Standards Section Support Staff shall receive submitted documents with its original copies. A Document Reference Number shall be provided to the applicant for easy tracking.</p> <p>If complete, the Technical Staff assigned by the Section Head will then proceed with the pre-assessment process.</p> <p>If incomplete, documents shall be returned accompanied by provision of technical assistance and checklist of requirements.</p>	None	1 hour and 30 minutes	Standards Section Support Staff/ Standards Section Head / Technical Staff
<b>B. Applications received through Mail/Courier</b>				
	<p>1.1.B The Field Office- Standards Section shall receive the submitted documents and shall then farms out to the Standards Head Section.</p> <p>If complete, the Technical Staff assigned by the Section Head will then proceed with the pre-assessment process.</p>	None	4 hours 20 minutes	Standards Section Support Staff/ Standards Section Head / Technical Staff
	1.1. The technical staff shall conduct desk review of the received application as to completeness and compliance.	None	6 days and 1 hour	Assigned Standards Section Technical Staff / Standards Section Head/ PPD/ ORD
	1.2. If requirements are complete and compliant, the Field Office-Standards Section shall prepare pre-assessment report and/or endorsement report to Standards Bureau along with the acknowledgement letter to the applicant Social Worker	None		

	<p>on the status of the application.</p> <p>If incomplete or non-compliant, an acknowledgement letter shall be prepared indicating the checklist of lacking documents.</p>			
	<p>1.3. One set of copy of the application requirements and the signed/approved pre-assessment report and/or endorsement report shall be endorsed to DSWD-Standards Bureau, and file the other copy in the Field Office.</p> <p>The signed/approved acknowledgement letter shall also be sent to the applicant Social Worker.</p>	None	1 hour	Standards Section Support Staff
	<p>1.4. The Standards Bureau-Support Staff shall receive the endorsed application and will endorse to Standards Compliance Monitoring Division (SCMD) thru the Section Head.</p>	None	2.5 hours	DSWD – Standards Bureau Support Staff / SCMD Section Head
	<p>1.5. The Standards Compliance Monitoring Division (SCMD) Technical Staff shall review the application and documents submitted by the Applicant through Field Office.</p> <p>If complete and compliant, preparation of acknowledgement letter indicating the schedule and mode of accreditation shall be made:</p> <ul style="list-style-type: none"> <li>• Under Normal circumstances actual</li> </ul>	None	1 day	Assigned DSWD–Standards Bureau technical staff, depending on the Field Office where the application was from.

	accreditation visit shall be conducted; <ul style="list-style-type: none"> <li>During the state of calamity/ emergency, virtual accreditation shall be conducted</li> </ul> If incomplete or non-compliant, the Technical Staff to also prepare an acknowledgement letter indicating the checklist of lacking documents.			
	1.6. If the submitted documents are complete and compliant, the signed and approved Acknowledgement letter shall be endorsed to the Applicant through the Field Office on the schedule of the assessment	None	13 hours and 30 minutes	Support Staff / Assigned technical staff/ SCMD Section Head / Bureau Director DSWD- Standards Bureau
<b>STEP 2:</b> The Applicant shall coordinate with Standards Bureau through the Field Office on the schedule of the assessment.	The technical staff shall conduct assessment through review of case records, interview of the applicant and client/s, and conduct of other relevant activities.	None	1 day (per agreed schedule)	Assigned technical staff from DSWD- Standards Bureau
	1.7. Technical Staff shall prepare the Confirmation Report Certificate of Accreditation, Executive Summary for the Assistant Secretary and Undersecretary and the transmittal memo for review and approval of the Section Head and Division Chief.  <i>*If the applicant/s falls below the set standards, the said applicant/s shall be given appropriate technical assistance on the areas needing improving. A re-assessment shall be conducted after six months.</i>	None	5 days and 2 hours after conduct of assessment	DSWD – Standards Bureau Support Staff / Assigned technical staff/ SCMD Section Head / SCMD Division Chief
<b>Issuance of Accreditation Certificate.</b> This shall be issued by the Department Secretary or his/her duly authorized representative if the applicant has qualified the accreditation standards.				



	<p>1.8. Standards Bureau shall review and/or approve and endorse the Confirmation Report, Executive Summary, Certificate of Accreditation and transmittal memo to the Assistant Cluster Head.</p> <p>If with inputs/comments/corrections, the documents shall be returned to the technical staff.</p>	None	1 day and 1 hour and 30 minutes	Bureau Director DSWD-Standards Bureau
	<p>1.9. The Assistant Cluster Head to review and/or approve and endorse the Executive Summary, Certificate of Accreditation and transmittal memo to the Undersecretary.</p> <p>If there will be inputs/comments, it shall be returned to the Standards Bureau.</p>	None	1 day and 1 hour	Assistant Secretary/ Cluster Head DSWD-Standards and Capacity Building Group
	<p>1.10. The Cluster Head to review and/or approve the Certificate of Accreditation and other approved attached documents.</p>	None	1 day and 1 hour	Undersecretary/ Cluster Head DSWD-Standards and Capacity Building Group
	<p>1.11. Standards Bureau to endorse the approved Certificate of Accreditation to the qualified Social Worker through the Field Office.</p> <p>One set of copy of the approved Confirmation Report and Certificate of Accreditation shall be transmitted to Records Section</p>	None	2 hours	Standards Compliance Monitoring Division (SCMD) Support Staff
2. Qualified applicant shall receive/pick-up the Accreditation Certificate from the Field Office	<p>1.1 Notify the Applicant Organization on the availability of the Certificate</p> <p>1.2 Issues the Certificate of Accreditation</p>	None	30 minutes	Support staff from the DSWD FO-Standards Section

where the application was filed.				
<b>Total Processing Time:</b>			<b>20 working days</b>	

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

*\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

# **SUSTAINABLE LIVELIHOOD PROGRAM (SLP)**

## **FRONTLINE (EXTERNAL) SERVICES**

## 1. Referral Management Process for SLP - RPMO

The Regional Program Management Office (RPMO) provides the final and full implementation of the Referral Management Process. The Sustainable Livelihood Program - Referral Management Unit (SLP-GRMU), serves as an avenue to the poor, marginalized, vulnerable, and the less fortunate individuals, who wanted to use their capacity and strength in building-up themselves to achieve a better way of living.

<b>Office or Division:</b>	Sustainable Livelihood Program – Referral Management Regional Office / Field Offices			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government			
<b>Who may avail:</b>	All Qualified Program Participants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1 copy of filled-out SLP Profile Form- for Walk-in Clients; 2. 1 copy of referral/endorsement letter from OBSUs, NGA's, and NGOs; and 3. 1 photocopy of ID with three (3) specimen signature;		SLP Helpdesk 3rd floor, Mahusay Building  DSWD Regional Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The clients will ratify or concur on the Data Privacy Consent's content.  Proceed to customer step number 2 after approval.	1. Explain to and request the client to sign or place his/her thumb mark on the Data Privacy Act (DPA) of 2012  Brief orientation on the SLP Processes  <i>Note: For referral SLP, NPMO, PCC, 8888, OP and other institutions, proceed to 2.6.</i>	None	10 minutes	Regional Program Management Office (RPMO) or Project Development Officer (PDO)
Fill-up the SLP Profile Form	Fill-out the SLP Profile Form	None	20 minutes	RPMO or PDO Walk-in Clients
Fill-up the logbook	Request the client to register in the Walk-In Clients Logbook			
4. Received of Walk-in Clients Slip	1. Issue SLP Walk-In Clients Slip to Walk-in Client, certify that client	None	20 minutes	PDO

	<p>appeared at the SLP-NPMO</p> <p><i>Note: Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and orientation as initial intervention.</i></p>			
	<p>Assess/Validate the receive walk-in and referrals from SLP NPMO, PCC, 8888, OP and other institution</p>	None	1 day	<p>Regional Focal for Referral (RFR)</p> <p>RPMO / PDO</p>
	<p>Data encoding of client's profile in the SLP Referral Management System (SLP RMS)</p>	None	20 minutes	<p>RPMO or PDO Administrative Assistant (AA)</p>
	<p>a. Provides list of names for name matching to Listahanan – NHTU and Pantawid Database</p> <p><i>Note: provided that there are enough staff/personnel to administer the name matching both at the SLP RPMO and NHTU and Pantawid</i></p>	None	<p>Pantawid (1 day)</p> <p>Non-Pantawid (2 days)</p>	<p>RPMO PDO</p>
	<p>4. Endorse to Provincial Offices for appropriate action</p>	None	1 hour	<p>RPMO PDO</p>
<p>3. Received of the information letter</p>	<p>1. Inform the client/s on the result of the name matching:</p> <p>a. If client is eligible proceed to cap build – Proceed 2.0</p> <p>b. If no matched – NTHU to conduct HAF or SLP Means Test</p> <p>c. Conduct home visitation to</p>	None	1 day	<p>Field PDO, IPDO and MPDO</p>

	Administration to HAF. d.) Administer SLP Means Test e.) If non-poor refer to other institution  <i>Note: Field Offices with Island Municipality/ies or Geographically Isolated and Disadvantaged Areas (GIDA), validation may exceed the prescribed timeline due to the distance and travel time.</i>			
	2. Administer the Livelihood Assessment Form (LAF)  *If eligible proceed to 2.0 *If not eligible refer to other institution	None	1 day	PDO  Partnership Officers
	3 Qualified individuals will undergo on the following activities: a.) Conduct Capacity Building b.) Provides result on the conducted Sustainable Livelihood Analysis (SLA), and SWOT Analysis. c.) Track Selection Client/s will show their interest, strength and weaknesses, so that they can identify the best TRACT for them. d.) Conduct of Micro-Enterprise Development Training (MD) or Basic Employment Skills Training.	None	3 days and 5 hours	PDO
	4. Prepares and submit the Modality Application Form and the Mungkahing Proyekto.	None		Program Participants

	5. Review and assess the project proposal  <i>If the intended project proposal is complete, proceed to the next process, if not, give it back to the participant for revision.</i> <i>Note: The succeeding SLP processes will be subjected to the availability of Funds</i>	None	1 day	Provincial Coordinator RPMO PDO Regional Review Committee (RRC)
	6. Prepare project proposals for fund processing.  <i>The proposal has been approved by the RD, then forwarded to FMD</i>	None	2 days	Regional Monitoring and Evaluation for Finance (RMEF)
	Prepare Obligation Report	None	2 days	Budget Officer/ SLP Mainstreamed Staff
	8. Prepare/process voucher	None	3 days	Accountant/ Mainstream Staff
	9. Monitor the issuance of the approved check for disbursement.	None	1 day	Cashier /Mainstreamed Staff
4. Received the Notification through (text, email, call and or visit)	4. Notify the program participants for the release of the check  <i>Note: Subject to available means of communication to inform the client (text, email, call, visit)</i>	None	1 day	PDO
5. Received the Livelihood Assistance	5. Release of livelihood assistance	None	1 day	Regional Cashier(RC)
<b>TOTAL</b>		<b>None</b>	<b>19 days, 7 hours and 10 minutes</b>	

## 2. Grievance Management Process for SLP - RPMO

The Grievance Management Process of RPMO, facilitate the request of individual client/s. All program related grievances received by the office filed through the different channels including the SLP NPMO.

Office or Division:	Sustainable Livelihood Program – Grievance Management Unit (GRMU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All DSWD FOs, DSWD OBSUs, or other Agencies/Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy of Filled-up SLP Grievance Form – for walk-in clients; 1 Copy of complaint letter received from OBSUs, NGAs, NGOs, concerned citizen, social media and others; 1 Copy each of supporting documents <ul style="list-style-type: none"><li>• Clients Testimony</li><li>• Witness Testimony <i>(if necessary)</i></li><li>• Barangay / Police Report <i>(if necessary)</i></li></ul>		SLP Helpdesk 3 <sup>rd</sup> Floor, Mahusay Building  DSWD Regional Offices		
Regional Program Management Office (RPMO) Level				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The clients will ratify or concur on the Data Privacy Consent's content.  Proceed to customer step number 2 after approval.	1. Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form.  Brief orientation on the SLP Processes <i>Note: For complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 3.7.</i>	None	10 minutes	Grievance Management Officer (GMO)
2. Fill-up the SLP Grievance Intake Form	2. Fill-out the SLP Grievance Intake Form.	None	10 minutes	GMO Complainant



3. Fill-up the Logbook	3. Request the complainant to register in the Walk-in Complainant Logbook	None		GMO Complainant
4. Fill-up the CSMF; and receipt of the Walk-in Client Slip	1. Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention	None	20 minutes	GMO Complainant
5. Receipt of the Walk-in Client Slip	1. Issue Walk-in Client Slip; certifying that the complainant appeared at the SLP RPMO	None		GMO Complainant
	2. Grievances are assessed and sorted based on the validity/gravity. a. Ensure accomplished forms. b. Prepare letter of acknowledgement. c. Encoding to Database the deployment of Fact-Finding Team.	None	30 minutes	Regional Program Coordinator (RPC) Grievance Management Officer (GMO)
	3. <b>Non-Cognizable Grievance</b> (Simple Transactions) The Non-Cognizable (invalid) grievance does not require verification The GRMO will provide Technical Assistance, simple explanation, and orientation on program implementation.	None	1-3 working days  7 working days	Fact Finding Team
	4. For Cognizable Grievance- <b>Major Grievance</b> (Highly Technical Transactions) The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance. For grievances that need further assessment, the SLP Regional Grievance	None	20 days	SLP Regional Grievance Management Committee (RGMC)

	Management Committee (RMGC) shall be activated to include the deployment of Fact-Finding Team. Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.			
	5. The Fact-finding team shall conduct field visit for assessment/ validation and investigation and other duties and responsibilities under GMP	None	4 days	SLP Regional Grievance Management Committee (RGMC)
	6. Data gathered and other essential information, reasons/factors that trigger the filing of grievance shall be part of the feedback	None	4-13 days	Fact Finding Team
	7. Provide recommendation and decision or be endorsing to concerned OBSUs towards the resolution of the grievance	None	1 day	SLP Regional Grievance Management Committee (SLP RGMC)
	8. Provide feedback to the complainant on the action taken	None	1 day	Grievance Management Officer (GMO)
	9. The SLP RGMC may endorse unresolved grievances to the DSWD FO Regional Grievance Committee for resolution	None	1-4 days (FO RGC)	SLP Regional Grievance Management Committee (RGMC)
	10. SLP RGMC gathered information/documentation for submission and endorsement to Management (FO RGMC/AG-AC/RD)	None	1 day	RGMO
	11. SLP RGMC gathered information/documentation for	None		FO RGMC/ AG-AC/ Management

	submission to the Office of the Secretary			
	12. SLP RGMC gathered information/documentation submitted shall be processed based on the existing guidelines	None		FO RGMC/ AG-AC/ Management
	13. SLP RGMC gathered information/documentation submitted along LGU <i>concerned Employee</i> and if the LGU Official is concerned to the Civil Service Commission  LGU Employees - Endorse to the Local Government Unit – Local Chief Executives	None		FO RGMC/ AG-AC/ Management
	14. SLP RGMC gathered information/documentation in the form of Grievance Management Report for submission to the Regional Director for action.  The DSWD Central Office or Field Office lawsuits against the stakeholder	None		FO RGMC/ AG-AC/ Management
	15. SLP RGMC gathered information/documentation in the form of Grievance Management Report for submission to the Regional Director following the RA No. 6713 and to the DSWD Regional Grievance Committee.	None		FO RGMC/ AG-AC/ Management
	16. Issuance of Resolution based on the decision by the authority	None	1 day	(GMO)
	17. If Resolution was issued by the:  PC – Appeal processed by the SLP RGMC	None	1 day	(GMO)

	SLP RGMC or SLP RPMO – The appeal shall be processed by the SLP NPMO GMC SLP NPMO GMC – Appeal process by Office of the Secretary or OBSUs concerned			
	18. Continuously monitors the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties. Encoded in the SLP Grievance Tracker	None	1 day	(GMO)
<b>TOTAL</b>		<b>None</b>	<b>43 days,1 hour and 10 minutes - 57 days,1 hour and 10 minutes</b>	

<b>Provincial Management Office (PMO) Level</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The clients will ratify or concur on the Data Privacy Consent's content.  Proceed to customer step number 2 after approval.	1. Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form.  Brief orientation on the SLP Processes <i>Note: For complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 3.4.</i>	None	10 minutes	Provincial Grievance Management Officer (PGMO)
2. Fill-up the SLP Grievance Intake Form	2. Fill-out the SLP Grievance Intake Form.	None	10 minutes	PGMO
3. Fill-up the logbook	3. Request the complainant to register in the	None		PGMO

	Walk-in Complainant Logbook			
f. Receipt of the Walk-in Client Slip	4.1 Issue Walk-in Client Slip; certifying that the complainant appeared at the SLP RPMO Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention	None	20 minutes	PGMO
	2 Grievances are assessed and sorted based on the validity/gravity. Ensure accomplished forms, prepare letter of acknowledgement. The Non – cognizable Grievance (invalid) grievance does not require verification Encoding to Database	None	30 minutes	PGMO
	3 Non-Cognizable Grievance (Simple Transactions) The PGMO will provide Technical Assistance, simple explanation, and orientation on program implementation.	None	1-3 days	PGMO
	4 All major grievances are endorsed to RPMO	None	1 day	PGMO
	5 Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.	None	4-13 days	PGMO
	6 The Data gathered and essential information will be part of the endorsed documents to RPMO.	None	1 day	PGMO
	7 Provide feedback to the complainant on the action taken	None	1 day	PGMO
	8. Continuously monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and	None	1day	PGMO

	followed by the involved persons/parties.  Encoded in the SLP Grievance Tracker			
<b>TOTAL</b>		<b>None</b>	<b>9 days, 1 hour and 10 minutes - 19 days, 1 hour and 10 minutes</b>	

<b>SLP Municipal Level</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The clients will ratify or concur on the Data Privacy Consent's content.  Proceed to customer step number 2 after approval.	1. Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form.  Brief orientation on the SLP Processes <i>Note: for complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 4.4.</i>	None	11 minutes	FPDO
2. Fill-up the SLP Grievance Intake Form; and logbook	2. Fill-out the SLP Grievance Intake Form.  Request the complainant to register in the Walk-in Complainant Logbook	None	11 minutes	FPDO Complainant
3. Fill-up the logbook	3. Request the complainant to register in the Walk-in Complainant Logbook	None		FPDO Complainant
Received the SLP Walk-in Client Slip	Issue SLP Walk-in Client Slip; certifying that the complainant appeared at the SLP RPMO	None	20 minutes	FPDO Complainant
5. Fill-up the CSMF	1 Request the client to fill up the Client Satisfaction Measurement Report Form in	None		

	the provision of technical assistance and initial intervention			
	2 Grievances are assessed (e.g. involvement of PDO) and sorted based on the validity/gravity. Ensure accomplished forms, prepare letter of acknowledgement. Encoding to Database	None	PGMO 30 minutes	PGMO
	3 Non-Cognizable Grievance (Simple Transactions) The FPDO will provide Technical Assistance, simple explanation, and orientation on program implementation.	None	3 days	PGMO
	4 All major grievances are endorsed to RPMO	None	1 day	PGMO
	5 Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance. The PGO will check the involvement of the PDO before	None	1 day	Grievance Verification Report (Annex C)
	6 Provide feedback to the complainant on the action taken	None	1 day	Grievance Feedback Report (Annex B)
	7. Continuously monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties. Encoded in the SLP Grievance Tracker	None	1 day	Grievance Monitoring Report (Annex D)
<b>TOTAL</b>		<b>None</b>	<b>7 days, 1 Hour and 12 minutes</b>	

## **SOCIAL TECHNOLOGY UNIT (STU)**

### **FRONTLINE (EXTERNAL) SERVICES**



## 1. Technical Assistance on STB-developed Programs and Projects

Refers to request for technical assistance to institutionalize (i.e., adopt or replicate) completed Social Technologies (ST). Technical assistance may include orientation on completed STs as part of social marketing activities, capability building activities, advocacy and lobbying with policy making bodies.

<b>Office or Division:</b>	Social Technology Unit (STU)
<b>Classification</b>	Complex
<b>Types of Transaction:</b>	G2G – Government to Government G2C - Government to Citizens
<b>Who may avail:</b>	National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and academe

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written and signed request letter with complete contact details (name and contact information) of the requesting party,  2. details of the technical assistance needed.		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Local Government Units, NGOs, Academe, and other National Government Agencies write an official request through email or other electronic platforms to DSWD Field Office through Social Technology Unit (STU) requesting for technical assistance and provide the details of the TA being requested from the unit.	1. Receive the Request for TA sent by client either through: a. Letter signed by the requesting party, in any form b. Accomplished request form c. E-mail d. Text message or Social networking site e. Agreement during meeting f. Ticketing System (once available)  If the request is received through an	None	1 working hour  <i>(Request received beyond office hours or 5:00 PM will be processed in the following day)</i>	Administrative Staff or Technical Staff

	official letter and requires follow-through activities or a resource person, forward the document to the Head of Office via email or printed copy. If otherwise, proceed to Step 3.			
	2. Affix routing slip, input the details of the request in the Inventory of Service Transactions, indicate the deadline based on the Citizen's Charter, record the document in the Document Tracking System, and tag it as a priority ISO/EODB document.	None	1 working hour	Administrative Staff or Technical Staff
	3. Assess the request, provide instructions and forward the document to the Supervisor concerned.	None	8 working hours	Head of Office
	4. Record the instructions of the Head of Office in the Document Tracking System and forward the document to the concerned division.	None	1 working hour	Administrative Staff
	5. Review the document, assign Technical Staff who will act on the request, provide	None	6 working hours	Supervisor

	instructions, and forward the document to administrative staff for filing copy furnishing the staff assigned.			
2. The requesting party shall further coordinate the details of the requested TA to the Field Office staff.	6. Review the request, attachments and signatures; and coordinate with the requesting party for the needed technical assistance a. If the TA pertains to sharing of data/ information or knowledge products, proceed to Step 7. b. If the TA involves a request for a Resource Person, proceed to Step 8a. c. If the TA cannot be completely provided, coordinate with concerned offices and proceed to Step 8b.	None	8 working hours	Technical Staff
	7. Review the request and determine the source and method of sharing the knowledge product a. If available on the website, include the link from the STB website or FO website. b. If not available,	None	8 working hours	Technical Staff

	<p>coordinate with the Program Focal Person/s.</p> <p>Ensure that data to be shared are compliant with the Data Privacy Act (DPA) if applicable.</p>			
3. The requesting party shall accomplish the attached Client Satisfaction Survey Form or link.	<p>8. Prepare a response letter to the request including the results of the coordination with respective offices</p> <p>a. Insert schedule of follow-through activities and the actual conduct of meetings, orientation, or capability-building activities if the requested service requires.</p> <p>b. If the request cannot be provided by the unit, provide clarification for the non-provision of the service and recommendation or other options or updates on the program or project.</p> <p>c. Insert the Client Satisfaction Survey Form or include the link in the response.</p>	None	8 working hours	Technical Staff
	<p>9. Review the response letter to requesting office:</p> <p>a. If approved, submit to the Head</p>	None	6 working hours	Supervisor

	of Office, copy furnished the Document Tracker for recording. b. If not approved, go back to Step 8.			
	10. Forward the response letter to the Head of Office, and review completeness of attachments and proper use of templates.	None	1 working hour	Administrative Staff
	11. Review the response letter to the requesting office a. If approved, sign the document and forward it to the outgoing staff, copy furnishing the Document Tracker for recording in the Tracking System. b. If not approved, go back to Step 8.	None	6 working hours	Head of Office
4. The requesting party shall confirm receipt of the response.	12. Send the signed document response to the requesting office and record it in the Inventory of Service Transaction.	None	2 working hours	Administrative Staff
	13. Keep a copy of the file in the Records / Filing System; and input the link for the signed copy in the Inventory of Service Transactions.	None	2 working hours	Administrative Staff

5. The requesting party shall accomplish the attached Client Satisfaction Survey Form or link.	14. As may be needed and agreed with the requesting party, conduct actual technical assistance activity (meeting, orientation and capability building activity), either via face-to-face or online means); administer the Client Satisfaction Survey immediately after the activity, and update the Inventory of Service Transactions.	None	1 to 5 working days (or 8 to 40 working hours)  Note: Turn-around time does not include the days between keeping a copy of the response (Step 13) and actual conduct (Step 14).	Technical Staff
	15. Follow-up accomplishment of the Client Satisfaction Measurement Form, if the client has not yet responded within 5 days.  If the client has not yet responded within 5 days, send a follow-up through different channels.	None	30 minutes	Administrative Staff
	16. Keep a copy of the CSS and include it in the periodic preparation of CSMR (refer to the DSWD Client Satisfaction Measurement Survey and Continual Improvement System Procedure Manual)	None	(Refer to the SOP for timeliness on the preparation of the CSMR)	Refer to the SOP on CSMR

	17. Prepare a confirmation report with a follow-through actions except for: a. requests involving sharing of knowledge products, and b. requests that do not require actual conduct of an activity.	None	8 working hours	Technical Staff
	18. Review the confirmation report a. If approved, submit to the Head of Office, copy furnished the Document Tracker for recording. b. If not approved, send back to the Technical Staff for revision.	None	5 working hours	Supervisor
	19. Forward the confirmation report to the Head of Office, review the completeness of the requirements and affix e-signatures/initials and proper use of templates.	None	30 minutes	Administrative Staff
	20. Review the confirmation report a. If approved, sign the document and forward it to the outgoing staff, copy furnishing the Document Tracker for recording.	None	8 working hours	Head of Office

	b. If not approved, go back to Step 17.			
6. The requesting party shall confirm receipt of the confirmation report.	21. Send the confirmation report to the requesting office, through email or mail, record it in the monitoring/tracking tool; update and input the link of the signed confirmation report to the inventory of Service Transaction.	None	1 working hour	Administrative Staff
<b>TOTAL</b>				
If the TA does not require the conduct of an actual technical assistance activity		None	<b>58 hours (7 days and 2 hours)</b>	
If the request involves the conduct of actual technical assistance activity		None	<b>120 hours (15 days and 2 hours)</b>	

## 2. Technical Assistance on Program / Project Development or Enhancement

Refers to requests for technical assistance on social technology development processes, ongoing projects that the bureau is pilot testing, and/or on specific issues/sectors which the bureau is responding to.

<b>Office or Division:</b>	Social Technology Bureau (STB)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen 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), and academe
<b>CHECKLIST OF REQUIREMENT</b>	
<b>WHERE TO SECURE</b>	
Request Letter	From the requesting LGU, NGO, or NGA



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. The Local Government Units, NGOs, Academe, and other National Government Agencies write an official request through email or other electronic platforms to STU requesting for technical assistance and provide the details of the TA being requested from the bureau.</p> <p>For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy furnished with the request.</p>	<p>1.1. Receive the Signed Document on the Request for TA; Review attachments and signatures; Tag as priority ISO/EODB document; Affix routing slip; and Record the document in the Tracking System</p> <p>Forward the document/email to the Head of Office via email or printed copy.</p>	None	<p>1 working hour</p> <p><i>(Request received beyond office hours or 5:00 PM will be processed in the following day)</i></p>	Administrative Staff or Technical Staff
	<p>2. Affix routing slip, input the details of the request in the Inventory of Service Transactions, indicate the deadline based on the Citizen's Charter, record the document in the Document Tracking System, and tag it as a priority ISO/EODB document.</p>	None	1 working hour	Administrative Staff or Technical Staff
	<p>3. Assess the request, provide instructions and forward the document to the</p>	None	8 working hours	Head of Office

	Supervisor concerned.			
	4. Record the instructions of the Head of Office in the Document Tracking System and forward the document to the concerned division.	None	1 working hour	Administrative Staff
	5. Review the document, assign Technical Staff who will act on the request, provide instructions, and forward the document to administrative staff for filing copy furnishing the staff assigned.	None	6 working hours	Supervisor
2. The requesting party shall further coordinate the details of the requested TA to the Field Office staff.	6. Review the request, attachments and signatures; and coordinate with the requesting party for the needed technical assistance a. If the TA involves a request for a Resource Person, proceed to Step 7a. b. If the TA cannot be completely provided, coordinate with concerned offices and proceed to Step 7b.	None	12 working hours	Technical Staff
3. The requesting party	7. Prepare a response letter to	None	12 working hours	Technical Staff

shall accomplish the attached Client Satisfaction Survey Form or link.	<p>the request including the results of the coordination with respective offices</p> <p>a. Insert schedule of follow-through activities and the actual conduct of meetings, or orientation, if the requested service requires.</p> <p>b. If the request cannot be provided by the unit, provide clarification for the non-provision of the service and recommendation or other options or updates on the program or project.</p> <p>c. Insert the Client Satisfaction Survey Form or include the link in the response.</p>			
	<p>8. Review the response letter to requesting office:</p> <p>a. If approved, submit to the Head of Office, copy furnished the Document Tracker for recording.</p> <p>b. If not approved, go back to Step 7.</p>	None	6 working hours	Supervisor
	<p>9. Forward the response letter to the Head of Office, and review completeness of attachments and</p>	None	1 working hour	Administrative Staff

	proper use of templates.			
	10. Review the response letter to the requesting office a. If approved, sign the document and forward it to the outgoing staff, copy furnishing the Document Tracker for recording in the Tracking System. b. If not approved, go back to Step 8.	None	6 working hours	Head of Office
4. The requesting party shall confirm receipt of the response.	11. Send the signed document response to the requesting office and record it in the Inventory of Service Transaction.	None	2 working hours	Administrative Staff
	12. Keep a copy of the file in the Records / Filing System; and input the link for the signed copy in the Inventory of Service Transactions.	None	2 working hours	Administrative Staff
5. The requesting party shall accomplish the attached Client Satisfaction Survey Form or link.	13. As may be needed and agreed with the requesting party, conduct actual technical assistance activity (meeting, orientation and capability building activity), either via face-to-face or online means); administer the Client	None	1 to 2 working days (or 8 to 16 working hours)  Note: Turn-around time does not include the days between keeping a	Technical Staff

	Satisfaction Survey immediately after the activity, and update the Inventory of Service Transactions.		copy of the response (Step 12) and actual conduct (Step 13).	
	<p>14. Follow-up accomplishment of the Client Satisfaction Measurement Form, if the client has not yet responded within 5 days.</p> <p>If the client has not yet responded within 5 days, send a follow-up through different channels.</p>	None	30 minutes	Administrative Staff
	15. Keep a copy of the CSS and include it in the periodic preparation of CSMR (refer to the DSWD Client Satisfaction Measurement Survey and Continual Improvement System Procedure Manual)	None	(refer to the SOP for timeliness on the preparation of the CSMR)	Refer to the SOP on CSMR
	16. Prepare a confirmation report with follow-through actions.	None	8 working hours	Technical Staff
	17. Review the confirmation report a. If approved, submit to the Head of Office, copy furnished the	None	5 working hours	Supervisor

	Document Tracker for recording. b. If not approved, go back to Step 16.			
	18. Forward the confirmation report to the Head of Office, review the completeness of the requirements and affix e-signatures/initials and proper use of templates.	None	30 minutes	Administrative Staff
	19. Review the confirmation report a. If approved, sign the document and forward it to the outgoing staff, copy furnishing the Document Tracker for recording. b. If not approved, go back to Step 16.	None	8 working hours	Head of Office
6. The requesting party shall confirm receipt of the confirmation report.	20. Send the confirmation report to the requesting office, through email or mail, record it in the monitoring/tracking tool; update and input the link of the signed confirmation report to the inventory of Service Transaction.	None	1 working hour	Administrative Staff
<b>TOTAL</b>				
If the TA does not require the conduct of an actual technical assistance activity		None	<b>58 hours (7 days and 2 hours)</b>	
If the request involves the conduct of actual technical assistance activity		None	<b>98 hours (12 days and 2 hours)</b>	

# **NON- FRONTLINE (INTERNAL) SERVICES**

## **FIELD OFFICE MIMAROPA**

## **ADMINISTRATIVE DIVISION (AD)**

### **NON-FRONTLINE (INTERNAL) SERVICES**



## 1. 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-terminus 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 (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>	
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;	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished request for PESP	1. Validate submitted request if duly signed by the Head of OBSUs  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	None	1 Hour	PSS Technical Staff

	regular accountable person			
	1.2 Generate and portable equipment sticker pass and forward to AD-PSS Section Head for signature  1.3 Record PESP details in the logbook			
	1.4 Sign PESP	None	5 Minutes	AD-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  2.2 Present PESP request submitted by the client for signature as received sticker  2.3 Update PREMIS and marked sticker pass as claimed	None	30 Minutes	PSS Technical Staff
<b>TOTAL</b>		<b>None</b>	<b>1 HOUR, 35 MINUTES</b>	

## 2. 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/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>
One (1) original copy of the duly accomplished Furniture and Equipment Transfer Slip (FETS)	To be prepared by the client OBSUs' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS);

CLIENT STEPS	AGENCY ACTION	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 Custodian (DPSC) in PREMIS vis-à-vis the submitted FETS Request  1.2 Approve request in PREMIS  1.3 Accomplish the “encoded by” portion in the submitted FETS request  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.  1.5 Generate and print barcode sticker and attach to the printed PAR/ICS  1.6 Record in the logbook details of transfer properties as stated in the printed PAR/ICS  1.7 Forward PAR/CS to the concerned OBSUs for signature of the previous accountable person and the new accountable person	None	1 Hour	Property and Supply Section (PSS) Technical Staff

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 AS-PSAMD Division Chief for approval	None	15 Minutes	PSS Technical Staff
	2.1 Approve duly accomplished document	None	5 Minutes	AD-PSS Section Head
	2.2 Provide 1 copy of approved PAR/ICS and or Undertaking to the Accountable Person	None	30 Minutes	PSS Technical Staff
	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			
<b>TOTAL</b>		<b>None</b>	<b>1 HOUR, 50 MINUTES</b>	

### 3. 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>	
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Property and Supply Custodian.	None	15 Minutes	Property and Supply Section (PSS) Technical Staff
2. Updates record of surrendered items in PREMIS	2.1. Validate submitted request if duly signed by the concerned officials and employees  2.2. Validate FETS Request created by the Designated Property and Supply Custodian (DPSC) in PREMIS vis-à-vis the submitted FETS Request  2.3. Approve request in PREMIS  2.4. Generate and print PAR if acquisition cost of property is 15,000 and above, ICS if acquisition cost is lower than 15,000. Signed the received by portion of PAR/ICS.  2.5. Generate and print barcode sticker and attach to the surrendered property.	None	1 Hour	PSS Technical Staff
	2.6. Approve PAR/ICS	None	5 Minutes	AD-PSS Section Head

	2.7. Scan approved documents and upload to PREMIS  2.8. Record the approval of record in PREMIS  2.9. File approved PAR/ICS and or undertaking in the respective folder of the accountable person for safekeeping	None	15 Minutes	PSS Technical Staff
<b>TOTAL</b>			<b>1 HOUR, 35 MINUTES</b>	

#### 4. 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 Warehouse Management Section subject to approval of the Chief of AS-PSAMD.

<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 ODSU 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, Divisions, Sections, Units (OBSUs) 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 Procurement Management Service	1. Receive, review and record the submitted duly approved RIS	None	2 Hours	PSS Administrative Staff

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 Head of AD-PSS			
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>		<b>None</b>	<b>6 HOURS</b>	

## 5. 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 Service – Property Supply and Asset Management Division (AS-PSAMD)	
<b>Classification:</b>	Complex Transaction	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. One (1) Original copy of memorandum requesting for issuance of property		1. From concerned ODSUs and personnel, interoffice memorandum format

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		2. From AS-PSS through the Designated Property Officer of concerned ODSU  3. From the AS-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/sup ply 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 OBSU 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>		<b>None</b>	<b>8 Hours</b>	



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

Technical Assistance is provided to Office, Division, Section and Satellite/Provincial 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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for Technical Assistance - One (1) original copy.		To be prepared by DSWD Office ODSU and Satellite Offices through Memorandum addressed to Administrative Division Chief, Attention the AD-PSS Section Head signed by their Head of Office or authorize official.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward the request for Technical Assistance indicating the specific topics and concerns to be discussed.	1. Received the request	None	5 Minutes	PSS Receiving Staff
	1.1 Record the request in the Electronic Database (EDMS). Forward request to AD-PSS Administrative Officer.			
	1.2 Review the request. Check the availability of Technical Staff on the requested date of Technical Assistance.	None	10 Minutes	PSS Section Head
	1.3 Assigned the request to concerned Technical Staff.			
	1.4 Technical Staff prepare reply for confirming the date of Technical Assistance.	None	5 Days	PSS Technical Staff
	a. Prepared Special Order (If Field Office) for the period of Technical Assistance.			

	b. Prepare the needed documents and information for the conduct of Technical Assistance			
	Conduct Technical Assistance on the scheduled date	None	1 day for OBSU/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
	2.1 Consolidate the Technical Assistance Evaluation Form.	None	7 Days from returned to Official Station	PSS technical staff
	2.2 Prepared Feedback Report for approval of PSAMD CAO.	None		
	2.3 Provide copy of Feedback Report to the requestor of Technical Assistance	None		
<b>TOTAL</b>		<b>None</b>	<b>14 Days and 25 Minutes for DSWD OBSU/ 18 Days and 25 Minutes for Field Office</b>	

## 7. 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/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		
1. One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP). 2. One (1) original copy of duly notarized Affidavit of Loss 3. One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person. 4. One (1) original copy of Police Report 5. One (1) original copy Comments of the Head Cluster 6. One (1) original copy of Certification from Competent Authority on the 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)		1. From PSS Office through PREMIS 2. To be prepared by the client without any prescribed format 3. To be prepared by the client without any prescribed format 4. To be prepared by the client without any prescribed format 5. To be prepared by the client without any prescribed format 6. To be prepared by the client without any prescribed format 7. To be prepared by the client without any prescribed format 8. From PSS Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Technical Assistance to AS-PSS re loss of issued property	1. Record the request in the Electronic Database (EDMS). Forward request to AS-PSS Administrative 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 Service Director 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 Staff	Technical
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 e. Police Blotter and Certification (if applicable) f. Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency g. Inspection Report of Damaged Property. h. Copy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)	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 to be signed by Regional Director.  a. Forward the signed endorsement to COA copy furnished the Accountable Officer.	None	3 Hours	PSS Staff	Technical

<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> <ul style="list-style-type: none"> <li>a. Prepare Memorandum endorsing the COA Decision to FMS for dropping of the lost property, for signature of AS-Director, copy furnished the Accountable Officer</li> <li>b. Update records/PREMIS</li> </ul> <p>3.2 Request Denied – Prepare memorandum informing the Accountable Officer of the processes for replacement, payment or reimbursement</p>	None	3 Hours	PSS Staff      Technical
<p>4. Submit replacement unit in accordance with COA Decision</p>	<p>4. Request presence of COA representative during inspection of replacement unit</p> <ul style="list-style-type: none"> <li>4.1. Analyze the specification of offered replacement item.</li> <li>4.2. Accept replacement unit upon concurrence of COA representative</li> <li>4.3. Prepare necessary documentation/ update record in PREMIS</li> <li>4.4. Prepare Memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Account.</li> </ul>		<p>1 Hour</p>  <p>1 Hour</p>  <p>2 Hours</p>	PSS Staff      Technical

5. Pay the value of property in accordance with the COA Decision	5. Provide assistance as to the mode of payment 5.1. Prepare Memorandum to FMS for the receipt of payment; or 5.2. Prepare Memorandum to HRMDS-PAD for the deduction of the amount of property in accordance with COA Decision 5.3. Prepare necessary documentation/ update record in PREMIS		3 Hours	PSS Staff	Technical
<b>TOTAL:</b>		<b>None</b>	<b>16 HOURS , 10 MINUTES</b>		

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

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

<b>Office/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				
<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 PSS 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 Regional	1. Record the request in the Electronic Database (EDMS). Forward	None	5 Minutes	PSS Staff	

Director and duly accomplished RLSDDP received by COA	request to AD-PSS Section Head			
	1.1 Review the Request and RLSDDP			
	1.2 Assigned the request to concerned Technical Staff	None	5 Minutes	PSS Section Head
	1.3 Review the Request. a. If not complete - Return to Accountable Officer for Compliance b. If complete – Prepare Memorandum on the recommendation relative to request to Undersecretary for GASSG to be signed by the AS-Director 1.4 Prepare Memorandum for Accountable Officer informing the approval of the request for Reimbursement/Replacement of Lost Property.	None	4 Hours	PSS Technical Staff
2. Submit compliance on the approved recommendation of settlement.	<b>2. Reimbursement</b> 2.1 Assist the Accountable Office for the Issuance of Order of Payment from Accounting Section. 2.2 Assist the Accountable Officer for the issuance of Official Receipt of Cash Section for the payment. 2.3 Update PREMIS as to the settlement of property accountability.	None	1 Hour	PSS Technical Staff

	<b>2. Replacement</b> 2.1 Inspection of the offered replacement item.  a. If not compliant – Returned the item/s to Accountable Officer for compliance.  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>		<b>None</b>	<b>5 HOURS , 10 MINUTES</b>	

## 9. Request for Air Transport Service

The Administrative Division – General Services Section (AD – GSS) provides air transport services to all officials and employees, who are authorized to travel on official business, through the service provider's 24/7 online portal system.

<b>Office</b>	AD – General Services Division	
<b>Classification</b>	Simple	
<b>Type of Transaction:</b>	G2G Government-to-Government	
<b>Who may avail</b>	DSWD Central Office	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Submit the following documents to the Administrative Service-General Services Division (AD-GSS) System Administrator:  1. Air Transport Order (ATO)  2. Authority to Travel		Concerned Office, Bureau, and Service (OBS)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Air Transport Order (ATO) with the following details: Name of employee Scheduled flights Place of destination	1. Review and stamp "Receive" in the receiving copy	None	1-2 minutes	Requesting Party  <i>Enhanced Document Transaction Management System (EDTMS) Controller</i>
2. Authority to Travel	2. Review/validate the ATO and Authority to Travel;	None	1-2 minutes	
3. Keep the receiving copy of the ATO and the Authority to Travel	3.1 Check and validate if concerned OBS is updated with their respective payments through the online portal system.  3.2. If concerned OBS has been found to be updated with their payments, access to portal system of the concerned OBS shall be opened.  3.3. If concerned OBS has been found to have long overdue accounts, access to the portal system shall not be opened.	None	30 minutes	<i>Administrative Officer (System Administrator)</i>
4. Receive an e-mail to proceed with the conduct of the booking of scheduled flights.	3.4. Prepare an e-mail addressed to the concerned OBS informing the Air Transport Reservation Officer (ATRO) that they can now proceed to the booking of scheduled flights through the online portal system.	None	5-10 minutes (depending on the number of officials listed on the ATO)	<i>Administrative Officer (System Administrator)</i>

5. ATRO to conduct the booking of flights though the online portal system.	3.5 Monitor the processing of payments of the booked flights	None	5-10 minutes	Administrative Assistant II
<b>TOTAL</b>		<b>None</b>	<b>54 minutes</b>	

## 10. Request for Use and Monitoring of Vehicle

Provision of Service Vehicle to the staff and employees of DSWD Central Offices and Field Offices from the pool of available and general use service vehicle of the Motor pool.

<b>Office</b>	AD – General Services Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G Government-to-Government			
<b>Who may avail</b>	All DSWD personnel regardless of nature of employment or rank			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Present either of the following to the AS-GSD: 1. Accomplished one (1) copy of Request for Use of Service Vehicle Form to be received at the AS-GSD with attach Form (AS-TMS-01). a. Original Copy for GSS b. One (1) receiving copy of the OBS (Xerox only)  Electronic Technical Assistance Request (ASETS)		The Request for Use of Service Vehicle Form can be requested at the GSS-TMS  AD-GSS Administrative Services e-Ticketing System (ASeTS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the filled –up Request for Use of Vehicle and/or AS-TMS-01): together with the receiving copy to the AS-GSD	2. Review and stamp “Receive” in the receiving copy	None	5 minutes	Requesting Party  <i>Administrative Aide IV</i>
2. Informed of the availability of Vehicle and Driver Assignment	2.1 Review the current schedule of availability of vehicle and assign to concerned driver 2.2 Advise driver of his trip: 2.2.1 Motorpool Dispatcher prepares Trip ticket for trips within Metro Manila 2.2.2. Motorpool Dispatcher prepares Travel Order and Trip ticket in case of out-of town trip	None	1 day	<i>Motorpool Dispatcher</i>

3. Receive the Certification of unavailability of vehicle – in case of no available vehicle	3.1 The Motorpool dispatcher prepare certification of no available vehicle. 3.2 The GSD Chief signs the certification 3.3 Issue the certification	None	30 minutes	<i>Motorpool Dispatcher</i>  <i>Administrative Officer II</i>
<b>Total</b>		<b>None</b>	<b>1 Day 35 Minutes</b>	

## 11. Request for Use of DSWD Conference Room

<b>Office</b>	AD – General Services Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G Government-to-Government			
<b>Who may avail</b>	DSWD Central Office and Field Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Present either of the following to the AS-GSD: 1. Request for the use of DSWD Conference Room Form to be received at the AD-GSS with attach Form (AS-GSD-P-03). 2. General Services Electronic- Ticketing System (GSETS)		To be accomplished and submitted by the requesting party to the AS-GSD  AD-GSS General Services Electronic- Ticketing System (GSETS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the filled – up Request for the use of DSWD Conference Room Form AS-GSD-P-03 and/or done through GSETS together with the receiving copy to the AS-GSD	1.1.1 Review and Receive the receiving copy and/or through GSETS	None	1-2 minutes	Requesting Party  <i>Dormitory Manager I/II</i>
2. Informed the client of the availability of DSWD Conference Room	2.2.1 Review the current schedule of availability of DSWD Conference Room 2.2.2 The Director or Authorized Representative shall approve the use of the CO-Dormitory which shall be use issued prior to the conduct of activity/meetings: 2.2.3 Dormitory Manager shall inform the Requesting Party the availability of the DSWD Conference	None	1-5 minutes	<i>Dormitory Manager I/II</i> <i>Director IV (Administrative Service)</i>  <i>Dormitory Manager I/II</i>

	Room through GSET, email, call or in writing.			
3. Receive the Certification of unavailability of DSWD Conference Room – in case of no available DSWD Conference Room	3.3.1 Prepare certification of no available CO Dormitory and/or thru phone call or e-mail 3.3.2 The GSD Chief signs the certification 3.3.3 Issue the certification	None	15 minutes	<i>Dormitory Manager I/II</i>
<b>TOTAL</b>		<b>None</b>	<b>22 Minutes</b>	

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

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

The technical assistance can be categorized into:

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

<b>Office</b>	AD – General Services Section
<b>Classification</b>	Highly Technical
<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. Electronic generated request using General Services e-Ticketing System (GSeTS);  2. Accomplished manual request form (Request for Technical Assistance)		<ul style="list-style-type: none"> <li><a href="https://gsets.dswd.gov.ph/users/login">https://gsets.dswd.gov.ph/users/login</a></li> <li>- AD-General Services Section</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request using the electronic system - The request can be submitted using the manual request form if the electronic system cannot be accessed.	1.1. Review and evaluate the submitted request. Correct the information if necessary.	None	5 minutes	Administrative Officer (GSeTS Focal/Alternate Personnel)
	1.2. Print the accepted request and forward to responsible skilled/technical personnel.	None	5 minutes	
	1.3. Determine and identify scope and requirement of the request	None	10 minutes	Skilled and/or Technical Personnel
	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	
2. Coordinate with DSWD Inspectorate Committee and secure Pre-	2.1. If the request requires fabrication, installation, plans/layout, technical specification	None	1-7 days	Skilled and/or Technical Personnel

Repair Inspection if the request is related to repair/replacement.	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 F. Project Proposal			
	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	Administrative Staff (Outgoing Clerk)
	2.3. Review and revised the documents until approved	None	1-3 days	Skilled and/or Technical Personnel
	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	Administrative Staff (Outgoing Clerk)
3. Prepare the necessary documents for the procurement	3.1. If there is enough material to respond to the request, proceed with the execution of the task/work.	None	1-14 days	Skilled Personnel

stage and notify BGMD if all the materials/ services are ready to use.	3.2. Upon completion of task/work, turnover the output for acceptance and/or adjustment if any. - Perform immediate adjustment	None	1 day	Skilled Personnel
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 GSeTS Administrator for encoding and filing.	None	5 minutes	Administrative Officer (GSeTS Focal/Alternate Personnel)
<b>Total:</b>		<b>None</b>	<b>1-26 days</b>	

### 13. 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</b>	AD – General Services Section								
<b>Classification</b>	Simple								
<b>Type of Transaction</b>	G2G Government-to-Government								
<b>Who may avail</b>	Designated GSeTS focal/alternate person of all OBSU								
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>1. Electronic generated request using General Services e-Ticketing System (GSeTS); or</td><td>- <a href="https://gsets.dswd.gov.ph/users/login">https://gsets.dswd.gov.ph/users/login</a></td></tr> <tr> <td>2. Accomplished manual request form (Request for Technical Assistance); or</td><td>- AD – General Services Section</td></tr> <tr> <td>3. Email</td><td>- Submit request to genservices.fomimaropa@dswd.gov.ph and hrmd.d.fomimaropa@dswd.gov.ph for approval and recommendation.</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Electronic generated request using General Services e-Ticketing System (GSeTS); or	- <a href="https://gsets.dswd.gov.ph/users/login">https://gsets.dswd.gov.ph/users/login</a>	2. Accomplished manual request form (Request for Technical Assistance); or	- AD – General Services Section	3. Email	- Submit request to genservices.fomimaropa@dswd.gov.ph and hrmd.d.fomimaropa@dswd.gov.ph for approval and recommendation.
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request using the electronic system or through email - The request can be submitted using the manual request form if the electronic system cannot be accessed. - Ensure that the request is properly communicated to HRMDS and AS, and has approval.	1.1. Review, check and coordinate with HRMDS.	None	15 minutes	Administrative Officer (GSeTS Focal/Alternate Personnel)
	1.2. Print the request and 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	General Foreman
	1.4. Notify if the requested date/time is approved. Otherwise, inform the next available date/time of the disinfection schedule.	None	10 minutes	
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	BGMD Disinfection Team  General Foreman
	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	3.1. Feedback form shall attach to printed request and submit to GSeTS Administrator for encoding and filing.	None	5 minutes	Administrative Officer (GSeTS Focal/Alternate Personnel)



submit to the assigned personnel				
<b>Total:</b>		<b>None</b>	<b>5 hours</b>	

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

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

<b>Office/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) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1 Copy of Purchase Order (PO) 2. 1 Copy of Contract (if applicable) 3. 1 Copy of Sales Invoice / Delivery Receipt (SI/DR) 4. 1 Copy of Notice to Proceed 5. 1 Copy of Inspection and Acceptance Report (IAR) 6. 1 Copy of Property Transfer Report (PTR) (If applicable)		1. Procurement Section 2. Concerned Offices, Divisions, Services, Units (ODSUs)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward complete documents (PO, Contract, SI/DR, Notice to Proceed, IAR, PTR) to Property Office	1. Receipt of complete documents from 8am to 5pm Mondays to Fridays except Holidays	None	5 Minutes	Property Staff
	1.1 Validate the accuracy and completeness of all attached documents  If no, request for the lacking document/s  If yes, proceed to the next step	None	10 Minutes	Property Staff

	<p>1.2 Determine the Property's acquisition cost.</p> <p>If Php 15,000.00 and above - record the property details in PREMIS under the "Property Records" module</p> <p>If PHP 14,999.99 and below or acquired as attachment to subscription plan/contracts, donation, or fabrication regardless of the acquisition cost – record in PREMIS under the "Inventory Custodian Slip (ICS)" module.</p> <p>Upon successful encoding electronically, a property number shall be automatically generated by the system for property identification</p>	None	10 Minutes	Property Staff
	<p>1.3 Identify the End User</p> <p>Copy the assigned property number and open the "Transfer Thru Furniture and Equipment Transfer Slip (FETS)" module in PREMIS to record the identified end-user</p> <p>As a general rule, the primary accountable personnel shall be those regular, coterminous, contractual, or casual employees.</p> <p>Should the actual end-user of the property be a Contract of Service (COS) Worker, they shall be recorded as the secondary accountable personnel with the regular, coterminous, contractual, or casual employee within their office as the primary accountable officer</p>	None	15 Minutes	Property Staff
	1.4 Print forms and Barcode Stickers	None	15 Minutes	Property Staff

<p>Generate and print Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS), Undertaking (if there is a secondary accountable person) into three copies and barcode sticker through the “PREMIS Report” module; the applicable forms shall depend on the acquisition cost (see process above):</p> <p>Generate and print the barcode sticker, with number of copies, as, follows:</p> <table><tr><td>Computer Desktop</td><td>3</td></tr><tr><td>Split Type Air Condition Unit</td><td>2</td></tr><tr><td>Partitions</td><td>Depending on the number of partitions per property number</td></tr><tr><td>Blinds</td><td>Depending on the number of blinds per property number</td></tr><tr><td>Other property</td><td>1</td></tr></table>	Computer Desktop	3	Split Type Air Condition Unit	2	Partitions	Depending on the number of partitions per property number	Blinds	Depending on the number of blinds per property number	Other property	1			
Computer Desktop	3												
Split Type Air Condition Unit	2												
Partitions	Depending on the number of partitions per property number												
Blinds	Depending on the number of blinds per property number												
Other property	1												
<p>1.5 Attach Barcode Stickers to the Property</p> <p>The printed barcode stickers shall be attached to the most visible and secured area of the property before the issuance of item(s) to the end user</p>	None	10 Minutes	Property Staff										
<p>1.6 Endorse Printed PAR/ICS to the End-user</p>	None	5 Minutes	Property Staff										

	<p>The property officer shall prepare a Memorandum to endorse the generated PAR/ICS forms to the identified end user for signature of the Head of the Property Division/Section. The transaction should be recorded by the incoming / outgoing clerk in the logbook for "New Issuance", for monitoring purposes. Once signed, the Memorandum together with the printed PAR/ICS shall be transmitted to the end user.</p>			
	<p><b>1.7 Issue Property to the End User</b></p> <p>Upon receipt of the signed and approved PAR/ICS, the concerned property officer shall facilitate issuance of property to the end user.</p> <p>The property officer shall sign on the "Issued by" portion in the PAR/ICS</p>	None	1 Hour	Property Staff
	<p><b>1.8 Approve PAR/ICS</b></p> <p>After issuance of the property, the PAR/ICS will be forwarded to the Property Division/Section Chief for signature on the "Approved by" portion in the PAR or ICS</p>	None	5 Minutes	Head of Property Office
	<p><b>1.9 Provide copy of PAR/ICS to the concerned offices</b></p> <p>Provide one copy of PAR/ICS to the end-user for their reference</p> <p>Provide one copy to Procurement Management Service/Procurement Unit for attachment to the Disbursement Voucher.</p>	None	30 Minutes	Property Staff

	For the transferred property from CO to FO / FO to CO / FO to FO, provide one copy of signed PAR/ICS with attached original copy of PTR to Finance Management Service / Division			
	1.10 Update PREMIS  PREMIS shall be updated as to the following information: 1. Date the PAR/ICS was returned with signature of the End-User  2. Date of approval of PAR/ICS	None	10 Minutes	Property Staff
<b>TOTAL</b>		<b>None</b>	<b>2 hours, 55 minutes</b>	

## 15. Physical Count of Property, Plant, and Equipment (PPE)

To ensure integrity of custodianship of properties of the Department, a physical count of all properties of the Department shall be conducted, annually in case of PPEs.

<b>Office/Division:</b>	Administrative Division – Property and Supply Section (AD-PSS)			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Special Order		1. Property and Supply Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Prepare Special Order	The Inventory Committee in the Central Office (ICCO)/Inventory Committee in the Field Office (ICFO), shall plan the conduct of Annual Physical Count of PPEs and through its Secretariat, shall prepare the inventory guidelines and other needed documents	None	3 Days	Secretariat
2.Prepare Notice of Meeting	Once the Special Order is approved, Secretariat shall prepare the Notice of Meeting for	None	30 Minutes	Secretariat

	<p>signature of the ICCO/ICFO Chairperson. The agenda to be indicated in the Notice shall be as follows:</p> <ol style="list-style-type: none"> <li>1. Date/schedule of conduct of Physical Count.</li> <li>2. Crafting of inventory guidelines</li> <li>3. Assignments/roles of ICCO/ICFO members and other personnel involved</li> </ol> <p>Once the Notice of Meeting is signed, the incoming/outgoing clerk shall route the same to all members of the ICCO/ICFO for information.</p> <p>ICCO/ICFO shall conduct meeting and finalize the activities for the conduct of physical count</p> <p>The required Minutes of the Meeting will be prepared by the Secretariat</p>			<p>Incoming/Outgoing Clerk</p> <p>ICCO/ICFO</p> <p>Secretariat</p>
3. Conduct of Meeting	<p>1. The Secretariat shall gather the relevant documents as basis for the conduct of inventory taking, as provided in the Guidelines</p> <p>2. The Secretariat shall also prepare the following documents for signature of the GASSG Head/Regional Director:</p> <ol style="list-style-type: none"> <li>a. Memorandum addressed to all offices informing about the schedule of inventory taking in their stations</li> <li>b. Letter / Memorandum to Commission on Audit and Internal Audit Service/ Management Audit Analyst to request representatives who will witness the conduct of physical count</li> </ol>	None	90 Minutes	Secretariat

Route/Disseminate Information to Concerned Offices	Once the documents are signed, the incoming/outgoing clerk shall route the same to concerned offices for information.	None	5 Minutes	Incoming/Outgoing Clerk
Provide Instruction	Prior to the actual conduct of the physical count, the ICCO/ICFO Chairperson shall provide specific instructions to the Team for the smooth conduct of physical count	None	30 Minutes	ICCO/ICFO Chairperson Inventory Team
Conduct the Physical Count	Using the barcode scanner, the Inventory Team shall check the property description vis-a-vis reference documents on hand and indicate present condition of equipment. Replace property stickers/barcodes, if necessary, each member of the inventory team shall forward the accomplished inventory sheet to the Secretariat for consolidation.	None	2 Minutes per Property Item	ICCO/ICFO Chairperson Inventory Team  Secretariat
Prepare the Inventory Findings/Report	<p>After the conduct of physical count, the secretariat shall prepare a Memorandum to concerned offices to be signed by the ICCO/ICFO Chairperson, to inform them of the result of the physical count in their office. All discrepancies between the physical count and records shall be reported to Head of Office concerned and reconcile immediately.</p> <p>The result must specify ICCO/ICFO's findings such as:</p> <ol style="list-style-type: none"> <li>1. Properties that are located in the station; and</li> <li>2. Properties that are not located in the station (discrepancies); in this case, ICCO/ICFO shall schedule the conduct of re-inventory/revalidation</li> </ol>	None	4 Hours	ICCO/ICFO  Secretariat  Head of Office
Forward signed Inventory Report/ Findings	Once the Report/Findings are signed, the incoming/outgoing clerk shall route/forward the same to concerned office/s	None	5 Minutes	Incoming/Outgoing Clerk

Conduct Re-Inventory/Revalidation	This activity will address the result/findings of discrepancies during the conduct of physical count of properties	None	2 Hours	Inventory Team
Conduct Reconciliation of Property Records and Books of Accounts	<p>Upon completion of the conduct of physical count, ICCO/ICFO shall conduct reconciliation of property and accounting records and shall address discrepancies, in accordance with the guidelines.</p> <p>As a result of this activity, data reconciliation report shall be prepared to serve as reference in the preparation of RPCPPE</p>	None	5 Days	ICCO/ICFO Secretariat
Endorse the RPCPPE for Approval	<p>Upon completion of the physical count, the ICCO/ICFO, through the Secretariat shall prepare the Report on Physical Count of Property, Plant and Equipment (RPCPPE).</p> <p>All ICCO/ICFO members shall review and affix their signature in RPCPPE.</p>	None	4 Hours	Secretariat
Prepare RPCPPE	<p>Endorse the signed RPCPPE to the Administrative Service Director and Assistant Secretary for Administration (Central Office)/ Chief of Administrative Division and Assistant Regional Director for Administration (Field Office), as recommending authority.</p> <p>Once signed, the RPCPPE shall be forwarded to the Undersecretary of GASSG/Regional Director, for approval.</p>	None	30 Minutes	<p>Director of Administrative Service/GASSD Chief</p> <p>Assistant Secretary for Administration/ Assistant RD for Administration</p> <p>GASSG Undersecretary/ Regional Director Incoming/Outgoing Clerk</p>
Submit/ Transmit the Approved RPCPPE to COA and IAS	The duly signed and approved RPCPPE will be submitted to COA on or before January 31 of the year, copy furnished the Internal Audit Service/Management Audit Analyst and Accounting Division/Section.	None	15 Minutes	<p>Secretariat</p> <p>Incoming/Outgoing Clerk</p>



File Copy of RPCPPE	The receiving copy of the RPCPPE will be kept and filed by the Secretariat for reference.	None	5 Minutes	Secretariat
<b>TOTAL</b>		<b>NONE</b>	<b>9 Days 12 Hours and 32 Minutes</b>	

## 16. Competitive Bidding / Public Bidding

Procurement of Goods, Non-consulting and Consulting Services and contracting of Infrastructure Projects based on the requirement needed by the agency to be procured using Competitive Bidding as the primary mode of government procurement under Republic Act 9184 or the Government Procurement Reform Act (GPRA).

<b>Office or Division:</b>	AD - Procurement Section (PS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)			
<b>Who may avail:</b>	DSWD Field Office MIMAROPA			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
All PR must be submitted in three (3) copies signed by the Head of the OBS and approved by the Authorized Representative of the Head of the Procuring Entity (HOPE), indicating complete technical specifications / terms of reference of the item/services requested, and with a certified true copy of <b>approved PPMP</b> and <b>Project Proposal / Terms of Reference, if necessary.</b>		End-user Unit (OBSUs) submit to BAC Secretariat located at the 2 <sup>nd</sup> Floor, Mahusay Building, DSWD Central Office		
Mandatory Services: 1. Security and Janitorial Services: 1.1. Terms of Reference (TOR)		Must be attached to the Purchase Request		
Vehicle: 1. Authority to Purchase Motor Vehicle, 2. SARO and NCA, 3. Technical Assistance on the specifications of the vehicle 4. Result of Market Research/Scanning; 5. Breakdown of the Approved Budget for the Contract ( <i>Pursuant to COA Checklist Circular No. 2012-001</i> );		DBM DBM AS-GSD  OBS		
Infrastructure Projects - Construction of Building: 1. Program of Works and other necessary documents;		BGMD		

[illegible]

	Procurement Officer drafts the Bidding Documents (BD) and ensure that the requirements indicated in the PR and its supporting documents (ToR / TA / Project Proposal) are incorporated therein. Prepares the endorsement memorandum to BAC for signature of PPMD Chief and sends the electronic copy to the BAC Secretariat e-mail. Forwards to PPMD-RU to update PMR and endorse to BAC Secretariat			
Attendance to the Pre-procurement Conference	<p>Conduct of Pre-Procurement Conference</p> <p>The BAC shall conduct Pre-procurement conference for projects costing 2 million &amp; up for goods and services; PHP 1,000,000.00 and above for consulting services; PHP5,000,000.00 and above for infrastructure projects to determine the readiness of the project for procurement process.</p> <ol style="list-style-type: none"> <li>1. Check the completeness of the document being endorsed.</li> <li>2. Review the PR and its supporting documents (correctness).</li> <li>3. Review the Bidding Document (BD). Ensure that the requirement indicated in the PR and its supporting documents are consistent with what is written in the BD.</li> <li>4. Prepare the necessary documents for the conduct of pre-procurement conference.</li> <li>5. Prepare the Notice for the conduct of Pre-Procurement Conference (to be signed by the BAC Chairperson) and invite the following: BAC Members including the Provisional Member; Representative from the end-user; PS OIC-Director; Procurement Officer-in-Charge (from PPMD and CMD); and Head of Requesting Office (HOBS).</li> </ol> <p>1.1. Actual conduct of Pre-Procurement conference. BAC Secretariat moderates the conduct of the Pre-</p>	None	Within two (2) working days	<i>PS - BAC Secretariat</i>

	Procurement Conference, documents and prepares the Minutes of the Meeting, and facilitate the routing for signature of all the parties concerned.			
Prospective bidder/supplier, contractor/ consultant and service provider may check all DSWD procurement opportunities at PhilGEPS, DSWD Website and DSWD Bulletin Board (conspicuous place)	<p>Posting of Procurement Opportunities</p> <ol style="list-style-type: none"> <li>1. Update the content of the BD based on the agreements during the Pre-Procurement Conference</li> <li>2. Input the dates of procurement activities such as: Conduct of Pre-Bid Conference and Opening of Bids, Cost of the BD and where to secure said document, and the exact time and venue of all the BAC Activities indicated in the Invitation to Bid (ITB) which is part of the BD.</li> <li>3. Forward the ITB to the BAC Chairperson for his/her signature.</li> <li>4. Scan the signed ITB.</li> <li>5. Post the soft copy of the BD including the signed ITB to PhilGEPS and DSWD website. While a certified copy of the ITB will be posted at DSWD designated BAC Bulletin Board (conspicuous place).</li> </ol> <p>1.1 Issuance of posted soft copy of ITB / Bidding documents to PPMD Procurement Officer to invite prospective Suppliers / Service Providers.</p>	None	Eight (8) calendar days	<i>PS BAC Secretariat</i>
Bring a copy of the ITB to the Accounting Section at 2 <sup>nd</sup> floor of Main Building for the Issuance of Order of Payment; then proceed to Cash Section (located in same floor near Accounting Section) to present the Order of Payment which is a	<p>Sale of Bidding Document</p> <p>Check the Official Receipt (OR) issued by the DSWD - Cash Section to the prospective bidder/supplier, contractor/ consultant/service provider for the sale of the bidding documents and ensure that the amount in the receipt is the appropriate cost of the BD.</p>	Cost of bidding document depends on the Approved Budget for the Contract (ABC) of the procurement at hand.	Within the posting period indicated above	<i>PS – BAC Secretariat</i>

requirement prior to payment of the cost of bidding document; after receipt of the Official Receipt, will proceed to the Procurement Section, 2nd Floor Annex Building - Administrative Division Office				
	Sending of Invitation to Observers  a. Prepare the Notice of BAC Activities and send to observers five (5) calendar days before the actual activity to be signed by BAC Chairperson.  b. Forward the Notice to the BAC Chairperson for his/her signature.  c. Send thru electronic mail (email) an advance copy of the Notice to the Observers.  a. Prepare Records Transmittal Sheet for the Records and Archives Management Section (RAMS)	None	One (1) working day	PS – BAC Secretariat
Review the Bidding Documents which can be downloaded from the PhilGEPS or DSWD Website for free;  Attendance to the Pre-Bid Conference to raise questions/clarifications which they would like to be considered and be documented through issuance of Supplemental Bulletin.  Pre-Bid Conference will be conducted to give chance for	Conduct of Pre-Bid Conference  Actual conduct of Pre-Bid Conference. BAC Secretariat moderates the conduct of the Pre-Bid Conference.  Pre-Bid Conference may be done thru Video Conferencing.  <i>Note: All clarifications issues and concerns raised will be responded by the BAC (BAC Secretariat) through a Supplemental/Bid Bulletin to be disseminated to all prospective bidder/supplier, contractor/ consultant, service provider who purchased the BD.</i>	None	One (1) working day (must be 12 calendar days before the deadline of submission and receipt of bids)	PS – BAC Secretariat

the suppliers to clarify the terms of reference and propose amendments.  Pre-Bid Conference may not be conducted if the Approved Budget for the Project (ABC) is below PHP 1,000,000.00.				
Secure a copy of the posted Supplemental Bid Bulletin which shall be included in the submission of Bid Proposal	Posting of Supplemental Bid Bulletin  All clarifications and amendments made during the Pre-Bid Conference must be contained in a Supplemental Bid which must be posted on PhilGEPS website at least seven (7) days before the opening of bids	None	At least seven (7) calendar days before the deadline of submission and receipt of bids	<i>PS – BAC Secretariat</i>
Submit Bid Proposal not later than the set deadline of submission to the venue indicated in the ITB or Supplemental Bid Bulletin;  May attend the conduct of the Opening of Bids	Conduct of the Opening of Bids  On the day of the Bid Opening/ Eligibility Screening, the BAC members will evaluate the submitted bid documents based on the pass/fail criteria.  Only the financial bid of bidders who passed the Eligibility Screening will be opened.  The Result of the Eligibility Screening shall be recorded in the Abstract of Bids and signed by the BAC.	None	One (1) working day	<i>PS – BAC Secretariat</i>
	Conduct of Bid Evaluation  The BAC shall evaluate all bids on an equal footing to ensure fair and competitive bid comparison. For this purpose, all bidders shall be required to include the cost of all taxes, such as, but not limited to, value added tax (VAT), income tax, local taxes, and other fiscal levies and duties which shall be itemized in the bid form and reflected in the detailed estimates. Such bids, including said taxes, shall be the basis for bid evaluation and comparison.	None	Seven (7) calendar days	<i>PS – BAC Secretariat</i>
		None		

	Creation of Technical Working Group (TWG), if necessary		One (1) calendar day	PS – BAC Secretariat
	<p>Conduct of Post Qualification</p> <p>The Lowest Calculated Bid (LCB) / Highest Rated Bid (HRB) shall undergo post-qualification in order to determine whether the bidder concerned complies with and is responsive to all the requirements and conditions as specified in the Bidding Documents. The post-qualification shall verify, validate, and ascertain all statements made and documents submitted by the bidder with the LCB / HRB, using non-discretionary criteria, as stated in the Bidding Documents.</p>	None	Twelve (12) calendar days from the determination of the Lowest Calculated Bid / Highest Rated Bid	PS – BAC Secretariat
<p>Awarded Lowest Calculated and Responsive Bidder (LCRB) / Highest Rated and Responsive Bidder (HRRB) to acknowledge receipt of the NOA.</p> <p>Payment of Performance Security based on the awarded cost within ten (10) days upon receipt of NOA</p>	<p>Signing of BAC Resolution and Issuance / Signing of Notice of Award (NOA)</p> <p>1. The BAC shall recommend to the HoPE the award of contract to the bidder with the LCRB, HRRB, SCRB, or SRRB after the post-qualification process has been completed thru a BAC Resolution.</p> <p>2. Once the Bids and Awards Committee Resolution was duly signed by BAC Members and the Head of the Procuring Entity (HOPE), the preparation of the Notice of Award (NOA) will commence.</p> <p>3. Send a copy of the NOA to the awarded LCRB/SCRB through electronic mail (email) and request them to acknowledge receipt.</p> <p>Once acknowledged, awarded LCRB is advised to prepare the necessary performance bond within ten (10) calendar days to be submitted to PS.</p> <p>Note: Awarded LCRB / HRRB will personally appear at the PS – BAC Secretariat office to sign the original copy of the Notice of Award and submit the Performance Bond.</p>	<p>None</p> <p>None</p>	<p>Three (3) working days</p> <p>one (1) working day</p>	<p>PS – BAC Secretariat</p> <p>PS – BAC Secretariat / PS - CS</p>
	PS to draft the contract for the procurement at hand. Ensure that draft	None		

	contract was subjected to Legal Review by DSWD Legal Unit.		two (2) working days	PS – PPMS / PS-CS
	<p><i>(Once Legal Review is received by PPMD from Legal Service (LS))</i></p> <p>Revise and finalize the draft contract according to legal review of LU and package four (4) copies. Prepare the Commission on Audit Checklist.</p>	None	one (1) working day	PS
	<p>Expedite signing of contract by End-User/OBSU's HOPE; Coordinate with FMS Budget Division and Accounting Division for immediate funding and creation of OBRS;</p> <p>Receive signed copy of the contract for endorsement to Supplier/Service Provider</p>	None	three (3) working days	PS-CS
Sign four (4) copies of the contract, have it notarized, and return to PS	Receive funded contract within period for perfecting contract for signing and notarization by Supplier/Service Provider	None	one (1) working day	PS-CS
Sign the contract prior to Notarization	Receive duly signed and notarized contract from Supplier/Service Provider for preparation of NTP	None	Within 10 calendar days from the receipt of NOA	PS-CS
Post the required Performance Security	Ensure Supplier/Service Provider has posted the required Performance Security to be indicated in the NTP	The performance security shall be in an amount not less than the required percentage of the total contract price in accordance with the schedule provided in the R.A. 9184.	one (1) working day	PS-CS
Receive copy of the contract and NTP	Issue the Notice to Proceed and provide copy of the contract to Supplier/Service Provider	None	Within 7 calendar days from the approval of the contract by the HOPE	PS-CS
	Posting of Contract and NTP on PhilGEPS and DSWD website	None	one (1) working day	PS - BAC Secretariat
	Provide copy of the contract and NTP to the COA	None	one (1) working day	PS-CS



Inform Procurement Officer of exact date of delivery as provided in the contract	Coordinate with PSS or NRLMB, and Inspection Committee about schedule of delivery and ensure available warehouse space	None	one (1) working day	PS-CS
Deliver the goods at the location indicated in the contract	Receive the goods at the designated delivery site per contract (Reject obvious defective items and request for immediate replacement)	None	one (1) working day	PS-CS / PSS
	Prepare Request for Inspection of the delivered goods then Endorse to PSAMD for preparation of necessary PAR/ICS or PTR, if applicable	None	one (1) working day	PS-CS
Submit Letter-Request for possible Delivery Extension, Substitution of Item, or cancellation of contract, if necessary.	Endorse Supplier's Letter-Request to the End-User/OBSU for approval and waiving of liquidated damages for possible delay	None	one (1) working day	PS-CS End-User/OBSU
After Final Acceptance by End-User, supplier/service provider may already claim refund of Performance security via formal request	Receive Letter-Request from supplier/service provider claiming refund of their posted Performance security and facilitate with FMS	None	Fifteen (15) working days.	PS-CS FMD
Submit Sales Invoice, Billing Statement or Statement of Accounts	Receive Sales Invoice, Billing/Statement of Account	None	one (1) working day	PS-CS
Preparation and Signing of Disbursement Vouchers	Check and consolidate all necessary supporting documents for attachment to the Disbursement Voucher and forwarding Bank information of the payee to the FMS – Cash Division	None	Fifteen (15) to Thirty (30) working days	PS-CS /FMD

## 17. Procurement under Small Value Procurement

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

<b>Office or Division:</b>	AD - Procurement Section (PS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)			
<b>Who may avail:</b>	DSWD Field Office MIMAROPA			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>• Approved Terms of Reference</li> <li>• TA Report (BGMD/ICTMS/SMS)</li> </ul> <p><b>Applicability:</b></p> <ul style="list-style-type: none"> <li>• Goods</li> <li>• Infrastructure Projects</li> <li>• Consulting Services</li> </ul> <p><b>Conditions for Small Value Procurement:</b></p> <p>Procurement of goods not covered by Shopping under Sec. 52, infrastructure projects and consulting services not exceeding the threshold.</p> <p>The BAC shall prepare and send the RFQs/RFPs to <u>at least three (3) suppliers, contractors or consultants</u> of known qualifications</p> <ul style="list-style-type: none"> <li>• <u>Receipt of at least one (1) quotation/proposal is sufficient</u> to proceed with the evaluation thereof</li> <li>• Threshold for SVP is not exceeding PhP 1,000,000.00</li> <li>• Posting of RFQs/RFPs in the PhilGEPS website, PE's website, if available, and at any conspicuous place is required if the ABC of the procurement project is <u>more than PhP50,000.00</u>.</li> </ul>		<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd floor Annex Building - Administrative Division Office</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the PR to PMS Receiving	The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs),

<p>Officer located at PMS – BAC Secretariat</p>	<p>consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD- receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			<p>PMS-BAC-Secretariat, PMS-PPMD</p>
	<p><b>Approved PR received</b></p> <p>The PPMD receiving officer updates, logs and endorses to the PPMD Procurement Officer and shall then prepares the Request for Quotation (RFQ)/Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate procurement process.</p>	<p>Not applicable</p>	<p>One (1) calendar day</p>	<p>PS-PPMD</p>

	<p>After the PR was reviewed and determined that the documents submitted are complete, the PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-CO for those projects/activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (PhP 50,000.00) but not more than One Million Pesos (PhP1M) and/or for the BAC to proceed with evaluation for the procurement transactions with and ABC below Fifty Thousand Pesos (PhP 50,000.00).</p>			
	<p><b>Posting at PhilGEPS and DSWD Website and Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</b></p> <p>Procurement Request which requires posting shall be posted at the PhilGEPS, DSWD website and at the conspicuous places and the RFQ/RFP shall then endorse to PMS-PPMD to secure a quotation within three (3) to seven (7) calendar days or “on or before” the scheduled date of the deadline for submission and receipt of quotations/proposals.</p> <p>Upon receipt of the price quotations/proposals, BAC Sec Procurement Officer shall conduct evaluation, reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>However, if the BAC Secretariat Procurement Officer could not proceed to evaluate the submitted price quotations/proposals BAC Secretariat Procurement shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p>	Not applicable	Three (3) calendar days	BAC Secretariat, End-user Unit/TWG

	<p><b>Preparation of Abstract of Quotation/ BAC Resolution and Issuance of Notice of Award (NOA)</b></p> <p>The BAC Secretariat Procurement Officer shall then prepare the BAC Resolution recommending adoption of the Negotiated Procurement - Small Value Procurement modality and award of contract to the supplier/ service provider/ contractor and consultant with Lowest Calculated and Responsive Quotation/ Highest Rated Responsive Bidder. Likewise, the Notice of Award (NOA) is also prepared in cases of infrastructure projects/ consulting services. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier, service provider, contractor and consultant. The BAC Secretariat Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.</p>	Not applicable	Seven (7) calendar days	BAC Secretariat, Consultant, End-user Unit
Prepare the OBRS and have the PO signed by the HoPE	<p><b>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</b></p> <p>The PS prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>	Not Applicable	Three (3) working days	PS, End-user Unit

	<b>Receipt of the funded PO/Contract</b>  Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.	Not Applicable	Three (3) working days	PS, Supplier/Consultant
	<b>Supply and Delivery of Goods</b>  For the delivery of goods, the Procurement Officer must coordinate with AD-PSS on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.  The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the PS, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	Three (3) working days	PS, AD-PSS
Submit Sales Invoice, Billing Statement or Statement of Accounts	<b>Contract Implementation -</b>  End-User Unit/s (OBSUs) shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (OBSUs) in accordance with the approved TOR in reference with the schedule of payment which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	As indicated in the approved TOR	End-user Unit
Preparation and Signing of Disbursement Vouchers	<b>Preparation of Disbursement Voucher (DV) for Payment</b>  Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the Procurement Officer shall prepare the DV.  The DV along with the supporting attachment shall be forwarded to the PS receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier/consultant.	Not Applicable	Three (3) working days	PS, FMS

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

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

<b>Office or Division:</b>	AD - Procurement Section (PS)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)	
<b>Who may avail:</b>	DSWD Field Office MIMAROPA	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>• Approved Project Proposal</li> <li>• Evaluation Criteria/Rating Factor</li> <li>• Justification on the proposed venue/location</li> <li>• Certification that DSWD facilities are not available</li> </ul> <p><b>Applicability:</b></p> <ul style="list-style-type: none"> <li>• Procurement covering lease of real property and venue of official use.</li> <li>• It is preferred that government agencies lease publicly-owned real property or venue from other government agencies.</li> <li>• It is preferred that government agencies lease publicly-owned real property or venue from other government agencies.</li> <li>• In the event that the PE would resort to privately-owned real property or venue, the <b>End-User unit shall justify that the same is more efficient and economical to the government.</b></li> </ul> <p><b>Conditions for Lease of Real Property and Venue:</b></p> <ul style="list-style-type: none"> <li>• The End-User shall prepare a Cost-Benefit Analysis indicating leasing privately-owned real property or venue is more efficient and economical               <ul style="list-style-type: none"> <li>• The ABC shall be set using the mid point of the range obtained from the results of the market analysis on the prevailing lease rates.</li> </ul> </li> </ul>		<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2<sup>nd</sup> Floor, Annex Building - Administrative Division Office</p>

<ul style="list-style-type: none"> <li>• Rental rates should also be within the prevailing market rates</li> <li>• Technical Specifications shall be prepared taking into consideration the Rating Factors under Appendix B of 2016 Revised IRR of RA 9184.</li> <li>• The PS shall invite at least three (3) prospective lessors/venues within the vicinity of the selected location to submit sealed price quotations for real-property and open price quotations for venue.</li> <li>• Receipt of <b><u>at least one (1) quotation is sufficient</u></b> to proceed with the evaluation.</li> <li>• <b>Lease contracts</b> amounting to <b><u>more than PhP50,000.00</u></b> shall be <b>posted in the PhilGEPS website</b>.</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PS Receiving Officer located at PS – BAC Secretariat	<p>The PS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Project Proposal.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>	Not applicable	Three (3) calendar days	End-User Unit/s (OBSUs), PS-BAC-Secretariat, PS



	<p><b>Approved PR received</b></p> <p>The PPMD receiving officer updates, records and endorses to the PPMD Procurement Officer who shall then prepares the Request for Quotation (RFQ)/ Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the RFQ/ RFP and other relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate the procurement process.</p> <p>The PPMD Procurement Officer prepares the RFQ/ RFP and requests the prospective suppliers, service providers, contractors and consultant, to submit price quotation/ proposal that is responsive to the minimum technical specifications set by the end-user unit/s (OBSUs).</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Lease of Venue and award of contract to the legally, technically and financially capable supplier, service provider or contractor.</p> <p>Upon receipt of the price quotations/ proposals, BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p>	Not applicable	Three (3) calendar days	PS- BAC Secretariat/ TWG
	<p><b>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</b></p> <p>The BAC Sec Procurement Officer then prepares the BAC Resolution recommending adoption of the Negotiated Procurement – Lease of Venue modality and award of contract to the service provider with the Lowest Calculated and Responsive Quotation. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature</p>	Not applicable	Ten (10) calendar days	PS, BAC Secretariat, End-user Unit

	<p>of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to PS for preparation of Purchase Order (PO)/ Contract.</p>			
Prepare the OBRs and have the PO signed by the HoPE	<p><b>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</b></p> <p>The PS prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the PS receiving officer updates the PMT and hand it over to the Procurement Officer upon coordination with the Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>	Not Applicable	Three (3) working days	PS, End-user Unit
	<p><b>Receipt of the funded PO/Contract</b></p> <p>Upon receipt of the duly funded PO/Contract, the Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.</p>	Not Applicable	Three (3) working days	PS, Supplier
Submit Sales Invoice, Billing Statement or Statement of Accounts	<p><b>Contract Implementation</b></p> <p>End-User Unit/s (OBSUs) shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (OBSUs) which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.</p>	Not Applicable	Three (3) working days	PS, AD-PSS
Preparation and Signing of Disbursement Vouchers	<p><b>Preparation of Disbursement Voucher (DV) for Payment</b></p> <p>Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the Procurement Officer shall prepare the DV.</p> <p>The DV along with the supporting attachment shall be forwarded to the PS receiving officer</p>	Not Applicable	Three (3) working days	PS, FMD

	for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.			
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## 19. Procurement under Shopping under Section 52.1 (B)

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

<b>Office or Division:</b>	AD - Procurement Section (PS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)
<b>Who may avail:</b>	DSWD Field Office MIMAROPA
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>• Approved Terms of Reference</li> <li>• TA Report (GSS/ICTMS/SMS)</li> <li>• </li> </ul> <p><b>Applicability:</b></p> <ul style="list-style-type: none"> <li>• Goods</li> <li>• Infrastructure Projects</li> </ul> <p><b>Shopping:</b></p> <p>It is a method where the procuring entity simply requests for the submission of price quotations for readily available off-the-shelf goods or ordinary/regular equipment to be procured directly from suppliers of known qualifications.</p> <ul style="list-style-type: none"> <li>• The phrase “ordinary or regular office supplies” are those supplies, commodities, or materials which are <u>necessary in the transaction of official business, and consumed in the day-to-day operations</u>. This will not include services such as repair and maintenance of equipment and furniture, as well as trucking, hauling and related or analogous services.</li> </ul> <p><b>Conditions for Shopping under Section 52.1 (a):</b></p>	<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2<sup>nd</sup> Floor, Annex Building - Administrative Division Office</p>

<ul style="list-style-type: none"> <li>• There is an unforeseen contingency requiring immediate purchase</li> <li>• Amount does not exceed the threshold</li> <li>• The RFQ may be sent directly to the supplier of known technical, legal and financial qualifications. Sending of <u>one (1) RFQ</u> will suffice.</li> <li>• Posting of the RFQ may be dispensed with</li> </ul> <p><b>Conditions for Shopping under Section 52.1 (b):</b></p> <ul style="list-style-type: none"> <li>• Procurement of ordinary or regular office supplies and equipment <u>not available in PS-DBM</u></li> <li>• The BAC shall send the RFQs to at least three (3) suppliers of known qualifications, and <u>at least three (3) price quotations must be obtained.</u></li> <li>• The deadline for submission <u>may be extended thrice</u>, if none or less than the required number of quotations are received.</li> <li>• In case no supplier responded after the third extension, the BAC shall conduct a mandatory review in accordance with Section IV (K) of Annex H.</li> <li>• Threshold for unforeseen contingencies [Sec. 52.1(a) PhP 200,00.00</li> <li>• Threshold for unforeseen contingencies [Sec. 52.1(a) PhP 1,000,000.00</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PS Receiving Officer located at PS – BAC Secretariat	<p>The PS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PS-BAC-Secretariat, PS

	<p>documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD- receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p><b>Approved PR received</b></p> <p>The PPMD receiving officer updates, logs and endorses to the PPMD Procurement Officer and shall then prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate procurement process.</p> <p>After the PR was reviewed and determined that the documents submitted are complete, the PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-CO for those projects/activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (PhP 50,000.00) but not more than One Million Pesos (PhP1M) and/or for the BAC to proceed with evaluation for the procurement transactions with and ABC below Fifty Thousand Pesos (PhP 50,000.00).</p>	Not applicable	One (1) calendar day	PS
	<p><b>Posting at PhilGEPS and DSWD Website</b></p> <p>Procurement Request which requires posting shall be posted at the PhilGEPS, DSWD website and at the conspicuous places and the RFQ shall then endorse to PS to secure a quotation within three (3) to seven (7) calendar days or “on or before” the scheduled date of the deadline for submission and receipt of quotations/proposals.</p>	Not applicable	Three (3) calendar days	BAC Secretariat, End-user Unit/TWG

	<p>Upon receipt of the price quotations, BAC Sec Procurement Officer shall conduct evaluation, reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>However, if the BAC Secretariat Procurement Officer could not proceed to evaluate the submitted price quotations BAC Secretariat Procurement shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p>			
	<p><b>Preparation of Abstract of Quotation</b></p> <p>The BAC Secretariat Procurement Officer shall then prepare the AOQ recommending adoption of the Shopping modality and award of contract to the supplier/ service provider/ with Lowest Calculated and Responsive Quotation. The AOQ shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>The BAC Secretariat Procurement Officer shall then endorse the approved AOQ (CTC) with complete supporting documents to BAC receiving officer for the updating of PMT and afterwards endorse to PS for preparation of Purchase Order (PO).</p>	Not applicable	Seven (7) calendar days	BAC Secretariat, End-user Unit
Prepare the OBRS and have the PO signed by the HoPE	<p><b>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</b></p> <p>The PS prepares and facilitate the issuance PO.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the AOQ, PR, and other relevant documents from BAC Secretariat, the PS receiving officer updates the PMT and hand it over to the Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document</p>	Not Applicable	Three (3) working days	PS, End-user Unit

	for preparation and signing of Obligation Request and Status (ORS).			
	<b>Receipt of the funded PO</b>  Upon receipt of the duly funded PO, the Procurement Officer shall facilitate the signing of PO, notifies and serves immediately to the supplier, or contractor.	Not Applicable	Three (3) working days	PS, Supplier
Submit Sales Invoice, Billing Statement or Statement of Accounts	<b>Supply and Delivery of Goods</b>  For the delivery of goods, the Procurement Officer must coordinate with AD-PSS on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.  The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the PS, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	Three (3) working days	PS, AD-PSS
Preparation and Signing of Disbursement Vouchers	<b>Preparation of Disbursement Voucher (DV) for Payment</b>  Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the Procurement Officer shall prepare the DV.  The DV along with the supporting attachment shall be forwarded to the PS receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier/consultant.	Not Applicable	Three (3) working days	PS, FMD



## 20. Procurement under Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services

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 2016 Revised IRR of R.A. 9184 as mode of procurement.

<b>Office or Division:</b>	Procurement Management Service (PMS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)
<b>Who may avail:</b>	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services or consulting services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>• Approved Project Proposal</li> <li>• Approved Terms of Reference</li> <li>• Justification</li> <li>• Price Quotation/ Proposal</li> <li>• Market Scanning/ Research</li> </ul> <p><b>Applicability:</b></p> <ul style="list-style-type: none"> <li>• Work of art; commissioned work or services of an artist for specific artistic skills (e.g., singer, performer, poet, writer, painter, sculptor, etc.)</li> <li>• Scientific, academic, scholarly work or research, or legal services</li> <li>• Highly-specialized life-saving medical equipment, as certified by the Department of Health</li> <li>• Scientific, technical, economic, business, trade or legal journal, magazine, paper, subscription, or other exclusive statistical publications and references;</li> <li>• Scientific, technical, economic, business, trade or legal journal, magazine, paper, subscription, or other exclusive statistical publications and references;</li> <li>• The construction or installation of an infrastructure facility where the material, equipment, or technology under a proprietary right can only be obtained from the same contractor.</li> </ul> <p><b>Conditions for Scientific, Scholarly, or Artistic Work, Exclusive Technology and Media Services:</b></p> <ul style="list-style-type: none"> <li>• The construction or installation of an infrastructure facility where the material, equipment, or technology under a proprietary right can only be obtained from the same contractor</li> </ul>	<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2<sup>nd</sup> Floor, Annex Building - Administrative Division Office</p>



<ul style="list-style-type: none"> <li>The study should confirm that the supplier, contractor or consultant could undertake the project at more advantageous terms</li> <li>The study should confirm that the supplier, contractor or consultant could undertake the project at more advantageous terms</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PS Receiving Officer located at PS – BAC Secretariat	<p>The PS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>	Not applicable	Three (3) Calendar days	End-user Unit/s (OBSUs), PS-BAC-Secretariat, PS
	<p><b>Approved PR received</b></p> <p>The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement Officer who will facilitate the review of the submitted documents.</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat,</p>	Not applicable	One (1) Calendar day	PS

	a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement: Scientific, Scholar, or Artistic Work, Exclusive Technology and Media Services as the mode of procurement and award of contract to the identified supplier.			
	<p><b>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</b></p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g. justification, market scanning/ research, cost-benefit, analysis, price quotations/ proposals – to ensure that the servicing agency, supplier, service provider, contractor and consultants is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>The BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings and recommendations.</p> <p>Prior to its award, the End-user Unit/s (OBSUs) to conduct negotiation meeting with the servicing agency, supplier, service provider, contractor and consultants to discuss the terms and conditions of the contract.</p> <p>The BAC Sec Procurement Officer shall then prepare the BAC Resolution recommending adoption of Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services modality and award of contract to the previously awarded servicing agency, supplier, service provider, contractor and consultant. The Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to</p>	Not applicable	Ten (10) Calendar days	BAC Secretariat, End-user Unit

	the awarded supplier or contractor. The BACSec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec Receiving Officer for the updating of PMT and afterwards endorse to PS for preparation of Purchase Order (PO)/ Contract.			
Prepare the OBRs and have the PO signed by the HoPE	<b>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</b>  The PS prepares and facilitate the issuance PO/ Contract.  Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).	Not applicable	Three (3) working day	PS, End-user Unit
	<b>Receipt of the funded PO/Contract</b>  Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.	Not Applicable	Three (3) working days	PS, Supplier
Submit Sales Invoice, Billing Statement or Statement of Accounts  Preparation and Signing of Disbursement Vouchers	<b>Preparation of Disbursement Voucher (DV) for Payment</b>  Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the Procurement Officer shall prepare the DV.  The DV along with the supporting attachment shall be forwarded to the PS receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.	Not Applicable	Three (3) working days	PS, FMS

## 21. Procurement under Highly Technical Consultant

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 2016 Revised IRR of R.A. 9184 as mode of procurement.

<b>Office or Division:</b>	AD - Procurement Section (PS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)			
<b>Who may avail:</b>	DSWD Field Office MIMAROPA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services or consulting services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>• Approved Project Proposal</li> <li>• Approved Terms of Reference</li> <li>• Justification</li> <li>• Curriculum Vitae</li> </ul> <p><b>Applicability:</b></p> <ul style="list-style-type: none"> <li>• Consultancy Services</li> </ul> <p><b>Conditions for Highly Technical Consultant:</b></p> <ul style="list-style-type: none"> <li>• Work involves:               <ul style="list-style-type: none"> <li>• Highly technical or proprietary</li> <li>• Primarily confidential or policy determining, where trust and confidence are the primary consideration</li> </ul> </li> <li>• Term is, at most, 1 year, renewable at the option of the appointing HOPE, but in no case to exceed the term of the latter</li> </ul>		End-user Unit (OBSUs) submit to BAC Secretariat located at the 2 <sup>nd</sup> Floor, Annex Building - Administrative Division Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PS Receiving Officer located at PS – BAC Secretariat	<p>The PS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the</p>	Not applicable	Three (3) Calendar days	End-user Unit/s (OBSUs), PS-BAC-Secretariat, PS

	<p>PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p><b>Approved PR received</b></p> <p>The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement Officer who will facilitate the review of the submitted documents.</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement: Highly Technical Consultant as the mode of procurement and award of contract to the identified supplier.</p>	Not applicable	One (1) Calendar Day	PS
	<p><b>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</b></p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of</p>	Not applicable	Ten (10) Calendar days	BAC Secretariat, End-user Unit, TWG

	<p>the documents – e.g. justification, market scanning/ research, cost-benefit, analysis, price quotations/ proposals – to ensure that the servicing agency, supplier, service provider, contractor and consultants is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>The BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings and recommendations.</p> <p>Prior to its award, the End-user Unit/s (OBSUs) to conduct negotiation meeting with the servicing agency, supplier, service provider, contractor and consultants to discuss the terms and conditions of the contract.</p> <p>The BAC Sec Procurement Officer shall then prepare the BAC Resolution recommending adoption of Highly Technical Consultant modality and award of contract to consultant. The Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec Receiving Officer for the updating of PMT and afterwards endorse to PS for preparation of Purchase Order (PO)/ Contract.</p>			
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Prepare the OBRS and have the PO signed by the HoPE	<b>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</b>  The PS prepares and facilitate the issuance PO/ Contract.  Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the PS receiving officer updates the PMT and hand it over to the Procurement Officer upon coordination with the Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).	Not applicable	Three (3) working day	PS, End-user Unit
	<b>Receipt of the funded PO/Contract</b>  Upon receipt of the duly funded PO/Contract, the Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.	Not Applicable	Three (3) working days	PS, Supplier
Submit Sales Invoice, Billing Statement or Statement of Accounts  Preparation and Signing of Disbursement Vouchers	<b>Preparation of Disbursement Voucher (DV) for Payment</b>  Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the Procurement Officer shall prepare the DV.  The DV along with the supporting attachment shall be forwarded to the PS receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.	Not Applicable	Three (3) working days	PS, FMD

## 22. Procurement under Agency to Agency

Procurement of Goods, Infrastructure Projects or 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 2016 Revised IRR of R.A. 9184 as mode of procurement.

<b>Office or Division:</b>	AD - Procurement Section (PS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)
<b>Who may avail:</b>	DSWD Field Office MIMAROPA
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services or consulting services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>• Approved Project Proposal</li> <li>• Approved Terms of Reference</li> <li>• Justification</li> <li>• Price Quotation/ Proposal</li> <li>• Market Scanning/ Research, if applicable</li> </ul> <p><b>Applicability:</b></p> <ul style="list-style-type: none"> <li>• Goods</li> <li>• Infrastructure Projects</li> <li>• Consulting Services</li> </ul> <p><b>Conditions for Agency to Agency:</b></p> <ul style="list-style-type: none"> <li>• Procurement from another agency of the government (Servicing Agency) that has the mandate to deliver goods or services or to undertake infrastructure project or consultancy service as required by the PE</li> <li>• The PE shall justify that entering into A-to-A with the Servicing Agency is more efficient and economical to the government</li> <li>• The Servicing Agency has the mandate to deliver the goods and services required to be procured or to undertake the infrastructure project or consultancy required by the Procuring Entity</li> <li>• Servicing Agency has the absorptive capacity to undertake the project</li> <li>• Servicing Agency owns or has access to the necessary tools and equipment required for the project</li> <li>• Sub-contracting is not allowed. However, the servicing agency may implement the infrastructure projects in-house, by job-order, or through the pakyaw contracting system</li> </ul>	<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2<sup>nd</sup> Floor, Annex Building - Administrative Division Office</p>



<ul style="list-style-type: none"> <li>For procurement of infrastructure project, the Servicing Agency must have a track record of having completed, or supervised a project, by administration or by contract, similar to and with a cost at least fifty percent (50%) of the project at hand</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PS Receiving Officer located at PS – BAC Secretariat	<p>The PS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PS-BAC-Secretariat, PS
	<b>Approved PR received</b>	Not applicable	One (1) calendar day	PS

	<p>The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement Officer who will facilitate the review of the submitted documents.</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement: Agency to Agency as the mode of procurement and award of contract to the identified supplier.</p>			
	<p><b>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</b></p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g. justification, market scanning/ research, cost-benefit, analysis, price quotations/ proposals – to ensure that the servicing agency, supplier, service provider, contractor and consultants is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>The BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings and recommendations.</p> <p>Prior to its award, the End-user Unit/s (OBSUs) to conduct negotiation meeting with the servicing agency, supplier, service provider, contractor and consultants to discuss the terms and conditions of the contract.</p> <p>The BAC Sec Procurement Officer shall then prepare the BAC Resolution recommending adoption of Agency to Agency modality and award of contract to the previously awarded servicing agency, supplier, service provider,</p>	Not applicable	Ten (10) calendar days	BAC Secretariat, End-user Unit

	<p>contractor and consultant. The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>The BACSec Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec Receiving Officer for the updating of PMT and afterwards endorse to PS for preparation of Memorandum of Understanding (MOU).</p>			
<p>Prepare the OBRS and have the PO signed by the HoPE</p>	<p><b>End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</b></p> <p>The PS prepares and facilitate the issuance of MOU.</p> <p>Upon receipt of the complete documents, e.g., certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the PS receiving officer updates the PMT and hand it over to the Procurement Officer upon coordination with the Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>	Not applicable	Three (3) working days	PS, End-user Unit
	<p><b>Receipt of the funded PO/Contract</b></p> <p>Upon receipt of the duly funded PO/Contract, the Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.</p>	Not Applicable	Three (3) working days	PS, Supplier
<p>Submit Sales Invoice, Billing Statement or Statement of Accounts</p> <p>Preparation and Signing of Disbursement Vouchers</p>	<p><b>Preparation of Disbursement Voucher (DV) for Payment</b></p> <p>Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the Procurement Officer shall prepare the DV.</p>	Not Applicable	Three (3) working days	PS, FMD

	The DV along with the supporting attachment shall be forwarded to the PS receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.			
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## 23. Procurement under Direct Contracting

Procurement of Goods based on the requirement needed by the agency to be procured using Direct Contracting under Section 50 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

<b>Office or Division:</b>	AD - Procurement Section (PS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)
<b>Who may avail:</b>	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <p>Pre-repair Inspection Report</p> <ul style="list-style-type: none"> <li>• Service Provider Diagnostic Report</li> <li>• Certificate of Exclusive/Sole Distributorship</li> <li>• Market Survey/Market Research, if applicable</li> <li>• Property Accountability Report (PAR), if applicable</li> <li>• Price Quotation</li> </ul> <p><b>Conditions for Direct Contracting:</b></p> <ul style="list-style-type: none"> <li>• Single source procurement that does not require elaborate Bidding Documents</li> <li>• End-user to conduct survey of the industry and determine the supply source. End-user should justify the necessity for the item that may be only procured through Direct Contracting and prove that there is no suitable substitute in the market</li> <li>• Items of proprietary nature from proprietary source, i.e patents, trade secret, and copyrights</li> <li>• Critical components from a specific supplier to hold a contractor to guarantee its project performance</li> <li>• Items sold by an exclusive manufacturer or dealer, subject to the following conditions:             <ul style="list-style-type: none"> <li>• No other suppliers selling it at lower prices; and</li> </ul> </li> </ul>	<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2<sup>nd</sup> Floor, Annex Building - Administrative Division Office</p>

<ul style="list-style-type: none"> <li>• No suitable substitute can be obtained at more advantageous terms to the Government</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PS Receiving Officer located at PS – BAC Secretariat	<p>The PS-BAC Secretariat (BACSec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PS-BAC-Secretariat, PS

	<p><b>Approved PR received</b></p> <p>The PPMD receiving officer updates, records and endorses to the PPMD Procurement Officer who shall then prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the RFQ and other relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate the procurement process.</p> <p>The PPMD Procurement Officer prepares the RFQ and requests the direct contractor, manufacturer, supplier identified by the End-User Unit concerned in its market survey (if applicable), to submit price quotation including the terms and conditions of sale, and certifications that proves exclusive dealership.</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of direct contracting as the mode of procurement and award of contract to the identified supplier.</p>	Not applicable	Three (3) calendar days	PS, SUPPLIER
	<p><b>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</b></p> <p>Upon receipt of the documents, BACSec Procurement Officer reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods.</p> <p>The BACSec Procurement Officer then prepares the BAC Resolution recommending adoption of the Direct Contracting modality and award of contract to the supplier. Likewise, the Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members</p>	Not applicable	Ten (10) calendar days	BAC Secretariat

		<p>of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BACSec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec receiving officer for the updating of PMT and afterwards endorse to PS for preparation of Purchase Order (PO)/ Contract.</p>			
Prepare the OBRs and have the PO signed by the HoPE		<p><b>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</b></p> <p>The PS prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the PS receiving officer updates the PMT and hand it over to the Procurement Officer upon coordination with the Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>	Not Applicable	Three (3) working days	PS, End-user Unit
		<p><b>Receipt of the funded PO/Contract</b></p> <p>Upon receipt of the duly funded PO/Contract, the Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.</p>	Not Applicable	Three (3) working days	PS, Supplier
Submit Invoice, Statement of Accounts	Sales Billing or of	<p><b>Supply and Delivery of Goods</b></p> <p>For the delivery of goods, the Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.</p> <p>The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the PS, which shall be</p>	Not Applicable	Three (3) working days	PS, AS-PSAMD

	the basis for preparation of Disbursement Voucher (DV) for processing of payment.			
Preparation and Signing of Disbursement Vouchers	<b>Preparation of Disbursement Voucher (DV) for Payment</b>  Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the Procurement Officer shall prepare the DV.  The DV along with the supporting attachment shall be forwarded to the PS receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.	Not Applicable	Three (3) working days	PS, FMS

## 24. Procurement under Repeat Order

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Repeat Order under Section 51 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

<b>Office or Division:</b>	Procurement Management Service (PMS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)			
<b>Who may avail:</b>	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows: <ul style="list-style-type: none"> <li>• Justification</li> <li>• Market Survey/Market Research</li> <li>• Previously Awarded Contract, BAC Resolution, Notice of Award, Notice to Proceed</li> <li>• Inspection and Acceptance Certificate</li> <li>• Price Quotation</li> </ul>		End-user Unit (OBSUs) submit to BAC Secretariat located at the 2 <sup>nd</sup> Floor, Mahusay Building, DSWD Central Office		



<p><b>Applicability:</b></p> <ul style="list-style-type: none"> <li>• Goods</li> <li>• Infrastructure Projects</li> <li>• Consulting Services</li> </ul> <p><b>Conditions for Repeat Order:</b></p> <ul style="list-style-type: none"> <li>• Same or lower unit prices than those in the original contract, provided that such prices are still the most advantageous to the GOP after price verification</li> <li>• No splitting of contracts, requisition and Purchase Orders</li> <li>• Avail of within 6 months from the date of the NTP arising from the original contract, provided that there has been a partial delivery, inspection and acceptance of the goods within the same period</li> <li>• Not to exceed 25% of the quantity of each item in the original contract</li> <li>• Original contract awarded through competitive bidding</li> <li>• The goods under the original contract must be quantifiable, divisible and consisting of at least four (4) units per item</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PS Receiving Officer located at PS – BAC Secretariat	<p>The PS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PS-BAC-Secretariat, PS

	<p>to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p><b>Approved PR received</b></p> <p>The PS receiving officer records, updates the PMT and endorses to the Procurement Officer who will facilitate the review of the submitted documents.</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Repeat Order as the mode of procurement and award of contract to the previously awarded supplier and/or service provider.</p>	Not applicable	Three (3) calendar days	PS
	<p><b>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</b></p> <p>Upon receipt of the documents, BACSec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g. justification, market scanning/ research, cost-benefit, analysis, previously awarded contract, NTP, Delivery Receipts etc. – to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 Revised IRR.</p> <p>The BACSec Procurement Officer shall then prepare the BAC Resolution recommending adoption of the Repeat Order modality and award of contract to the previously awarded supplier/ service</p>	Not applicable	Ten (10) calendar days	BAC Secretariat

	<p>provider/ contractor and consultant. Likewise, the Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BACSec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec receiving officer for the updating of PMT and afterwards endorse to PS for preparation of Purchase Order (PO)/ Contract.</p>			
Prepare the OBRS and have the PO signed by the HoPE	<p><b>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</b></p> <p>The PS prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the PSreceiving officer updates the PMT and hand it over to the Procurement Officer upon coordination with the Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>	Not Applicable	Three (3) working days	PS, End-user Unit
	<p><b>Receipt of the funded PO/Contract</b></p> <p>Upon receipt of the duly funded PO/Contract, the Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.</p>	Not Applicable	Three (3) working days	PS, Supplier
Submit Sales Invoice, Billing Statement or Statement of Accounts	<p><b>Supply and Delivery of Goods</b></p> <p>For the delivery of goods, the Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.</p>	Not Applicable	Three (3) working days	PS, AS-PSAMD

	The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the PS, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.			
Preparation and Signing of Disbursement Vouchers	<b>Facilitation of Disbursement Voucher (DV) for Payment</b>  Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the Procurement Officer shall prepare the DV.  The DV along with the supporting attachment shall be forwarded to the PS receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.	Not Applicable	Three (3) working days	PS, FMS

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

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Small Value Procurement under Section 53.1 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

<b>Office or Division:</b>	Procurement Section (PS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)
<b>Who may avail:</b>	DSWD Field Office MIMAROPA
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows: <ul style="list-style-type: none"> <li>• Approved Terms of Reference</li> <li>• Approved Terms of Reference</li> <li>• Approved Project Proposal</li> </ul>	End-user Unit (OBSUs) submit to BAC Secretariat located at the 2 <sup>nd</sup> Floor, Annex Building - Administrative Division Office

<p><b>Applicability:</b></p> <ul style="list-style-type: none"> <li>• Goods</li> <li>• Infrastructure Projects</li> <li>• Consulting Services</li> </ul> <p><b>Documentary Requirements:</b></p> <ul style="list-style-type: none"> <li>• Approved Terms of Reference</li> <li>• Approved Terms of Reference</li> <li>• Approved Project Proposal</li> <li>• BAC Resolution Declaring 2<sup>nd</sup> Failure of Bidding</li> </ul> <p><b>Conditions:</b></p> <ul style="list-style-type: none"> <li>• Failed competitive bidding for the second time under Sec. 35; and</li> <li>• Mandatory review of the Terms, conditions and specifications, and ABC, which may be adjusted up to 20% of ABC for the last failed bidding</li> <li>• End-User Unit/s (OBSUs) to conduct mandatory review of the terms, conditions, specifications, and cost estimates, as prescribed in Section 35 of the IRR, the BAC, based on its findings, as assisted by its Secretariat, TWG and End-User Unit/s (OBSUs) may revise and agree on the technical specifications or terms of reference, and if necessary, adjust the ABC, subject to the required approvals. However, the ABC cannot be increased by more than twenty percent (20%) of the ABC for the last failed bidding.</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PS Receiving Officer located at PS – BAC Secretariat	<p>The PS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PS-BAC-Secretariat, PS

	<p>approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD-receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p><b>Approved PR received</b></p> <p>The PPMD receiving officer updates, logs and endorses to the PPMD Procurement Officer and shall then prepares the Request for Quotation Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate procurement process.</p> <p>After the PR was reviewed and determined that the documents submitted are complete, the PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-CO.</p>	Not applicable	One (1) calendar day	PS
	<p><b>Posting at PhilGEPS and DSWD Website, Conduct of Negotiation and Submission of Best and Final Offer, Conduct of Post-Qualification</b></p> <p>Procurement Request shall be posted at the PhilGEPS, DSWD</p>	Not applicable	Three (3) calendar days	BAC Secretariat, End-user Unit/TWG

	<p>website and at the conspicuous places.</p> <p>The PPMD Procurement Officer shall then invite at least three (3) suppliers, contractors or consultants, including those disqualified in previous biddings for the project, for negotiations to ensure effective competition. This, notwithstanding, those who responded through any of the required postings shall be allowed to participate. Even if only one (1) bidder should respond to such invitation or posting, the BAC shall proceed with the negotiation subject to the rules prescribed.</p> <p>Any requirements, guidelines, documents, clarifications, or other information relative to the negotiations that are communicated by the BAC to a supplier, contractor, or consultant shall be communicated on an equal basis to all other suppliers, contractors, or consultants engaging in negotiations with the BAC relative to the procurement. The prospective bidders shall be given equal time and opportunity to negotiate and discuss the technical and financial requirements of the project to be able to submit a responsive quotation or proposal.</p> <p>Following completion of the negotiations, the BAC shall request all suppliers, contractors, or consultants in the proceedings to submit, on a specified date, a best offer based on the final technical and financial requirements together with their post-qualification documents.</p> <p>Upon receipt of the best and final offer together with their post-qualification documents, the BAC Sec Procurement Officer shall conduct evaluation, reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the</p>			
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	<p>provision of R.A. No. 9184 and its 2016 IRR.</p> <p>BAC Secretariat Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents (best and final offer and post-qualification documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p>			
	<p><b>Preparation BAC Resolution and Issuance of Notice of Award (NOA)</b></p> <p>The BAC Secretariat Procurement Officer shall then prepare the BAC Resolution recommending adoption of the Negotiated Procurement –Two Failed Bidding and award of contract to the supplier/ service provider/ contractor and consultant with Lowest Calculated and Responsive Quotation/ Highest Rated Responsive Bidder. Likewise, the Notice of Award (NOA) is also prepared in cases of infrastructure projects/ consulting services. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier, service provider, contractor and consultant. The BAC Secretariat Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC receiving officer for the updating of PMT and afterwards endorse to PS for preparation of Purchase Order (PO)/ Contract.</p>	Not applicable	Seven (7) calendar days	BAC Secretariat, Consultant, End-user Unit
Prepare the OBRS and have the PO signed by the HoPE	<p><b>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</b></p> <p>The PS prepares and facilitate the issuance PO/ Contract.</p>	Not Applicable	Three (3) working days	PS, End-user Unit



		Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the PS receiving officer updates the PMT and hand it over to the Procurement Officer upon coordination with the Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).			
		<b>Receipt of the funded PO/Contract</b>  Upon receipt of the duly funded PO/Contract, the Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.	Not Applicable	Three (3) working days	PS, Supplier/Consultant
		<b>Supply and Delivery of Goods</b>  For the delivery of goods, the Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.  The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the PS, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	Three (3) working days	PS, AS-PSAMD
Submit Invoice, Statement or Accounts	Sales Billing or of	<b>Contract Implementation -</b>  End-User Unit/s (OBSUs) shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (OBSUs) in accordance with the approved TOR in reference with the schedule of payment which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	As indicated in the approved TOR	End-user Unit
Preparation and Signing	and of	<b>Preparation of Disbursement Voucher (DV) for Payment</b>	Not Applicable	Three (3) working days	PS, FMS

Disbursement Vouchers	<p>Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the Procurement Officer shall prepare the DV.</p> <p>The DV along with the supporting attachment shall be forwarded to the PS receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier/consultant.</p>			
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## 26. Procurement under Emergency Cases

Procurement of Goods/ Services, Infrastructure Project, and Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Emergency Cases under Section 53.2 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

<b>Office or Division:</b>	AD - Procurement Section (PS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)			
<b>Who may avail:</b>	DSWD Field Office MIMAROPA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>• Approved Project Proposal</li> <li>• Approved Terms of Reference (TOR)</li> <li>• Justification Letter</li> <li>• Market Survey/Market Research</li> </ul> <p><b>Applicability:</b></p> <ul style="list-style-type: none"> <li>• Goods</li> <li>• Infrastructure Project</li> <li>• Consulting Services</li> </ul> <p><b>Conditions for Emergency Cases:</b></p>		<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2<sup>nd</sup> Floor, Annex Building - Administrative Division Office</p>		

<ul style="list-style-type: none"> <li>• In case of imminent danger to life or property during a state of calamity</li> <li>• When time is of the essence arising from natural or man-made calamities</li> <li>• Other causes where immediate action is necessary:           <ul style="list-style-type: none"> <li>• To prevent damage to or loss of life or property</li> <li>• To restore vital public services, infrastructure facilities and other public utilities</li> </ul> </li> <li>• In all instances, the HoPE shall confirm in writing the existence and veracity of the ground/s relied upon before approving the contract</li> <li>• Considering that the underlying reason of this modality relates to “time element”, the PE should consider the appropriate timing or the proximity of time between the actual procurement activity to be conducted and the emergency sought to be addressed</li> <li>• When the reason or cause for the emergency has already been abated, adoption of competitive bidding shall be considered</li> <li>• When the ground is based on imminent danger to life during a state of calamity, there must be a declaration by a competent authority of a state of calamity before any procurement activity may be undertaken</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PS Receiving Officer located at PS – BAC Secretariat	<p>The PS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the</p>	Not applicable	Three (3) Calendar days	End-user Unit/s (OBSUs), PS-BAC-Secretariat, PS

	<p>assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p><b>Approved PR received</b></p> <p>The PPMD receiving officer updates, records and endorses to the PPMD Procurement Officer who shall then prepares the Request for Quotation (RFQ)/ Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the RFQ/ RFP and other relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate the procurement process.</p>	Not applicable	Three (3) calendar days	PS, SUPPLIER, BAC Secretariat, TWG

	<p>The PPMD Procurement Officer prepares the RFQ/ RFP and requests the prospective suppliers, service providers, contractors and consultant, to submit price quotation/ proposal that is responsive to the minimum technical specifications set by the end-user unit/s (OBSUs).</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of emergency cases and award of contract to the legally, technically and financially capable supplier, service provider, contractor and consultant.</p> <p>Upon receipt of the price quotations/ proposals, BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p>			
	<p><b>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</b></p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods.</p> <p>The BAC Sec Procurement Officer then prepares the BAC</p>	Not applicable	Ten (10) calendar days	PS, BAC Secretariat, End-user Unit

	<p>Resolution recommending adoption of the Emergency Cases modality and award of contract to the legally, technically and financially capable supplier, service provider, contractor and consultant. Likewise, the Notice of Award (NOA) for infrastructures projects and consulting services are also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier, service provider, contractor and consultant. The BACSec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to PS for preparation of Purchase Order (PO)/ Contract.</p>			
Prepare the OBRS and have the PO signed by the HoPE	<p><b>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</b></p> <p>The PS prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the PS receiving officer updates the PMT and hand it over to the Procurement Officer upon coordination with the Chief to review, prepare executive</p>	Not Applicable	Three (3) working days	PS, End-user Unit

	summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).			
	<b>Receipt of the funded PO/Contract</b>  Upon receipt of the duly funded PO/Contract, the Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.  In the same manner, in case of infrastructure projects and consulting services a corresponding Notice to Proceed (NTP) shall also prepared and issued to the awarded contractor/consultant.	Not Applicable	Three (3) working days	PS, Supplier
Submit Sales Invoice, Billing Statement or Statement of Accounts	<b>Supply and Delivery of Goods</b>  For the delivery of goods, the Procurement Officer must coordinate with AD-PSS on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.  The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the PS, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	Three (3) working days	PS, AD-PSS
Preparation and Signing of Disbursement Vouchers	<b>Preparation of Disbursement Voucher (DV) for Payment</b>	Not Applicable	Three (3) working days	PS, FMD

	<p>Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the Procurement Officer shall prepare the DV.</p> <p>The DV along with the supporting attachment shall be forwarded to the PS receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.</p>			
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## 27. Procurement under Direct Retail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets

Procurement of Goods 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 2016 Revised IRR of R.A. 9184 as mode of procurement.

<b>Office or Division:</b>	AD - Procurement Section (PS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)			
<b>Who may avail:</b>	DSWD Field Office MIMAROPA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>• Approved Project Proposal</li> <li>• Approved Terms of Reference</li> <li>• Justification Letter</li> <li>• Market Survey / Market Research</li> <li>• Price Quotation/ Proposal</li> </ul> <p><b>Conditions for Direct Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets</b></p> <p>The procurement of POL products and airline tickets can be contracted by the end-user to identified direct suppliers or service providers under the following conditions:</p>		<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2<sup>nd</sup> Floor, Annex Building - Administrative Division Office</p>		



<ul style="list-style-type: none"> <li>• <b>For petroleum fuel (gasoline, diesel, and kerosene), oil and lubricants:</b> <p>a. Direct retail purchase of POL products estimated to be necessary for the operations of the Procuring Entity within the fiscal year, including provisions for foreseeable emergencies based on historical records, shall be reflected in the annual procurement plan (APP) in its entirety including any amendment thereto which shall be reflected in the supplemental APP.</p> <p>b. Direct purchase must be made from any available retailers, dealers or gas stations at retail pump price.</p> <p>c. The requirement must be intended to be used for any official government vehicles and equipment for immediate consumption; and d) Payment may be made through cash advance, reimbursement or other allowable payment modalities subject to pertinent auditing and accounting rules.</p> </li> <li>• <b>For airline tickets:</b> <p>a. Direct purchase of airline tickets required for official travels within the fiscal year, including provisions for foreseeable emergencies based on historical records, shall be reflected in the APP in its entirety including any amendment thereto which shall be reflected in the supplemental APP.</p> <p>b. Direct purchase must be made from any commercial airline at fairly reasonable rates, subject to flight availability at the time of booking, travel days, stopovers, routes, additional visa requirements and other reasonable considerations as determined by the end-user.</p> <p>c. Payment may be made through cash advance, reimbursement or other allowable payment modalities subject to pertinent auditing and accounting rules.</p> <p>d. Procurement of airline tickets must be in accordance with existing rules and regulations governing official local and foreign travels of government personnel and Executive Order No. 77, s. 2019</p> </li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PS Receiving Officer located at PS – BAC Secretariat	<p>The PS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PS-BAC-Secretariat, PS

	<p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p><b>Approved PR received</b></p> <p>The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement Officer who will facilitate the review of the submitted documents.</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of direct purchase of POL products and airline tickets as the mode of procurement and award of contract to the identified supplier and/or service provider.</p>	Not applicable	One (1) calendar day	PS
	<p><b>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</b></p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents to ensure that the</p>	Not applicable	Ten (10) calendar days	BAC Secretariat, PS

	<p>supplier is technically, legally and financially capable to deliver the goods.</p> <p>The BAC Sec Procurement Officer then prepares the BAC Resolution with the following recommendation:</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 this Guidelines shall determine the supplier or service provider capable of 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 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.</li> </ul> <p>The Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier and/or service provider. The BACSec Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to PS for preparation of Memorandum of Understanding/ Agreement (MOU/A).</p>			
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Prepare the OBRS and have the PO signed by the HoPE	<b>End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</b>  The End-user Unit/s (OBSUs) facilitate the issuance Memorandum of Understanding/ Agreement (MOU/A) and the preparation, signing of Obligation Request and Status (ORS).	Not Applicable	Three (3) working days	End-user Unit
	<b>Receipt of the funded Memorandum of Understanding/ Agreement (MOU/A)</b>  Upon receipt of the duly funded MOU/A, the End-user Unit/s (OBSUs) shall facilitate the signing of MOU/A, notifies and serves immediately to the supplier and/or service provider.	Not Applicable	Three (3) working days	End-user Unit
Submit Sales Invoice, Billing Statement or Statement of Accounts	<b>Contract Implementation</b>  End-user Unit/s (OBSUs) shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (OBSUs) in accordance with the approved TOR which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	As indicated in the approved TOR	End-user Unit
Preparation and Signing of Disbursement Vouchers	<b>Preparation of Disbursement Voucher (DV) for Payment</b>  Upon receipt of the Billing/ Statement of Account, and other supporting documents, the end-user unit shall prepare the DV.  It shall then endorse to Head of OBS, Cluster Head concerned for signature and for processing and facilitation of payment to the supplier.	Not Applicable	Three (3) working days	End-user Unit, FMD

## **CAPACITY BUILDING SECTION (CBS)**

### **NON-FRONTLINE (INTERNAL) SERVICES**

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

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

<b>Office or Division:</b>	Capacity Building Section	
<b>Classification:</b>	Highly technical	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	All offices in Field Office MIMAROPA	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A) CPD Application</b>		
1. CPD Application Form		PRC website <prc.gov.ph> or SWIDB Google Drive < <a href="https://tinyurl.com/PRC-SWIDB-CPDForms">https://tinyurl.com/PRC-SWIDB-CPDForms</a> >
2. Instructional Design		PRC website or SWIDB Google Drive
3. Evaluation Tool		SWIDB Google Drive
4. Program of Activities		SWIDB Google Drive
5. Resume of Speaker/s		PRC website or SWIDB Google Drive
6. Current Professional ID of Speaker/s		PRC website or SWIDB Google Drive
7. Breakdown of Expenses for the Conduct of Program		PRC website or SWIDB Google Drive
<i>Additional Requirements for Online Learning</i>		
8. Declaration of Minimum Technical Requirements		SWIDB Google Drive
9. Privacy Policy		SWIDB Google Drive
10. Certificate of Participation		PRC website or SWIDB Google Drive
<i>Additional requirement as of 1 March 2021</i>		
11. Letter of Undertaking		SWIDB Google Drive
<b>B) CPD Completion Report</b>		
1. CPD Completion Report Form		PRC website or SWIDB Google Drive
2. CPD Attendance Sheet		PRC website or SWIDB Google Drive
3. Actual Program of Activities with List of Resource Speakers		SWIDB Google Drive
4. Lecture Materials		Proponent Office (CO or FO)
5. Summary of Evaluation of Speakers		SWIDB Google Drive
6. Summary of Evaluation of Learning of Participants		SWIDB Google Drive

7. Financial Report		SWIDB Google Drive		
8. Relevant Photographs		Proponent Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1A) CPD Application</b>				
1. Submit the CPD Application requirements through email to <swidb@dswd.gov.ph>	1.1 Accept and track the application	None	3 Hours	SWIDB Admin Staff (Incoming)
	1.2 Endorse the application to the Division Chief	None	2 Hours	SWIDB Admin Staff (Incoming)
	1.3 Forward the Application documents to the assigned technical staff per initial assessment	None	1 Hour	Division Chief (CBD)
	1.4 Update the monitoring sheet and review the Application documents per PRC and DSWD standards	None	5 Days	Angelyn Agundo AO V
	1.5 Forward the initial review checklist to the Proponent Office (PO)	None	1 Hour	Angelyn Agundo AO V
2. PO submits revised files based on SWIDB's Initial Review	2.1 After the PO's revision, review and finalize the application.  If <b>complete and compliant</b> , proceed to Step 2.2.  If not, return to PO until complete.	None	5 Days	Angelyn Agundo AO V
	2.2 Forward the merged CPD Application Requirements to Division Chief (Capability Building Division) for review and initials	None	1 Hour	Angelyn Agundo AO V

	2.3 Review and affix initials on the Application documents and forward to DSWD CPD Focal Person	None	5 Hours	Division Chief (CBD)
	2.4 Review and sign the Application documents	None	5 Hours	Division Chief (Knowledge Management Division)
	2.5a Upload the final PDF application attachments to SWIDB Google Drive – CPD Folder	None	3 Hours	Angelyn Agundo AO V
	2.5b Upload the requirements online via CPDAS	None	1 Day	Angelyn Agundo AO V
3. Submit required documents per PRC-NCR's evaluation	3.a Track the submitted application. If PRC-NCR has comments on the submitted application, CPD Focal Person shall immediately inform the PO to comply within 2 working days.	None	N/A	Angelyn Agundo AO V
	3.b Receive required documents from PO per PRC-NCR's evaluation and submit to PRC	None	2 Days	Angelyn Agundo AO V
	3.c Update the monitoring sheet in Google Drive	None	1 Hour	Angelyn Agundo AO V
	3.d Upon PRC accreditation, e-mail the proponent office on the status of their submitted application.	None	1 Day	Angelyn Agundo AO V
	<b>SUBTOTAL:</b>	None	136 Hours or 17 Days	

**1B.) CPD Completion Report**



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the CPD Completion requirements through email to <swidb@dswd.gov.ph>	1.1 Accept and track the Completion Report	None	3 Hours	SWIDB Admin Staff (Incoming)
	1.2 Endorse the Completion Report to the Division Chief	None	2 Hours	SWIDB Admin Staff (Incoming)
	1.3 Forward the Completion documents to the assigned technical staff per initial assessment	None	1 Hour	Division Chief (CBD)
	1.4 Review the Completion documents per PRC and DSWD standards	None	2 days	Angelyn Agundo AO V
	1.5 Forward the initial review checklist to the Proponent Office (PO)	None	1 Hour	Angelyn Agundo AO V
2. PO submits revised files based on SWIDB's Initial Review	2.1 After the PO's revision, review and finalize the completion documents	None	3 days	Division Chief (CBD)
	2.2 Forward the merged CPD Completion Requirements to Division Chief (Capability Building Division) for review and initials	None	1 Hour	Angelyn Agundo AO V
	2.3 Review and affix initials on the Completion documents and forward to DSWD CPD Focal Person	None	5 Hours	Division Chief (CBD)
	2.4 Review and sign the Completion documents	None	5 Hours	Division Chief (Knowledge Management Division)

	2.5a Upload the final PDF completion attachments to SWIDB Google Drive – CPD Folder	None	3 Hours	Angelyn Agundo AO V
	2.5b Upload the requirements online via CPDAS  For completion requirements, email the full completion report to cpdd.monitoringandevaluation@gmail.com and gcalapardo.prc@gmail.com	None	1 Day	Angelyn Agundo AO V
	2.6 Update the monitoring sheet in Google Drive	None	1 Hour	Angelyn Agundo AO V
	2.7 Upon submitted completion report, email the proponent office on the status and include the Client Satisfaction Measurement Survey (CSMS).	None	1 Day	Angelyn Agundo AO V
	<b>SUBTOTAL:</b>	None	80 Hours or 10 Days	
	<b>TOTAL:</b>	None	<b>27 Days</b>	

## 2. KEC Function Room Reservation and Use

Reservation and use of the Knowledge Exchange Center (KEC) Function Room for meetings, learning sessions, and exams for applicants via electronic mail or phone call.

<b>Office or Division:</b>	Capacity Building Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	DSWD employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Reservation Form	Knowledge Exchange Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of Function Room via email		None	1 Hour	
	1. Receive request via email to reserve Function Room	None	1 Hour	Queenie Sumaculub AA II
	2. Check availability of KEC Function Room	None	2 Hours	Queenie Sumaculub AA II
	3. Send Reservation Form to requesting party thru email	None	2 Hours	Queenie Sumaculub AA II
2. Fill out Reservation Form		None	3 Hours	
3. Submit accomplished Reservation Form to KEC thru email		None	3 Hours	
	5. Book reservation to KEC Calendar	None	2 Hours	Queenie Sumaculub AA II
	6. Send confirmation of reservation and link CSMS form thru email	None	2 Hours	Queenie Sumaculub AA II
	<b>TOTAL:</b>	<b>None</b>	<b>16 Hours or 2 Days</b>	

### 3. Borrowing of KEC Materials and Collections

Borrowing of learning materials and references from the Knowledge Exchange Center (KEC) done by DSWD employees.

<b>Office or Division:</b>	Capacity Building Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DSWD employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Borrower's Logbook		Knowledge Exchange Center		
2. Valid ID		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide proof of identification		None	2 Hours	
2. Inquire availability of knowledge material/s		None	2 Hours	
	1. Receive inquiry on the availability of knowledge material/s	None	2 Hours	Queenie Sumaculub AA II
	2. Conduct physical inspection of material/s being borrowed	None	2 Hours	Queenie Sumaculub AA II
	3. Require borrower to fill up Borrower's Logbook	None	2 Hours	Queenie Sumaculub AA II
3. Fill out Borrower's Logbook		None	2 Hours	
	4. Encode material and borrower's name in the KEC Borrowers' Matrix	None	2 Hours	Queenie Sumaculub AA II
	5. Release the material/s and advise date of return	None	2 Hours	Queenie Sumaculub AA II
	<b>TOTAL:</b>	None	<b>16 Hours or 2 Days</b>	

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

## **NON-FRONTLINE (INTERNAL) SERVICES**

## 1. Issuance of Service Record to Current Officials and Employees

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

<b>Office or Division:</b>	Personnel Administration Section (PAS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	Separated Field Office (FO) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
FO Clearance Certificate		Client or if none, FILE 201		
Special Power of Attorney (If authorized representative)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send Request/s thru:  a. Courier Mail. • Send mail to: DSWD FO MIMAROPA, 1680 Benitez St, cor, Gen. Malvar St, Malate, 1004  • Attention to: Personnel Administration Section  b. E-mail. • Send email to:	1. Receive the mail/e-mail/ Request Form with the complete documents submitted by the requesting party/client	none	10 minutes	<b>Jelly B. Escobar /</b> Administrative Aide IV  <b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan /</b> Administrative Officer II  <b>Krizzie Ross C. Garduque /</b> Administrative Assistant III

<a href="mailto:hrmdd.fomimaro@dswd.gov.ph">hrmdd.fomimaro@dswd.gov.ph</a>  c. Walk-in. Accomplish the HRMDD-PAS Request Form (write contact details as well if preferred mode of receipt via courier, purposes, as needed) and submit to PAS <b>together with complete supporting documents.</b>				
2. Wait for advice of the Personnel Officer assigned	2.1. Review documents submitted (if available), review the Service Card data, and/or check the File.	none	2 Days, 4 hours (depending on the period of retrieving the files)	<b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan</b> / Administrative Officer II
	2.2. Encode/check details of SR, print the issuance and attach the necessary documents	none		
	2.3. Review and Sign/initial the SR	none	3 hours and 30 minutes (depending on the availability of signatories)	<b>Mary Grace C. Samonte</b> / OIC- Section Head Personnel Admin. Division  <b>Joel S. Mijares</b> / Division Chief Human Resource Management and

				Development Division
3. Inform PAS on method of receiving the duly-signed SR.	3. Inform the client that the SR is ready and ask if for pick-up or for courier service (either through chat, e-mail or phone call)	none	5 minutes	<b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan</b> / Administrative Officer IIPAD Receiving Area
4. If the SR is to be sent via courier service, wait until the parcel is sent to given address.	4.1.1 Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed SR and one Customer Feedback Form for accomplishment	none	20 minutes	
	4.1.2 Review and Sign/Initial the transmittal letter	none	1 hour	<b>Mary Grace C. Samonte</b> / OIC- Section Head Personnel Admin. Division  <b>Joel S. Mijares</b> / Division Chief Human Resource Management and Development Division
	4.1.3 Encode tracking details in the e-DTMS	none	5 minutes	<b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan</b> / Administrative Officer II
	4.1.4 Forward the document to the AD-RAMS for courier service	none	5 minutes	



4.2. If the SR is for pick-up, proceed to PAS and get the requested document.	4.2.1. Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	<b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan</b> / Administrative Officer II
4.3. If the SR is to be sent via Electronic Mail (Email)	4.3.1. Email and Attach the scanned copy of duly-signed SR and one Electronic Customer Feedback Form for accomplishment	none	5 minutes	
<b>TOTAL</b> May be extended depending on the volume of transactions handled		None	3 Days	

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

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

<b>Office or Division:</b>	Personnel Administration Section (PAS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Current Field Office (FO) Officials, Employees and COS Workers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send Request/s thru:  a. E-mail. • Send email to: <a href="mailto:hrmdd.fomimaro@dswd.gov.ph">hrmdd.fomimaro@dswd.gov.ph</a>  b. Walk-in.	1. Receive the mail/e-mail/ Request Form with the complete documents submitted	none	10 minutes	<b>Jelly B. Escobar</b> / Administrative Aide IV  <b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan</b> /

1. Accomplish the HRMDD-PAS Request Form (write contact details as well if preferred mode of receipt via courier, purposes, as needed) and submit to PAS <b>together with complete supporting documents.</b>				Administrative Officer II  <b>Krizzie Ross C. Garduque</b> / Administrative Assistant III
2. Wait for advice of the Personnel Officer assigned	2.1. Review the documents submitted and check the FILE 201 if needed.	none	2 days, 4 hours (may take longer hours depending on the period of retrieving files, if needed)	<b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan</b> / Administrative Officer II  <b>Krizzie Ross C. Garduque</b> / Administrative Assistant III
	2.2. Encode/ check details to COE, print the issuance and attach the necessary documents	none		
	2.3. Review and Sign/initial the COE	none	3 hours and 30 minutes	<b>Mary Grace C. Samonte</b> / OIC- Section Head Personnel Admin. Division  <b>Joel S. Mijares</b> / Division Chief Human Resource Management and Development Division
	2.4. Inform the client that COE is ready through the HRMIS (or either through	none	10 minutes	<b>Sittie R. Hamima Macadato</b> /Administrative Aide IV

	chat, e-mail, or phone call)			<b>Monifah D. Daragangan /</b> Administrative Officer II  <b>Krizzie Ross C. Garduque /</b> Administrative Assistant III
3. If the COE is for pick-up, proceed to PAS and get the requested document.	3. If the CLWOP/ CNLWOP is for pick-up, provide one (1) duly signed CLWOP/CNLWOP to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.	none	10 minutes	<b>Sittie R. Hamima Macadato</b> /Administrative Aide IV <b>Monifah D. Daragangan /</b> Administrative Officer II <b>Krizzie Ross C. Garduque /</b> Administrative Assistant III
4. If the COE is to be sent via Electronic Mail (Email)	4. Email and Attach the scanned copy of duly-signed CLWOP/ CNLWOP and one Electronic Customer Feedback Form for accomplishment	none	5 minutes	
<b>TOTAL</b> <b>May be extended depending on the volume of transactions handled</b>		none	3 days	

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

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

<b>Office or Division:</b>	Personnel Administration Section (PAS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Government			
<b>Who may avail:</b>	Current Field Office (FO) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send Request/s thru:  a. E-mail. • Send email to: <a href="mailto:hrmdd.fomimaropa@dswd.gov.ph">hrmdd.fomimaropa@dswd.gov.ph</a>  b. Walk-in. Accomplish the HRMDD-PAS Request Form (write contact details as well if preferred mode of receipt via courier, purposes, as needed) and submit to PAS <b>together with complete supporting documents.</b>	1.1 Receive the complete documents submitted.  1.2 Forward the request to the PAS Focal Person.	none	5 minutes	<b>Jelly B. Escobar /</b> Administrative Aide IV  <b>Ma. Apple Charize D. Simon /</b> Administrative Assistant II  <b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan /</b> Administrative Officer II

<p>2. Wait for advice of the assigned Focal Person</p>	<p>2.1 Review the documents submitted and check if the client already has an encoded ELARS.</p> <p>If there is none, encode the ELARS.</p> <p>2.2 If there is an encoded ELARS, and reviewed ELARS, proceed to step 3.</p> <p>2.3 Review/check the ELARS vis-à-vis the leave card.</p> <p>2.4 Reprint the corrected ELARS, if errors are found.</p> <p>2.5 Encode the needed details to the CLWOP/ CNLWOP, print the issuance and attach the necessary documents.</p>	<p>none</p>	<p>6 days, 5 hours and 45 minutes</p> <p><i>(May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.)</i></p>	<p><b>Ma. Apple Charize D. Simon</b> / Administrative Assistant II</p> <p><b>Sittie R. Hamima Macadato</b> /Administrative Aide IV</p> <p><b>Monifah D. Daragangan</b> / Administrative Officer II</p>
	<p>2.6 The Focal Person shall forward the CLWOP/CNLWOP to the Certifying Authority for certification.</p> <p>2.7 The Certifying Authority shall sign the CLWOP/ CNLWOP.</p>	<p>none</p>	<p>2 hours</p>	<p><b>Ma. Apple Charize D. Simon</b> / Administrative Assistant II</p> <p><b>Sittie R. Hamima Macadato</b> /Administrative Aide IV</p> <p><b>Monifah D. Daragangan</b> / Administrative Officer II</p> <p><b>Mary Grace C. Samonte</b> / OIC-Section Head</p>

				Personnel Admin. Division  <b>Joel S. Mijares /</b> Division Chief Human Resource Management and Development Division
3. Get the CLWOP/ CNLWOP issued.	3.1 Ensure that the CLWOP/ CNLWOP has a security feature (e.g. barcode, dry seal, etc.) to avoid data fraud or falsification of document.  3.2 Inform the client that the CLWOP/ CNLWOP is ready for releasing via email/SMS/call/chat.  3.3 If to be for pick-up, provide one (1) duly signed CLWOP/ CNLWOP to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.  3.4 If to be sent via Electronic Mail (Email), email and attach the scanned copy of duly-signed CLWOP/ CNLWOP and one Electronic Customer Feedback Form for accomplishment	none	10 minutes	<b>Ma. Apple Charize D. Simon /</b> Administrative Assistant II  <b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan /</b> Administrative Officer II
<b>TOTAL</b>		<b>none</b>	<b>7 days</b>	

May be extended based on the number of transactions being handled.			
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#### 4. Issuance of Certificate of Leave Credits (CLC) to Current Officials and Employees

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

<b>Office or Division:</b>	Personnel Administration Section (PAS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Government			
<b>Who may avail:</b>	Current FO Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send Request/s thru:  b. E-mail. • Send email to: <a href="mailto:hrmdd.fomimaropa@dswd.gov.ph">hrmdd.fomimaropa@dswd.gov.ph</a>  c. Walk-in. Accomplish the HRMDD-PAS Request Form (write contact details as well if preferred mode of receipt via courier, purposes, as needed) and submit to PAS <b>together with complete supporting documents.</b>	1.1 Receive the complete documents submitted.  1.2 Forward the request to the PAS Focal Person.	none	5 minutes	<b>Jelly B. Escobar /</b> Administrative Aide IV  <b>Ma. Apple Charize D. Simon /</b> Administrative Assistant II  <b>Sittie R. Hamima Macadato</b> /Administrative Aide IV  <b>Monifah D. Daragangan /</b> Administrative Officer II

<p>2. Wait for advice of the assigned Focal Person</p>	<p>2.1 Review the documents submitted and check if the client already has an encoded ELARS.</p> <p>If there is none, encode the ELARS.</p> <p>2.2 If there is an encoded and reviewed ELARS, proceed to step 3.</p> <p>2.3 Review/ check the ELARS vis-à-vis the leave card.</p> <p>2.4 Reprint the corrected ELARS, if errors are found.</p> <p>2.5 Encode the needed details to the CLC, print the issuance and attach the necessary documents.</p>	<p>none</p>	<p>6 days, 5 hours and 45 minutes</p> <p><i>(May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.)</i></p>	<p><b>Ma. Apple Charize D. Simon</b> / Administrative Assistant II</p> <p><b>Sittie R. Hamima Macadato</b> /Administrative Aide IV</p> <p><b>Monifah D. Daragangan</b> / Administrative Officer II</p>
	<p>2.6 The Focal Person shall forward the CLC to the Certifying Authority for certification.</p> <p>2.7 The Certifying Authority shall sign the CLC.</p>	<p>none</p>	<p>2 hours</p>	<p><b>Ma. Apple Charize D. Simon</b> / Administrative Assistant II</p> <p><b>Sittie R. Hamima Macadato</b> /Administrative Aide IV</p> <p><b>Monifah D. Daragangan</b> / Administrative Officer II</p> <p><b>Mary Grace C. Samonte</b> / OIC-Section Head</p>



				Personnel Admin. Division  <b>Joel S. Mijares /</b> Division Chief Human Resource Management and Development Division
3. Get the CLC issued.	3.1 Ensure that the CLC has a security feature (e.g. barcode, dry seal, etc.) to avoid data fraud or falsification of document.  3.2 Inform the client that the CLC is ready for releasing via email/SMS/call/chat.  3.3 If the CLC is for pick-up, provide one (1) duly signed CLC to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form  3.4 If to be sent via Electronic Mail (Email), email and attach the scanned copy of duly-signed CLC and one Electronic Customer Feedback Form for accomplishment	none	10 minutes	<b>Jelly B. Escobar /</b> Administrative Aide IV  <b>Ma. Apple Charize D. Simon /</b> Administrative Assistant II  <b>Sittie R. Hamima Macadato /</b> Administrative Aide IV  <b>Monifah D. Daragangan /</b> Administrative Officer II
<b>TOTAL</b> May be extended based on the number of transactions being handled.		none	7 days	

## 5. Certification of Performance Ratings

This service covers the facilitation of the issuance of Certification 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 Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Current Central Office (CO) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Formal Letter or email request for certification of performance rating		PMS Receiving Area DSPMS Online Portal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the formal request letter for performance rating or email request for performance rating to the incoming clerk. Or request for certification thru the HRMDD E-Request Form	1. HRMDD Staff to receive the formal request or acknowledge email request and forward to concerned HRPMS staff for action	N/A	10 minutes	<b>Jelly B. Escobar</b> /Administrative Aide IV
2. Wait for advice from the HRPMS	2. Review the submitted request and check if the ratings for the requested rating period is available in the HRPMS Database	N/A	12 hours	<b>Maffy Vie C. Anquilo</b> / Administrative Officer II  <b>Isabel Joyce B. Bernardo</b> / Administrative Assistant II
	3. If rating is available, the HRPMS staff shall prepare the Certification of performance Rating for approval  3.1 If the rating is not available, the HRPMS staff shall prepare the certification of no rating for approval	N/A	7 hours	<b>Maffy Vie C. Anquilo</b> / Administrative Officer II  <b>Isabel Joyce B. Bernardo</b> / Administrative Assistant II  <b>Joel S. Mijares</b> / Authorized

				Certifying Authority
3. Receive the documents and fill-up the customer feedback form	3. Once the certificates are signed, the document shall be forwarded to the HRMDD outgoing staff for transmittal to the requesting OBS/individual	N/A	50 minutes	<b>Jelly B. Escobar</b> / Administrative Aide IV
4. Submit the filled-up customer feedback form to the HRPPMS Staff	4. Once the document has been received by the requesting OBS/individual, the HRPPMS staff shall file the receiving copy and record the transaction in the monitoring tool	N/A		<b>Isabel Joyce B. Bernardo</b> / Administrative Assistant II
<b>TOTAL</b>		<b>none</b>	<b>2 ½ days</b>	May be extended depending on the volume of transactions handled and the length of service of the current Official / employee as recorded in the Leave Ledger

**REGIONAL INFORMATION  
COMMUNICATION TECHNOLOGY  
MANAGEMENT SECTION  
(RICTMS)**

**NON-FRONTLINE (INTERNAL) SERVICES**

## 1. ICT Support Ticketing System

Processes technical assistance for both hardware and software

<b>Office or Division:</b>	Regional Information and Communications Technology Management Section (RICTMS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All DSWD OBSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		Requesting party may visit MIMAROPA Portal <a href="http://172.26.70.200/portal/">http://172.26.70.200/portal/</a> or the ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The ICT Support Ticketing System is accessible via Web form and via email. The URL to access the said system is <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> using the AD credentials for login.	1. While the email is <a href="mailto:ictsupport@dswd.gov.ph">ictsupport@dswd.gov.ph</a> . With this ticketing system, end-user can now monitor the progress of his/her Technical Assistance (TA) request. There are two classifications of TA request, Incident and Service Request each has its respective Category and subcategory to be able to be concise on each TA request. 2. The moderator will assign the TA to the technician. The assigned technician shall provide an initial response to the requester. 3. Upon resolution, the technician will change the status to resolved.	<b>N/A</b>	Depends on the Incident/Service Request (Refer to ICTMS SLA)	RICTMS

	<p>4. Should the requester agreed, he/she will update the ticket status from resolved to close otherwise she/he should reply to the ticket to reopen the ticket automatically.</p> <p>1. Once the ticket status has changed into close, the requester will receive an invitation to answer the Customer Satisfaction Survey.</p>			
<b>Total</b>			<b>N/A</b>	

## **LEGAL UNIT**

### **NON-FRONTLINE (INTERNAL) SERVICES**

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

This process covers online requests for CENOPAC filed by the DSWD Central Office personnel who has (a) an active HRMIS account and (b) updated employment status.

<b>Office or Division:</b> <i>Opisina o Sangay:</i>	Legal Unit			
<b>Classification:</b> <i>Klasipikasyon:</i>	Simple <b>Payak</b>			
<b>Type of Transaction:</b> <i>Uri ng Transaksyon:</i>	G2G – Government to Government			
<b>Who Can Use the Service:</b> <b>Mga Maaring Gumamit ng Serbisyo:</b>	DSWD Central Office Personnel <b>Mga Kawani ng Tanggapang Sentral ng DSWD</b>			
<b>CHECKLIST OF REQUIREMENTS</b> <i>Listahan ng mga Kailangang Dokumento</i>		<b>WHERE TO SECURE</b> <i>Saan Kukunin</i>		
1. Request for CENOPAC through HRMIS Access Account/HRMDD E-Request <b>Paghiling ng CENOPAC sa pamamagitan ng HRMIS Access Account o HRMDD E-Request</b>  2. Answered Client Feedback Form <b>Sinagutang Client Feedback Form</b>		DSWD Central Office <b>Tanggapang Sentral ng DSWD</b>		
<b>CLIENT'S STEPS</b> <i>Dapat Gawin ng Kliyente</i>	<b>AGENCY ACTION</b> <i>Aksyon ng Ahensya</i>	<b>FEES</b> <i>Bayad</i>	<b>PROCESSING TIME</b> <i>Tagal ng Proseso</i>	<b>PERSON RESPONSIBLE</b> <i>Nakatalagang Yunit/Kawani</i>
	1. The Legal Assistant (LA) receives requests for CENOPAC through Legal Case portal.  <b>1. Ang Legal Assistant (LA) ay nakatanggap ng kahilingan ng CENOPAC sa pamamagitan ng LCP</b>  1.1. The Legal Assistant (LA) must log-in to the	None <b>Wala</b>	10 minutes <b>10 minuto</b>	Legal Assistant



	<p><u>legalcaseportal.ds</u> <u>wd.gov.ph</u> to check the request.</p> <p><b>1.1. Ang LA ay dapat na mag-log-in sa <u>legalcaseportal.d</u> <u>swd.gov.ph</u> para suriin ang kahilingan</b></p>			
	<p>2. LA checks the name of the requestor against the Legal Case Portal (LCP) database to determine whether or not the requestor has a pending administrative case.</p> <p><b>2. Sinuri ni LA ang pangalan ng humihiling sa Legal Case Portal (LCP) database para malaman kung ang humihiling ay may nakabinbin na Kasong Administratibo.</b></p> <p>2.1. If the requestor has no pending administrative case, LA clicks the ISSUANCE button and enters the date of the start period of processing. The requestor will then receive an email notification that his/her request is being PROCESSED.</p>	<p>None <b>Wala</b></p>	<p>35 minutes <b>35 minuto</b></p>	<p>Legal Assistant</p>

	<p><b>2.1. Kapag ang humihiling ay walang nakabinbin na Kasong Administratibo, ang LA ay pipindutin ang APPROVE button at kapag ang humihiling ay may nakabinbin na Kasong Administratibo, ang LA ay pipindutin ang DISAPPROVED button.</b></p> <p>2.2 If the requesting employee HAS a PENDING administrative case, LA clicks the DISAPPROVED button. The requestor will receive an email notification of the disapproval with an instruction to coordinate with the Legal Unit for the specific details.</p> <p><b>2.1.1 Kung hindi naaprubahan, ang humihiling ay makakatangka p ng abiso sa email ng hindi pag-aprub kasama ng koordinasyon sa Legal Service para sa</b></p>			
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	<i>tiyak na detalye:</i>			
	<p>3. For printing CENOPAC requests, LA clicks the PRINT CENOPAC button and enters the name of the LS Director and position.</p> <p><b>3. Para sa pag-imprenta ng hiniling na CENOPAC, pipindutin ni LA ang "PRINT CENOPAC button".</b></p> <p>3.1. LA prints out two original certifications.</p> <p><b>3.1. Ipiprint ng LA ng dalawang orihinal na sertipikasyon.</b></p> <p>3.2 LA shall forward the printed certifications to the LS Director for signature.</p> <p><b>3.2 Ipapasa ng LA ang inemprentang sertipikasyon sa Direktor ng LS para pirmahan</b></p>	None <b>Wala</b>	10 minutes <b>10 minuto</b>	Legal Assistant
	<p>4. The LS Director shall sign the certification. In case of absence or unavailability of the LS Director, the Office in-Charge (OIC), based on the Order of Succession, shall be the signatory.</p>	None <b>Wala</b>	10 hours <b>10 oras<sup>11</sup></b>	LS Director <b>Direktor ng LS</b>

<sup>11</sup> Includes the waiting time.  
**Kasama ang oras ng paghihintay.**

	<p><b>4. Pipirmahan ng Direktor ng LS ang sertipikasyon. Kung sakaling wala ang Direktor ng LS, ang “Officer-in-Charge (OIC)” batay sa “Order of Succession, ang dapat lumagda.</b></p> <p>4.1 LS Director will give the signed certification to LA for Release.</p> <p><b>4.1 Ibibigay ng Direktor ng LS ang nilagdaang sertipikasyon sa LA para ilabas.</b></p>			
	<p>5. LA clicks the APPROVE button and shall give the approved and signed certifications to the Administrative Aide (AA) for release.</p> <p><b>5. Ibibigay ng LA ang naaprubahan at nilagdaang mga sertipikasyon sa Administrative Aide (AA) para ilabas.</b></p> <p>5.1. The AA shall release the approved and signed CENOPAC to the requestor or his/her authorized representative.</p>	<p>None <b>Wala</b></p>	<p>15 minutes <b>15 minuto</b></p>	<p>Legal Assistant</p>

	<p><b>5.1. Ilalabas ng AA ang aprub na CENOPAC sa naghiling o sa kanyang kinatawan.</b></p> <p>5.2. AA shall give a copy or link of the Customer Feedback Form to the requestor.</p> <p><b>5.2. Ipapadala ng AA ang copya or link ng LS Client Feedback Form.</b></p>			
<p>Total Turnaround Time:  <b>Kabuuang Oras ng Pagproseso:</b></p>		<p>11 hours and 10 minutes or 1 working day,          3 hours and 10 minutes (waiting time included)  <b>11 oras at 10 minuto</b></p>		

# **NATIONAL HOUSEHOLD TARGETTING SECTION (NHTS)**

## **NON-FRONTLINE (INTERNAL) SERVICES**

## 1. 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 Section			
<b>Classification:</b>	Complex, Highly Technical			
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen (G2C)			
<b>Who may avail:</b>	All DSWD Offices, Bureaus, Services, Units (OBSUs) at the Central and Field Offices, Centers, Residential Care Facility, Sections, and Units (CRCFU) at the regional level, and attached agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (Indicate reason for name matching) 2. Electronic copy (Preferably in CSV format) of the name to be matched which includes the following: <ul style="list-style-type: none"> <li>• Complete name (Last name, First Name, Middle Name, Extension Name)</li> <li>• Birth Date (YYYY-MM-DD format)</li> <li>• Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay</li> </ul> 3. Non-Disclosure Agreement (NDA) signed by the: (1) Head of Office as Personal Information Controller (PIC), (2) designated Data Privacy Officer (DPO) or Compliance Officer (COP) 4. List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing		Provided by the Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the letter of request together with the electronic copy of the names for name matching	1.1 Receive the request 1.2 Record the request in the DSWD EDTMS / any other tracking system  1.3 Endorse request to the NHTO Director / Regional Director	None	15 minutes	AA-NHTS (Operation)

	1.4 Provide instruction to facilitate/review the request 1.5 Endorse to the NHTO OD Chief / Policy and Plans Division (PPD) Chief	None	2 hours	<i>Regional Director</i>
	1.6 Provide recommendations on the request Endorse to the assigned Project Development Officer (PDO) to inform the client about the status of their request	None	1 hour	<i>PPD Chief (DRPM)</i>
	1.7 Status of the approval / disapproval of the data request based on the DSWD AO 19, s.2021 <ul style="list-style-type: none"> <li>Disapproved – Sign the letter of disapproval and endorse to the client. End of process.</li> <li>Approved – Notify and provide the NDA and documentary requirements to the client</li> </ul>	None	1 hour	<i>Regional Director / AA-NHTS (Operation)</i>  <i>NHTS-Regional Field Coordinator (RFC)</i>
2. Provide the documentary requirements and the NDA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data	2.1 Review all documentary requirements including the NDA submitted by the client <ul style="list-style-type: none"> <li>Non-Compliant – Inform the client regarding the incomplete requirement via email.</li> <li>Compliant:</li> </ul>	None	2 hours	NHTS-RFC   AA-NHTS (Operation) / RITO - NHTS



[illegible]

	3.7 Sign the memorandum and endorse to AU / AA for releasing	None	1 hour	<i>Regional Director</i>
2. Receive the documents	4.1Track the documents in the EDTMS / any other tracking system 4.2Scan a copy of the documents for record keeping 4.3Release the document to the client	None	10 minutes	<i>AA-NHTS (Operation)</i>
5. Fill-out the Satisfactory Measurement Survey (CSMS)	5.1Provide the client the CSMS form per Committee on Anti-Red Tape (CART) guidelines	None	10 minutes	<i>RITO - NHTS</i>
<b>TOTAL:</b> <i>*With possible extension on the actual data processing depending on the number of names required but shall not exceed forty (40) days as reference in RA-IRR-11032.Rule 7.Section 3.c.</i>		None	<b>Minimum – 2 days, 3 hours, 35 minutes</b>  <b>Maximum – 21 days 3, hours, 35 minutes</b>	

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

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

<b>Office or Division:</b>	National Household Targeting Section				
<b>Classification:</b>	Complex, Highly Technical				
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen				
<b>Who may avail:</b>	All DSWD Offices, Bureaus, Services, Units (OBSUs) at the Central and Field Offices, Centers, Residential Care Facility, Sections, and Units (CRCFU) at the regional level, and attached agencies.				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>1.Letter of Request (indicating purpose for the request, the list of data sets required and how these will be used, and a reasonable timeline as to when the requested data is needed</td><td>Provided by the Requesting Party</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1.Letter of Request (indicating purpose for the request, the list of data sets required and how these will be used, and a reasonable timeline as to when the requested data is needed	Provided by the Requesting Party
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1.Letter of Request (indicating purpose for the request, the list of data sets required and how these will be used, and a reasonable timeline as to when the requested data is needed	Provided by the Requesting Party				

2. Document indicating the appointed and NPC-registered Data Protection Officer 3. Accomplished Non-Disclosure Agreement (NDA) 4. List of personnel who will have access to the Listahanan data together with the purpose and data processing they will employ in the treatment of data				
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 data requirements to NHTO/ NHTS.	1. Receive and record the request in the document transaction/ tracking system.  1.1. Advise the requesting party that they will receive an email or call after 2-3 working days on the approval of their request and the expected schedule of release of the results. 1.2. Forward the request to the NHTO Director/ NHTS Policy and Plans Division (PPD) Chief for approval.	None	15 minutes	AA-NHTS (Operation)
	1.3. Review, input comment and decide if the request is for processing or not, then endorse it to the NHTO Operations Division Chief/ Regional Field Coordinator.	None	6 hours	PPD Chief (DRPM)
	1.4. Input recommendations and endorse it to the designated Data Privacy Officer (DPO)	None	6 hours	RFC - NHTS
	1.5. Review the request and make recommendations if the request is for approval or not, then endorse to the NHTO Director/ NHTS Policy and Plans Division Chief.	None	3 hours	Regional Data Privacy Officer

2. Submission of signed Non-Disclosure Agreement (NDA) Agreement and other documentary requirements not included in the submission of letter of request to the NHTO/ NHTS for review on completeness	2.1. The NHTO Director/NHTS PPD Chief endorses the recommendation to the assigned Project Development Officer to inform the client on the approval or disapproval of the data request based on the DSWD AO 19, s. 2021. <ul style="list-style-type: none"> <li>• If Approved – Communicate with the requesting party, facilitate the signing of the NDA, and review all the documentary requirements</li> <li>• If Disapproved- Return to requesting party and prepare a Denial of Request for Data Form highlighting the grounds for such denial. End of process.</li> </ul> 5.1. After accomplishing the NDA and reviewing the completeness of the documentary requirements, endorse to the NHTO IT Division Chief or designated IT personnel/ NHTS Information Technology Officer	None	2 hours	<i>PPD Chief &amp; RFC</i>
	2.2. Generate the requested data	None	3 day 1 day	<i>NHTS Regional Information Technology Officer</i>
	2.3. Review result of the data generation.	None	2 1 day	<i>NHTS Regional Field Coordinator</i>
	2.4. Secure the data by adding password protection to the file.	None	1 day	<i>NHTS Regional</i>

	<p>2.5. Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive.</p> <ul style="list-style-type: none"> <li>Other storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party.</li> <li>Google drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized personnel of the requesting party.</li> </ul> <p>2.6. Counter sign in the DRF</p> <p>2.7. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.</p>			<i>Information Technology Officer</i>
	2.8. The Administrative Section will track and scan the document before releasing the result to the requesting Party.	None	10 minutes	<i>AA-NHTS (Operation)</i>
3. Call NHTO/NHTS for retrieval of password upon receipt of the result and submit the signed	3.1. Provide the password of the file to the requesting party thru phone upon inquiry and receive the signed Certificate of Acceptance from the requesting party.	None	10 minutes	<i>NHTS Regional Information Technology Officer</i>

Certificate of Acceptance	3.2 Administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.			
<b>Total:</b> <i>*with possible extension on the actual data processing depending on type of data being requested and the compliance and submission of the documentary requirements by the requesting party.</i>		None	5 days, 1 hour and 35 minutes (minimum)	

### 3. Data Sharing with DSWD OBSUs - Statistics/Raw Data Request

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

<b>Office or Division:</b>	National Household Targeting Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
<b>Who may avail:</b>	DSWD OBSUs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Letter of Request (specify purpose and data requested)		Provided by the Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.The requesting OBSU submits their letter of request for Listahanan statistical/ raw data.	1.1 Receive and record the request in the Document Transaction/ tracking system 1.2 Forward request to the Office of the NHTO Director or PPD Chief	None	30 minutes	AA-NHTS (Operation)
	1.3 Review the merit of request based on AO 19 s.2021. Upon approval of the request, endorse to the NHTO Operations Division (OD) / National Household Targeting Section (NHTS).	None	5 hours	PPD Chief

	1.4 Input comment/s then endorse to the OD-Statistics Section.	None	1 hour	<i>PPD Chief</i>
	1.5 Provide instruction based on the data requested, then forward to the Associate Statistician for data generation.	None	1 hour	<i>NHTS – RFC</i>
	1.6 If the request is: <ul style="list-style-type: none"> <li>• <b>Not clear</b> <ol style="list-style-type: none"> <li>In case of vague data request, the Associate Statisticians shall coordinate with the data users (through emails, recorded calls or text) to clarify the data requirement.</li> <li>In case the requested data is not available in the Listahanan database, the Associate Statistician shall provide recommendations to the requesting party on other possible data available.</li> </ol> </li> <li>• <b>Clear</b> <ol style="list-style-type: none"> <li>5.1 Generate the requested data from the Listahanan database (in excel or in any format available).</li> <li>5.2 Draft response letter/ memorandum to the requesting party and attach routing slip.</li> </ol> </li> </ul> 1.7 Submit to the Statistics Section Head/ RFC.	None	1 day	<i>NHTS - RAS</i>
	1.8. Review the generated statistical /raw data. In case the generated data is: <ul style="list-style-type: none"> <li>• <b>Not accurate</b> – Return the generated</li> </ul>	None	4 hours	<i>NHTS - RFC</i>

	statistical/raw data to the Associate Statisticians for revision.  <b>Accurate</b> – Submit to the NHTO Operations Division Chief / PPD Chief for approval and data release.			
	1.9. Countersign response letter/ memorandum then endorse to the NHTO Director.	None	1 hour	<i>PPD Chief</i>
	1.10. Approval of the facilitated data request for release to the requesting party. • <b>Not approved</b> – Return the facilitated request to the NHTO Operations Division / NHTS for revision. <b>Approved</b> – Sign the response letter/ memorandum with the attached facilitated data request for release.	None	5 hours	<i>PPD Chief</i>
2. Receive the data requested and fill-out the CSMS form	2.1. Track and facilitate the release of the approved data request to the requesting party. 2.2 Administer Client Satisfaction Measurement Form (CSMF) during the release of approved data request.  2.3 Update and close transaction in the document/ tracking system.	None	30 minutes	<i>AA-NHTS (Operation)</i>
<b>Total:</b>		<b>None</b>	<b>3 days and 2 hours</b>	

Certification for Whatever legal purposes it may serve, to wit:

- a. For Fidelity Bind;
- b. For Scholar Application;
- c. For Loan Application;



- d. For Employment Application; and
- e. Others

# **FEEDBACK AND COMPLAINTS MECHANISM**

## 1. Administrative Division

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	<p>Along with the data/info submitted through email, the Google Survey Form link:</p> <p>AD - Records and Archives Management Section  <a href="https://docs.google.com/forms/d/e/1FAIpQLSecorV5Vlp-mRdjVloSE3BwBMvJwUpVOAUDOiTDV6QVKrjlw/viewform">https://docs.google.com/forms/d/e/1FAIpQLSecorV5Vlp-mRdjVloSE3BwBMvJwUpVOAUDOiTDV6QVKrjlw/viewform</a>          is being submitted:</p> <p>AD- General Services Section  <a href="https://docs.google.com/forms/d/e/1FAIpQLScROcbMWy-isHlgPPW3ryESK-OBBELRjvIGLo4HIEs76BM-aq/viewform">https://docs.google.com/forms/d/e/1FAIpQLScROcbMWy-isHlgPPW3ryESK-OBBELRjvIGLo4HIEs76BM-aq/viewform</a></p> <p>AD - Property and Supply Section  <a href="https://docs.google.com/forms/d/e/1FAIpQLSf15IHqEXBvHiul8bOfCR0fYlZlvR07hcEWko4E75apO3ltYA/viewform">https://docs.google.com/forms/d/e/1FAIpQLSf15IHqEXBvHiul8bOfCR0fYlZlvR07hcEWko4E75apO3ltYA/viewform</a></p> <p>AD - Procurement Section  <a href="https://docs.google.com/forms/d/e/1FAIpQLSeWvWQ74Dlcnx-QseUZrmoSh1-9lh_on7Gx7GJVuJkXovntA/viewform">https://docs.google.com/forms/d/e/1FAIpQLSeWvWQ74Dlcnx-QseUZrmoSh1-9lh_on7Gx7GJVuJkXovntA/viewform</a></p>
<b>How feedbacks are processed</b>	<p>Through the Google Survey Form, all feedback is easily generated and consolidated on a quarterly basis.</p> <p>AD-RAMS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution</p>
<b>How to file a complaint</b>	<p>Requesting party may submit an appeal for requests that have been denied or a complaint letter addressed to DSWD Field Office MIMAROPA Regional Director at 1680 FT Benitez St. cor. Malvar St., Malate, Manila</p>
<b>How complaints are processed</b>	<p>Complaint letter received by the Office of the Regional Director 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</b>	<p><b>DSWD:</b>          Ms. Kenneth M Montenegro          DSWD– Administrative Division - Records and Archives Management Section          OIC-Division Chief/DSWD FOI Receiving Officer  <i>kmmontenegro@dswd.gov.ph</i>          (02) 5 328 5111 to 5114  <i>grievance.osec@dswd.gov.ph</i>          (02) 8-931-8101</p>

FEEDBACK AND COMPLAINTS MECHANISM	
	<p><b>ARTA:</b> complaints@arta.gov.ph (02) 8-478-5093</p> <p><b>PCC:</b> pcc@malacanang.gov.ph 8888</p> <p><b>Contact Center ng Bayan:</b> SMS : 0908 881 6565 Call 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p>

## 2. Agency Operations Center

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box in AOC complaint and assistance helpdesk. Contact info: (+02) 8-931-8101 VOIP. 10212, 10214, 10206 or aoc@dswd.gov.ph</p>
How feedbacks are processed	<p>The Administrative Officer compiles and records all feedback submitted. For feedback requiring answers are forwarded to the relevant personnel / unit and they are required to answer within three (3) days of the receipt of the feedback. The answer of the personnel / unit is then relayed to the citizen. For Inquiries and follow – up, clients may contact the following telephone number: (+02) 8-931-8101 VOIP. 10212, 10214, 10206 or email aoc@dswd.gov.ph</p>
How to file a complaint	<p>Answer the client complaint form and drop it at designated drop box in AOC complaint and assistance helpdesk. It can also be filed via telephone or email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For Inquiries and follow – up, clients may contact the following telephone number: (+02) 8-931-8101 VOIP. 10212, 10214, 10206 or email aoc@dswd.gov.ph</p>
How complaints are processed	<p>The Agency Operation Center will evaluate and determine the complaints received on a daily basis. The ARTU focal will coordinate and forward the complaint to the relevant personnel / unit to answer the complaint and shall investigate. If necessary, after the concern has been addressed or after the conduct of the investigation, the ARTU Focal shall prepare and submit an incident report to the AOC Director for appropriate action. The ARTU focal shall give feedback to the clients.</p>

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
	For Inquiries and follow – up, clients may contact the following telephone number: (+02) 8-931-8101 VOIP. 10212, 10214, 10206 or email aoc@dswd.gov.ph
<b>Contact Information of CCB, PCC, ARTA</b>	<p><b>Anti-Red Tape Authority:</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>, 8-478-5093</p> <p><b>Contact Center ng Bayan:</b> <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>, 0908-881-6565</p> <p><b>Presidential Complaint Center:</b> <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>, 8888</p> <p><b>Agency Operation Center:</b> <a href="mailto:aoc@dswd.gov.ph">aoc@dswd.gov.ph</a>; (+02) 89318101 VOIP. 10212, 10214, 10206</p>

### 3. Disaster Response Management Division

<b>Feedback and Complaints Mechanisms</b>	
<b>How to send feedback</b>	<p>The Disaster Response Management Division 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 drrs.fomimaropa@dswd.gov.ph</p>
<b>How feedback are processed</b>	<p>Through the email, all feedback is easily generated and consolidated. 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. For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24006</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 drrs.fomimaropa@dswd.gov.ph For inquiries and follow-ups, clients may contact the following telephone number: 5336-8106 loc. 24006</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>

<b>Feedback and Complaints Mechanisms</b>	
	For inquiries and follow-ups, clients may contact the following telephone number: <i>5336-8106 loc. 24006</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)

#### 4. Financial Management Division

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
<b>How to send feedback</b>	Customer Feedback Form shall be provided to the client after issuance of approved accounting certifications.
<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>	Complaints may be sent to the Division Head of the Financial Management Division (FMD) through email at <a href="mailto:fmdmimaropa@gmail.com">fmdmimaropa@gmail.com</a> or <a href="mailto:dtgalan@dswd.gov.ph">dtgalan@dswd.gov.ph</a> Tel No. (02)5328-51111 local 24020
<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. For inquiries and follow-ups, clients may contact FMD through (02)5328-51111 local 24020 or through email: <a href="mailto:fmdmimaropa@gmail.com">fmdmimaropa@gmail.com</a> or <a href="mailto:dtgalan@dswd.gov.ph">dtgalan@dswd.gov.ph</a>
<b>Contact Information</b>	<b>Anti-Red Tape Authority (ARTA):</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> / 8478-5093  <b>Contact Center ng Bayan (CCB):</b> <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> / 0908-881-6565  <b>Presidential Complaint Center:</b> <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> /8888

## 5. Human Resources Management and Development Division

FEEDBACK AND COMPLAINTS MECHANISM	
<b>How to send feedback?</b>	<p>The Human Resources Management and Development Division ensures that the clients provide their feedbacks on the process.</p> <p>Clients may answer the online Client Satisfaction Measurement Form or they can send their feedbacks through email at <a href="mailto:hrmdd.fomimaropa@dswd.gov.ph">hrmdd.fomimaropa@dswd.gov.ph</a>.</p>
<b>How feedbacks are processed?</b>	<p>The Human Resource Management and Development Division 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 Management and Development Division at <a href="mailto:hrmdd.fomimaropa@dswd.gov.ph">hrmdd.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 Management and Development Division 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>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <ul style="list-style-type: none"> <li>CCB: 0908-881-6565 (SMS)</li> </ul>

## 6. Information Communication Technology Management Section

FEEDBACK AND COMPLAINTS MECHANISM	
<b>How to send feedback</b>	<p>RICTMS Request feedback through <a href="https://ictsupport.dswd.gov.ph/">https://ictsupport.dswd.gov.ph/</a></p>
<b>How feedbacks are processed</b>	<p>Feedback are consolidated and reviewed by the RICTMS.</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>

FEEDBACK AND COMPLAINTS MECHANISM	
	The answer of the office is then relayed to the citizen.
<b>How to file a complaint</b>	Complain can be sent through <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> or requesting party may submit a complaint through the official email address of RICTMS at <a href="mailto:ictms.fomimaropa@dswd.gov.ph">ictms.fomimaropa@dswd.gov.ph</a>
<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>
<b>Contact Information ICTMS</b>	<p>Telephone No.: 5336-8106 loc. 24045</p> <p>Email: <a href="mailto:ictms.fomimaropa@dswd.gov.ph">ictms.fomimaropa@dswd.gov.ph</a></p> <p>3rd Floor DSWD FO MIMAROPA, 1680 Benitez St. cor Malvar St., Brgy. 695, Malate, Manila</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>

## 7. Kapit-Bisig Laban Sa Kahirapan – Comprehensive and Integrated Delivery Of Social Services National Community-Driven Development Program

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>The use of Customer Feedback is a way to continuously improve the quality of service delivery to our Internal and External customers, especially the Regional Program Management Offices.</p> <p>First, the client should fill out the Client Satisfaction Measurement Survey Form after a transaction/Request or Consultation from the office and send it to <a href="mailto:kalahi.fomimaropa@dswd.gov.ph">kalahi.fomimaropa@dswd.gov.ph</a></p> <p>Alternatively, clients' feedback may be channeled or initiated through:</p> <ul style="list-style-type: none"> <li>• Direct visits at Address DSWD FO MIMAROPA, 1680 Benitez St. cor Malvar St., Brgy. 695, Malate, Manila</li> <li>• Text messages or phone calls via Tel: (02) 8952-0697 and KALAHI-CIDSS National Grievance Hotline: +6394562925155</li> <li>• Online KALAHI-CIDSS social media accounts such as KC Official Facebook account either Regional or/and National <a href="https://www.facebook.com/dswdkalahicidss">Facebook.com/dswdkalahicidss</a> and website <a href="http://ncddp.dswd.gov.ph">ncddp.dswd.gov.ph</a></li> </ul>



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
	To ensure that the client's issues are addressed, both online and offline channels of getting feedback are active and in place.
How feedbacks are processed	<p>All the client feedback is received and processed by the Grievance Monitor.</p> <p>Grievance Monitor records the feedback filed by the client in the database.</p> <p>Grievance Monitor accomplishes an Intake sheet if there is any contentious feedback that needs further action. The Grievance monitor will verify feedback/ information with clients as needed. The grievance monitor responds to the point of feedback intake at any level of the project and refers to an appropriate office/person who can address the inquiry or concern if there is any. Any further concerns related to feedback will be resolved in accordance with the Grievance Process and Handling of Kalahi-CIDSS NCDDP Grievance Redress System.</p>
How to file a complaint/grievance	<p>Clients may file/initiate complaints or grievances through the following means:</p> <ul style="list-style-type: none"> <li>• Letters and e-mails to <a href="mailto:kalahi.fomimaropa@dswd.gov.ph">kalahi.fomimaropa@dswd.gov.ph</a></li> <li>• Text messages/ Phone calls: KALAH-CIDSS Grievance Hotline: +6394562925155 or Tel: (02) 8952-0697</li> <li>• Verbal narration from walk-in complainants</li> <li>• Grievance Boxes installed in the project areas</li> <li>• Reports of staff, consultants, NGOs, LGUs and journalists, partner stakeholders.</li> <li>• Call-in questions, comments, or complaints from radio programs</li> <li>• Media newscasts, newspaper articles, and other publications.</li> <li>• Online official KALAH-CIDSS Website: <a href="http://ncddp.dswd.gov.ph">ncddp.dswd.gov.ph</a> and Facebook: <a href="https://facebook.com/dswdkalahicidss">Facebook.com/dswdkalahicidss</a></li> <li>• Through channels/other complaint centers such as 8888</li> <li>• Citizens' Complaints Hotline (President's Hotline) 8888</li> <li>• Contact Center ng Bayan (CCB),</li> </ul> <p>SMS: 0908-881-6565 / Call: 165 56,          Email: <a href="mailto:email@contactcenterbayan.gov.ph">email@contactcenterbayan.gov.ph</a>,          Facebook: <a href="https://facebook.com/civilservicegovoh/">https://facebook.com/civilservicegovoh/</a>          web: <a href="https://contactcenterbayan.gov.ph/">https://contactcenterbayan.gov.ph/</a></p>
How complaints are processed	Please see attached Grievance/Complaint Handling and Monitoring (Annex A) for processing the complaints/ grievances received.
Contact Information of ARTA, PCC, CCB, and CSC	<p>Anti-Red Tape Authority (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</p> <p>Presidential Complaint Center (PCC):</p>

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
	<p><a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736- 8603 / 8736-8629 / 8736-8621</p> <p>Contact Center ng Bayan (CCB): <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 0908-881-6565</p> <p>Civil Service Commission (CSC): 8931-8092 / 8931-7939 / 8931-7935</p>

## 8. Legal Unit

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback?</b>	<ol style="list-style-type: none"> <li>1. Answer the Legal Unit Client Feedback Form and drop it at the designated suggestion box located in front of the information desk/ reception area of the Legal Unit office; or</li> <li>2. Contact Legal Unit at <a href="mailto:legal.fomimaropa@dswd.gov.ph">legal.fomimaropa@dswd.gov.ph</a>.</li> </ol>
<b>How feedback is processed?</b>	<ol style="list-style-type: none"> <li>1. Every day, the designated Legal Assistant opens the suggestion box, and collects and records feedback from all sources.</li> <li>2. All feedback that requires answers are forwarded to the Legal Unit Head concerned for preparation of reply. Answers should be released not later than three (3) days from the receipt of the feedback.</li> <li>3. Legal Unit replies will be sent to the client concerned.</li> <li>4. For further queries and/or follow-ups, the client concerned may contact Legal Unit at <a href="mailto:legal.fomimaropa@dswd.gov.ph">legal.fomimaropa@dswd.gov.ph</a>.</li> </ol>
<b>How to file a complaint?</b>	<ol style="list-style-type: none"> <li>1. Answer the Legal Unit Client Feedback Form and drop it at the designated suggestion box located in front of the information desk/ reception area of the Legal Unit office; or</li> <li>2. File a Sworn Statement, substantially compliant to the format and content requirements of the 2017 Rules on Administrative Cases in the Civil Service (RACCS).</li> <li>3. For further queries and/or follow-ups, the client concerned may contact Legal Unit at <a href="mailto:legal.fomimaropa@dswd.gov.ph">legal.fomimaropa@dswd.gov.ph</a>.</li> </ol>
<b>How complaints are processed?</b>	<ol style="list-style-type: none"> <li>1. The complaints are processed in accordance with the 2017 RACCS and the DSWD Administrative Order (AO) No. 11, series of 2013.</li> <li>2. For further queries and/or follow-ups, the client concerned may contact Legal Unit at <a href="mailto:legal.fomimaropa@dswd.gov.ph">legal.fomimaropa@dswd.gov.ph</a>.</li> </ol>

FEEDBACK AND COMPLAINTS MECHANISM	
<b>Contact Information of the Presidential Complaint Center (PCC), Anti-Red Tape Authority (ARTA), and Contact Center ng Bayan (CCB):</b>	<ol style="list-style-type: none"> <li><b>PCC</b> 1-ARTA (1-2782) <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> <li><b>ARTA</b> 8888 <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></li> <li><b>CCB</b> 0908-881-6565 (SMS) <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></li> </ol>

## 9. National Household Targeting Section

FEEDBACK AND COMPLAINTS 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. Grievance officer shall provide feedback to the client.</p>
<b>Contact Information of NHTO and CCB</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

## 10. Pantawid Pamilyang Pilipino Program

FEEDBACK AND COMPLAINTS MECHANISM	
<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>	<p><b><i>Anti Red-Tape Authority (ARTA):</i></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><i>Presidential Complaint Center (PCC):</i></b>            Email: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>            Call: 8888</p> <p><b><i>Contact Center ng Bayan (CCB):</i></b></p>

FEEDBACK AND COMPLAINTS MECHANISM	
	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. Policy Development and Planning Section

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Researchers/Requesting parties are requested to accomplish the <i>Client Satisfaction Measurement Survey</i> to be provided by PDPS to monitor the implementation of the research protocol. The feedback form shall be accomplished after the processing of the request.
How feedbacks are processed	Feedbacks are monitored and consolidated by the assigned PDPS Technical Staff, Mr. Rafael L. Gaca. Responses are analyzed and will form part of the <i>Client Satisfaction Measurement Report</i> . The recommendations from the researchers/requesting parties are considered to improve service delivery.
How to file a complaint	Feedback/remarks, including complaints, may be indicated in the <i>Client Satisfaction Measurement Survey</i> and will be coursed through the assigned technical staff's email for appropriate response/action.  In case of an appeal, the researcher/requesting party may file a written appeal within 10 working days from receipt of the notice of disapproval.
How complaints are processed	PDPS Technical Staff to receive the appeal and endorse recommendation with the Division/Section Chief's initials to the Regional Director. An official response letter will be communicated to the researcher/requesting party informing of the decision.
Contact information of CCB, PCC, ARTA	Anti-Red Tape Authority (ARTA) <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8-478-5093 1-ARTA (2782)  Presidential Complaint Center (PCC) <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888  Contact Center ng bayan (CCB) <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 0908-881-6565 (SMS) 165 56 (call) <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> (Facebook) <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a> (Web)

## 12. Protective Services Division

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<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:</p> <p><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:</p> <p><i>5336-8106 loc. 24026</i></p>
<b>Complainant using 8888</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:</p> <p>a. <i>5336-8106 loc. 24026</i></p>
<b>How complaints are processed</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>

FEEDBACK AND COMPLAINTS MECHANISM	
<b>Contact info of ARTA, PCC and CCB</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>

### 13. Standards Section

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)



## 14. Sustainable Livelihood Program

FEEDBACK AND COMPLAINTS MECHANISM	
<b>How to send feedback</b>	<ul style="list-style-type: none"> <li>Clients answer the Client Satisfactory 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.  <b>SLP – MIMAROPA</b>            Landline: 83368106 loc. 24016</li> <li>Email: <a href="mailto:slp.fomimaropa@dswd.gov.ph">slp.fomimaropa@dswd.gov.ph</a></li> </ul>
<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</li> <li>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)

## 15. Social Technology Section

FEEDBACK AND COMPLAINTS MECHANISM	
<b>How to send feedback and/or complaints?</b>	<p>The Social Technology Section encourages the clients and citizens to give comments, feedback and suggestions during the conduct of transactions.</p> <ul style="list-style-type: none"> <li>Clients may send their feedback through email at <a href="mailto:soctech.fomimaropa@dswd.gov.ph">soctech.fomimaropa@dswd.gov.ph</a></li> </ul>



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How feedbacks 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:  <i>5336-8106 loc. 24023</i></p>
<b>How to file a complaint</b>	<p>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></p>
<b>How complaints are processed</b>	<p>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></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>

## LIST OF OFFICES

Office	Address	Contact Information
Office of the Regional Director	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24011
Office of the Assistant Regional Director for Operations	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24002
Office of the Assistant Regional Director for Administration	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24022
Accounting Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24020
Administrative Division	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24049
Budget Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24018
Capability Building Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24042
Cash Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24021
Crisis Intervention Unit	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24003
Disaster Response Management Division	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24057
General Services Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24050
Human Resource Management and Development Division	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24028
Information and Communication Technology Management Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24044
Internal Audit Unit	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24006

Office	Address	Contact Information
KALAHI-CIDSS NCDDP	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111
Legal Service	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24006
Minors Travelling Abroad	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24004
National Household Targeting Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24038
Pantawid Pamilyang Pilipino Program	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24037
Policy Development and Planning Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24015
Policy and Plans Division	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24016
Procurement Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24052
Protective Services Division	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24032
Property and Supply Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24053
Social Marketing Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24007
Social Pension Program	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24031
Standards Section	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24013
Supplementary Feeding Program	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24035
Sustainable Livelihood Program	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24002

Office	Address	Contact Information
Women and Children Welfare Sector	1680 F.T. Benitez St. cor. Malvar St. Malate, Manila	Trunk Lines: (02)5328-51111 Local: 24034