



**DEPARTMENT OF
SOCIAL WELFARE AND DEVELOPMENT**

**CITIZEN'S CHARTER
2026 (1ST Edition)**



**DEPARTMENT OF
SOCIAL WELFARE AND DEVELOPMENT**

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2026 (1ST Edition)**

I. Mandate:

The Department of Social Welfare and Development (DSWD) is the primary government agency mandated to develop, implement, and coordinate social protection and poverty-reduction solutions for and with the poor, vulnerable and disadvantaged.

II. Vision:

An empowered society where the poor, vulnerable, and disadvantaged sectors have immediate and equitable access to opportunities for an improved quality of life.

III. Mission:

As the authority in the Social Welfare and Development (SWD) sector, the DSWD develops, implements, enables, and coordinates SWD policies and programs for and with the poor, vulnerable, and disadvantaged.

IV. Service Pledge:

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

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

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

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

Quality Policy

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

Deliver, coordinate, and monitor social protection programs and services to the poor, vulnerable, and disadvantaged population towards a fair, just and peaceful society;

Sustain a culture of excellence through continual improvement of systems, mechanisms, and procedures in the delivery of programs and services;

Work with integrity and adhere to ethical standards for customer satisfaction and quality service by complying with the DSWD mandates, and other pertinent laws; and

Demonstrate genuine concern for the poor, prompt compassionate service, and free from any form of corruption.

LIST OF SERVICES

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FIELD OFFICE MIMAROPA

EXTERNAL SERVICES

ADMINISTRATIVE DIVISION (AD)

EXTERNAL SERVICES

1. Processing of Freedom of Information Request

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

| Office or Division: | Administrative Service- Records and Archives Management Division |
|---|--|
| Classification: | Covered by special law/order (Executive Order No. 02, s. 2016) |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Individuals with Filipino Citizenship |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| Standard Request (through FOI Request Form) 1. Must Accomplish FOI Request Form 1.1 State your complete name, contact information and must reasonably describe the information requested, and the reason for or purpose of the request for information 1.2. Attach one (1) photocopy of government issued I.D or valid school I.D (for registered students) (front and back) with photo | Requesting party may visit: http://bit.ly/3H1bTnN for the FOI Request Form or Secure FOI Request Form in the Office of the FOI Receiving Officer / FO FOI Focal |
| Online Requests (through eFOI portal) 1. Visit the eFOI website 1.1 Choose <u>Make a Request</u> icon 1.2 Select <u>Department of Social Welfare and Development</u> 1.3 Click on <u>Write My Request</u> 1.4 Ensure all the mandatory fields are filled out 1.5 Attach one (1) photocopy of government issued I.D or valid school I.D (for registered students) (front and back) with photo. 1.6 Create an account | Requesting party may visit the FOI website to place their request: https://www.foi.gov.ph/agencies/dswd/ |
| If unable to make a written request, because of illiteracy or disability 1. Visit the nearest DSWD Office or contact Mr. William V. Garcia Jr. in DSWD-Central Office at (02) 8-951-7119 for inquiries | Requesting may visit the nearest DSWD Office |

| CLIENT STEP/S | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|-----------------|---|
| ONLINE REQUESTS (THROUGH EFOI PORTAL) | | | | |
| 1. Submit request for information via the eFOI Portal | <p>1.1 Review the completeness of the request and supporting document.</p> <p>1.2 If incomplete and with clarification, notify the requesting party through an e-mail or reply in the eFOI Portal and wait for the requesting party's response. If a response is not received within 60 calendar days, the request will be deemed closed.</p> | None | 1 Hour | <p><i>DSWD FOI Receiving Officer (FRO) / FRO Process Focal</i></p> <p>AS-RAMD</p> |
| | <p>1.3 Conduct initial assessment and determine whether to deny or accept the FOI Request</p> <p>1.4. Outright deny if the request is found to be:</p> <p>a. Available online b. Substantially similar or identical to the previous request; and c. Information not maintained by the Department but is available in other Government Agencies, the same shall be forwarded to the identified Agency using the "referral" option in the eFOI portal;</p> | None | 2 hours | <p><i>FRO / FRO Process Focal</i></p> <p>AS-RAMD</p> |

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| | 1.4.1. Send a reply message via eFOI portal indicating the reason for full denial to the requesting party. | | | |
| | 1.5. Once accepted, an automated email notification will be sent to the FOI registered email account of the CO FOI Decision Maker | None | 1 hour and 45 minutes | <i>FRO Process Focal</i> AS-RAMD |
| | 1.6 Update status in the FOI Monitoring Tool | None | 15 minutes | <i>FRO Process Focal</i> AS-RAMD |
| | 1.7 Receive notification from FRO through email and Open the eFOI Portal. 1.8 Open the eFOI Portal and determine if the request falls within FOI exceptions. | None | 10 minutes | <i>DSWD FOI Decision Maker (FDM) Process Focal</i> Legal Service |
| | 1.9 Conduct assessment on the FOI request. 1.9.1 If the request does not fall within the FOI exceptions, conduct a research. 1.9.1.1 Coordinate with concerned OBSU/s. 1.9.2 If the request falls within the FOI exceptions, draft a reply and/or denial letter addressed to the client. | None | 10 hours and 30 minutes | <i>FDM Process Focal</i> Legal Service |

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| | <p>1.9.2.1 Prepare letter reply to client providing for an update on the status of application and the timeline of approval/release of information.</p> <p>1.9.2.2 Send the reply and/or denial to the client by uploading in the eFOI Portal.</p> | | | |
| | <p>1.10 Print the screenshots of the request, as reflected in the eFOI portal, as proof/reference of the FDM on the existing request.</p> | None | 30 minutes | <i>FDM Process Focal</i> Legal Service |
| | <p>1.11. Prepare and endorse memorandum to the concerned Office/Bureau/Service/ Unit (OBSU/s) and/or FO counterparts.</p> <p>1.11.1 Prepare and endorse the draft memorandum to the LS-OD through email and hard copy for review and approval of the FDM.</p> <p>1.11.1.1 If the draft memorandum is found in order, FDM will approve and sign it.</p> <p>1.11.1.2 If the draft memorandum</p> | None | 11 hours | <i>FDM Process Focal</i> Legal Service |

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| | needs further enhancements, it shall be revised/enhanced incorporating the comments and re-submitted to the LS-OD for approval. | | | |
| | 1.12 Sign the memorandum for release to the concerned OBSU/s and/or FO counterparts. | None | 30 minutes | <i>FDM</i> Legal Service |
| | 1.13 Record, scan and send the signed memorandum to the concerned OBSU/s and/or FO counterparts through electronic mail to notify them. | None | 30 minutes | <i>Administrative Aide IV</i> Legal Service |
| | 1.14 Route the hard copy of the signed memorandum to the concerned OBSU/s and/or FO counterparts. | None | 30 minutes | <i>Administrative Aide IV</i> Legal Service |
| | 1.15. Receive the memorandum/request from the FOI Decision Maker | None | 15 minutes | Concerned DSWD Office/s |
| | 1.16 Retrieval of the requested data. Standard Requests: 1.16.1 For standard request, transmit such information to the FRO within 10 working days upon receipt of endorsement from FDM. 1.16.2 If the Office/s concern does not | None | 62 hours and 25 minutes Or 7 days, 6 hours, and 25 minutes | <i>Concerned DSWD Office/s</i> |

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| | maintain the requested information, they must inform the FRO, in writing within 2 working days upon receipt of the referral from the FDM. | | | |
| | <p>Complex Requests:</p> <p>1.16.3 For complex requests or those requests that require extensive search of office records, the concerned office/s may write a request for extension of time to respond to FRO for not more than 10 working days.</p> | None | <p>142 hours and 25 minutes Or 17 days, 6 hours, and 25 minutes</p> | <i>Concerned DSWD Office/s</i> |
| | 1.17 If the Office/s concern does not maintain the requested information, they must inform the FRO, in writing within 2 working days upon receipt of the referral from the FDM. | None | 16 hours | <i>Concerned DSWD Office/s</i> |
| | 1.18 Forward to the FOI Receiving Officer the requested data. | None | 15 minutes | <i>Concerned DSWD Office/s</i> |
| | 1.19 Receive response from the Concerned DSWD Office/s holding the information | None | 15 minutes | <i>FRO Process Focal AS-RAMD</i> |
| | <p>1.20 The FRO Process Focal shall collate and ensure that the information is complete:</p> <p>1.20.1 If found to be complete, prepare a</p> | None | 5 hours | <i>FRO Process Focal AS-RAMD</i> |

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| | letter endorsing the data/information to the Requesting Party through a formal letter | | | |
| | 1.21. If found to be incomplete, return the same to concerned office/s for compliance. | None | 1 hour | <i>FRO Process Focal</i> AS-RAMD |
| | 1.22. Sign the letter endorsing the data/information to the Requesting Party through a formal letter. | None | 25 minutes | <i>FRO</i> AS-RAMD |
| | 1.23 Transmit the approved information to the requesting party. | None | 1 hour | <i>FRO Process Focal</i> AS-RAMD |
| | 1.24. Update status of request in the FOI Monitoring Tool and file copy of endorsement letter to the requesting party | None | 20 minutes | <i>FRO Process Focal</i> AS-RAMD |
| | 1.25. Update the status of request through the eFOI and close the ticket request | None | 20 minutes | <i>FDM Process Focal</i> Legal Service |
| | TOTAL: | None | (Per EO 02 s2016) | Standard Request: 14 working days, 6 hours and 40 minutes Complex Request: 24 working days and 6 hours and 40 minutes |
| MANUAL REQUEST (THROUGH FOI REQUEST FORM) | | | | |
| 1. Submit the FOI request form | 1.1 Review the completeness of the request and supporting document 1.2 If incomplete and with clarification, return the FOI Form to | None | 1 hour | <i>FRO / FRO Process Focal</i> AS-RAMD <i>Field Office (FO)</i> FOI Receiving Officer |

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| | <p>the requesting party for compliance.</p> <p>1.3 Or notify the requesting party through an e-mail if the request was received digitally and wait for the requesting party's response. If a response is not received within 60 calendar days, the request will be deemed closed.</p> | | | <p><i>(FO-FRO)/FRO Process Focal FO AD-RAMS</i></p> |
| | <p>1.4 Conduct initial assessment and determine whether to deny or accept the FOI Request</p> <p>1.5 Accept if the request is accurate and complete.</p> | None | 45 minutes | <p><i>FRO / FRO Process Focal AS-RAMD</i></p> <p><i>FO-FRO/FRO Process Focal FO AD-RAMS</i></p> |
| | <p>1.6 Outright deny if the request is found to be:</p> <ul style="list-style-type: none"> a. Available online b. Substantially similar or identical to the previous request; and c. Information not maintained by the Department. <p>1.6.1 Draft a reply letter to the requesting party indicating the reason for full denial signed by FRO / Regional Director</p> <p>1.6.2 Transmit the reply letter</p> | None | 4 hours | <p><i>FRO / FRO Process Focal AS-RAMD</i></p> <p><i>FO-FRO FO AD-RAMS</i></p> |

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| | 1.7 Draft a memorandum endorsing the request to the FOI Decision Maker (FDM) / Field Office FOI Decision Maker (FO-FDM) for evaluation | None | 1 hour | <i>FRO / FRO Process Focal AS-RAMD</i> <i>FO-FRO/FRO Process Focal FO AD-RAMS</i> |
| | 1.8 Sign the memorandum | None | 30 minutes | <i>FRO</i> <i>FO-FRO FO AD-RAMS</i> |
| | 1.9 Transmit the memorandum endorsing the FOI request to FDM / FO FDM | None | 30 minutes | <i>FRO / FRO Process Focal/Outgoing Staff AS-RAMD</i> <i>FO-FRO/Outgoing Staff FO AD-RAMS</i> |
| | 1.10 Update status in the FOI Monitoring Tool | None | 15 minutes | <i>FRO / FRO Process Focal AS-RAMD</i> <i>FO-FRO/FRO Process Focal FO AD-RAMS</i> |
| | 1.11 Receive the endorsement letter from FRO / FO FRO | None | 10 minutes | <i>FDM Process Focal Legal Service</i> <i>FO-FDM Process Focal Office of the Regional Director</i> |
| | 1.12 Conduct assessment on the FOI request and determine if the request falls within FOI exceptions. 1.12.1 If the request does not fall within the FOI exceptions, conduct a research. 1.12.1.1 Coordinate with | None | 3 hours | <i>FDM Process Focal Legal Service</i> <i>FO-FDM Process Focal Office of the Regional Director</i> |

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| | the concerned CO OBSU/s and/or FO counterparts. | | | |
| | <p>1.13 If the request falls within the FOI exceptions, draft a reply and/or denial letter addressed to the client.</p> <p>1.13.1 Send the reply and/or denial to the client by e-mail.</p> | None | 8 hours and 30 minutes | <p><i>FDM Process Focal Legal Service</i></p> <p><i>FDM Process Focal Office of the Regional Director</i></p> |
| | <p>1.14 Prepare and endorse the memorandum to the concerned CO OBSU/s and/or FO counterparts.</p> <p>1.14.1 Prepare and endorse the draft memorandum to the LS-OD through email and hard copy for review and approval of the FDM.</p> <p>1.14.2 If the draft memorandum is found in order, FDM will approve and sign it.</p> <p>1.14.3 If the draft memorandum needs further enhancements, it shall be revised/enhanced incorporating the comments and re-submitted to the LS-OD for approval.</p> | None | 11 hours | <p><i>FDM Process Focal Legal Service</i></p> <p><i>FDM Process Focal Office of the Regional Director</i></p> |
| | 1.15 Sign the memorandum for release to the | None | 30 minutes | <i>FDM Process Focal Legal Service</i> |

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| | concerned CO OBSUs / FO counterparts. | | | <i>FDM Process Focal Office of the Regional Director</i> |
| | 1.16 Record, scan and send the signed memorandum to the concerned CO OBSU/s / FO counterparts through electronic mail or hard copy, to notify them accordingly. | None | 30 minutes | <i>Administrative Aide IV Legal Service Administrative Aide IV Office of the Regional Director</i> |
| | 1.17 Route the hard copy of the signed memorandum to the concerned CO / FO OBSDs | None | 30 minutes | <i>Administrative Aide IV Legal Service Administrative Aide IV Office of the Regional Director</i> |
| | 1.18 Receive the memorandum from the DSWD FOI Decision Maker (FDM) / FO FOI Decision Maker (FO-FDM) | None | 15 minutes | <i>Concerned DSWD CO/FO Office/s</i> |
| | 1.19 Retrieval of the requested data: Standard Requests: 1.19.1 For standard request, transmit such information to the FRO/FO FRO within 10 working days upon receipt of endorsement from FDM/FO FDM. | None | 62 hours and 25 minutes Or 7 days, 6 hours, and 25 minutes | <i>Concerned DSWD CO/FO Office/s</i> |
| | Complex Requests: 1.19.2 For complex requests or those requests that require extensive search of office records, the | None | 142 hours and 25 minutes Or | <i>Concerned DSWD CO/FO Office/s</i> |

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| | concerned office/s may write a request for extension of time to respond to FRO/ FO FRO for not more than 10 working days. | | 17 days, 6 hours, and 25 minutes | |
| | 1.20 If the Office/s concern does not maintain the requested information, they must inform the FRO/FO FOI Focal, in writing within 2 working days upon receipt of the referral from the FDM/FO FDM. | None | 16 hours | <i>Concerned DSWD CO/FO Office/s</i> |
| | 1.21 Forward to the FOI Receiving Officer / FO FRO the requested data. | None | 1 hour and 20 minutes | <i>Concerned DSWD CO/FO Office/s</i> |
| | 1.22 Receive response from the CO / FO OBSD holding the information | None | 15 minutes | <i>DSWD FRO Process Focal AS-RAMD DSWD FO FRO Process Focal AD-RAMS</i> |
| | 1.23 The FRO Process Focal / FO FOI Focal shall collate and ensure that the information is complete 1.23.1 If found to be complete, prepare a letter endorsing the data/information to the Requesting Party | None | 4 hours | <i>DSWD FRO Process Focal AS-RAMD DSWD FO FRO AD-RAMS</i> |
| | 1.23.2 If found to be incomplete, return the same to concerned office/s for compliance. | None | 1 hours | <i>DSWD FRO Process Focal AS-RAMD DSWD FO FRO/ Process Focal</i> |

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| | | | | AD-RAMS |
| | 1.24 Sign the letter endorsing the data/information to the Requesting Party | None | 1 hour and 25 minutes | <i>DSWD FOI Receiving Officer (FRO)</i> AS-RAMD <i>DSWD Field Office FOI Decision Maker (FDM)</i> Office of the Regional Director |
| | 1.25 Transmit the approved information to the requesting party. | None | 1 hour | <i>DSWD FRO Process Focal</i> AS-RAMD <i>DSWD FO FRO Process Focal</i> AD-RAMS |
| | 1.26 Update status in the FOI Monitoring Tool and File copy of endorsement letter to the requesting party. | None | 20 minutes | <i>DSWD FRO Process Focal</i> AS-RAMD <i>DSWD FO FRO Process Focal</i> AD-RAMS |
| | TOTAL: | None | (Per EO 02 s2016) Standard Request: 14 working days, 6 hours and 40 minutes Complex Request: 24 working days and 6 hours and 40 minutes | |

DISASTER RESPONSE MANAGEMENT DIVISION (DRMD)

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

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| Office or Division: | Field Office Disaster Response Management Divisions | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Local Government Units | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| LGU Request, with either of the following attachments: <i>Situational Report / Disaster Incident Report and its relative attachments based on existing guidelines</i> - (1 original or 1 electronic copy) | | Provided by the concerned LGU | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send a request letter addressed to the Office of the Regional Director (RD) with either of the following attachments: Situational Report / Disaster Incident Report and its relative attachments based on existing guidelines. | 1.1 Receive the request and log the documents, and route LGU request to Disaster Response Management Division (DRMD) Chief | None | 5 Minutes | <i>Regional Director (RD)</i> |

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| | 1.2 Endorse the request to Disaster Response and Rehabilitation Section (DRRS) Head for review | None | 10 Minutes | <i>Disaster Response Management Division (DRMD) Chief</i> |
| | 1.3 Conduct desk review / assessment and validation of request: review, validate, and assess the request through the Local Disaster Risk Reduction and Management Council (LDRRMC) of requesting LGUs, or through review of the following reports, if available: <ul style="list-style-type: none"> a. latest Disaster Response Operations Monitoring and Information Center (DROMIC) Report b. Rapid Damage Assessment and Needs Analysis (RDANA) Report c. DSWD Predictive Analytics If assessed to be invalid, proceed to Agency Action Step 1.9 | None | 2 Hours | <i>Disaster Response and Rehabilitation Section (DRRS) Head</i> |
| | 1.4 Coordinate with the Regional Resource Operation Section (RROS) Head / Staff to validate availability of FNI | None | 30 Minutes | DRRS Head |

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| | Resources for augmentation to LGUs, and to determine other logistics requirements. | | | |
| | 1.5 If FNIs are not available, prepare a Request Letter for Augmentation of FNI Resources from the Office of the Undersecretary for Disaster Response Management Group (OUSDRMG), attention Disaster Response Management Bureau (DRMB). If FNIs are available, prepare Requisition Issuance Slip (RIS) / Issuance Form (IF) (c/o RROS) and Response Letter to LGUs (c/o DRRS), and endorse to the DRMD chief | None | 1 Hour | DRRS and/or Regional Resource Operation Section (RROS) Head |
| | 1.6 Division Chief shall review all documents; provide recommendation; initial pertinent documents; and endorse to the Assistant Regional Director for Operations (ARDO). If documents are not in order, return to AA #1.3. | None | 1 Hour | DRMD Chief |
| | 1.7 Review all documents and provide recommendations; if found in order initial RIS/IF and other pertinent documents | None | 1 Hour | Assistant Regional Director for Operations (ARDO) |

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| | and endorse to the Regional Director. If documents are not in order, return to AA #1.6 | | | |
| | 1.8 Approval / Disapproval of RD, and route to DRMD for action. | None | 1 Hour | Regional Director (RD) |
| | 1.9 Send a response letter to LGUs regarding the status of their request letter. If the request is approved, finalize the schedule of delivery/hauling of goods from DSWD warehouse to LGU. 1.10 Forward RIS/IF and/or Assessment Report, and/or approved LGU Request Letter to RROS Head / Staff for release of goods | None | 1 Hour and 30 Minutes | <i>DRMD Chief</i> <i>DRRS/RROS Head</i> |
| 2. Receive response from DSWD. If the request is approved, confirm / agree on the schedule of delivery / hauling of goods. | 2.1 Facilitate preparation and signature of Delivery Receipt by RROS Head; | None | 1 Hour | <i>DRRS/RROS Head</i> |
| | 2.2 Facilitate release of goods to LGUs as per the delivery plan agreed upon by both DSWD and the requesting LGU. 2.2.1. Should there be any delays from the agreed delivery plan, notify the LGU in writing through electronic mail or short message service (SMS) on the reason and the final date of release. | None | within 5 Days, 5 Hours and 45 Minutes | <i>DRRS/RROS Head</i> |

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| <p>3. Receive requested goods through hauling or delivery and sign the receipt of RIS/IF and Delivery Receipt / Issuance Receipt.</p> <p>3.1 Fill-out Client Satisfaction Measurement Form (CSMF)</p> | <p>3.1 Ensure signed receipts of RIS/IF and Delivery Receipt / Issuance Receipt by receiving LGU and administer Client Satisfaction Measurement Form (CSMF) upon receipt of requested goods.</p> <p>3.2 Report on the release of FNIs thru submission of any of the following –</p> <ul style="list-style-type: none"> • Summary Report • Feedback Report • Signed RIS • Delivery Receipts • FNI Augmentation and Delivery Report <p>– reflecting release of goods to the DRMD Head and DROMIC</p> | None | 1 Hour | <i>RROS / DRRS Head</i> |
| TOTAL | None | For the processing of request - 1 Day, 2 Hours, 15 Minutes | | |
| | | For full delivery of the approved augmentation based on the delivery plan agreed upon by both DSWD and the requesting LGU including the processing of request, and as consistent with the EODB Law - 7 Days | | |

**FINANCIAL MANAGMEMENT
DIVISION
(FMD)**

EXTERNAL SERVICES

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

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

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|--|---|--|
| Office or Division: | Accounting Division - Regular Programs (ADRP) | |
| Classification: | Complex | |
| Type of Transaction: | G2B – Government to Business G2C – Government to Citizen G2G – Government to Government | |
| Who may avail: | Donors of cash and in-kind donations or his/her authorized representative | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| A. Requesting of Certificate | | |
| 1. Request form for Certificate of Donation (1 Original Copy) | | For Central Office (CO) - ADRP Records and Reporting Section For Field Offices (FO) - Accounting Section Schedule of request: Monday – Friday, 8:00 AM – 5:00 PM |
| 2. Cash Donation and Acceptance Form (for cash donations above P5,000) or Notarized Deed of Donation (1 Original Copy) | | For Cash Donation and Acceptance Form - Cash Division of Financial Service (CO) / Cash Section (FO) For Notarized Deed of Donation - Requesting Party/Donor |
| 3. Official receipt for Cash Donations or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original Copy) | | For Cash Donation - Cash Division of Financial Service (CO) / Cash Section (FO) For Donations in Kind - Office/Bureau in DSWD who receive the donation |
| B. Claiming of Certificate | | |
| 4. Claim Stub (1 Original Copy) | | For Central Office (CO) - ADRP Records and Reporting Section For Field Offices (FO) - Accounting Section |
| For online clients | | |
| A. Requesting of Certificate | | |
| 1. Request form for Certificate of Donation (1 Electronic Copy) | | Download and print the request form from https://bit.ly/FSGeneralForms (select DSWD-FMS-GF-002_REV 01_REQUEST FORM FOR CERTIFICATE OF DONATION [word]) |

| 2. Cash Donation and Acceptance Form (for cash donations above P5,000) or Notarized Deed of Donation (1 Electronic Copy) | For Cash Donation and Acceptance Form - Cash Division of Financial Service (CO) / Cash Section (FO) For Notarized Deed of Donation - Requesting Party/Donor | | | |
|--|--|-----------------|-----------------|--|
| 3. Official receipt for Cash Donations or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Electronic Copy) | For Cash Donation - Cash Division of Financial Service (CO) / Cash Section (FO) For Donations in Kind - Office/Bureau in DSWD who receive the donation | | | |
| B. <i>Claiming of Certificate</i> 4. E-mail Acknowledgement Receipt (1 Printed Copy) <ul style="list-style-type: none"> • Cash Donation and Acceptance Form (for cash donations above P5,000) or Notarized Deed of Donation (1 Original Copy) • Official receipt for Cash Donations or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original Copy) | E-mail from accounting@dswd.gov.ph for CO or accounting.fo#@dswd.gov.ph for FOs For Cash Donation and Acceptance Form - Cash Division of Financial Service (CO) / Cash Section (FO) For Notarized Deed of Donation - Requesting Party/Donor For Cash Donation - Cash Division of Financial Service (CO) / Cash Section (FO) For Donations in Kind - Office/Bureau in DSWD who receive the donation | | | |
| Additional requirements if claimed by authorized representative | | | | |
| <ul style="list-style-type: none"> • Authorization letter for the representative (1 Printed Copy) | <ul style="list-style-type: none"> • Requesting Party/Donor | | | |
| <ul style="list-style-type: none"> • Government-issued IDs (1 Photocopy each) | <ul style="list-style-type: none"> • Requesting Party/Donor and His/Her Authorized Representative | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Visit the ADRP Records and Reporting Section of the CO or Accounting Section in the FO to secure the request form. -or- | 1.1 Provide the request form for Certificate of Donation to walk-in client/s. | None | 5 Minutes | <u>Central Office:</u> Division Chief, ADRP <u>Field Office:</u> Section Chief, Accounting Section |

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| <p>Secure the request form by visiting the link and download the form via https://bit.ly/FSGeneralForms</p> | | | | |
| <p>2. Fill-out and submit the request form together with the required supporting documents to ADRP Records and Reporting Section (CO) or Accounting Section (FO).</p> <p>-or-</p> <p>Fill-out and submit the scanned form together with the supporting documents and email the documents via accounting@dswd.gov.ph for CO or accounting.fo#@dswd.gov.ph for FO.</p> <p><i>Note:</i> The client shall wait for the schedule of the release of the Certification. They shall receive a NOTIFICATION via email/chat/call from the Accounting Staff on the schedule to claim the Certification.</p> | <p>2.1 The Accounting Staff shall receive and review the completeness of the request form and supporting documents. If complete, the Accounting Staff shall provide a claim stub to walk-in clients.</p> <p>-or-</p> <p>If sent via email, the Accounting Staff shall review the documents as to completeness, acknowledge the email, and request for an original copy upon claiming.</p> <p><i>Note:</i> Only requests with complete requirements shall be accepted and processed. All requests with incomplete requirements shall be returned to the client.</p> <p>2.2 The Accounting Staff shall record in the monitoring sheet the details of the donation</p> | <p>None</p> <p>None</p> | <p>5 Minutes (Walk-in/Online)</p> <p>5 Minutes</p> | <p><u>Central Office:</u> Division Chief, ADRP</p> <p><u>Field Office:</u> Section Chief, Accounting Section</p> <p><u>Central Office:</u> Division Chief, ADRP</p> <p><u>Field Office:</u></p> |

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| | and indicate on the claim stub or email acknowledgement the schedule of release of BIR Form 2322: Certificate of Donation. | | | <i>Section Chief, Accounting Section</i> |
| | 2.3 The Accounting Staff shall prepare the Certificate of Donation for signature of the FS Director and seal of the Office of the Secretary | None | 6 Days, 7 Hours | <u>Central Office:</u> <i>Division Chief, ADRP</i> <u>Field Office:</u> <i>Section Chief, Accounting Section</i> |
| | 2.4 The Accounting Staff shall update the status of request for certificate on the monitoring file. <i>Note: All certificates that are ready for release shall be issued to the requesting party/ies</i> | None | 10 Minutes | <u>Central Office:</u> <i>Division Chief, ADRP</i> <u>Field Office:</u> <i>Section Chief, Accounting Section</i> |
| 3. The donor/ authorized representative shall personally visit the ADRP Records and Reporting Section (CO) or Accounting Section (FO), wait for the release of the Certification, and receive and sign the logbook for acknowledgement | 3.1 The Accounting Staff shall issue the BIR Form 2322: Certificate of Donation and assist the client to sign in the logbook as a proof that the Certification has been received. | None | 5 Minutes | <u>Central Office:</u> <i>Division Chief, ADRP</i> <u>Field Office:</u> <i>Section Chief, Accounting Section</i> |

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| <p>Note: The Client shall present the following documents:</p> <ul style="list-style-type: none"> a. claim stub for walk-in requests -or- b. printed email acknowledgement receipt together with the original copy of required documents for online requests c. authorization letter from the donor and photocopy of government-issued ID of the donor and his/her authorized representative, if applicable | | | | |
| | TOTAL: | None | | 6 Days, 7 Hours, 30 Minutes |

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION (HRMDD)

EXTERNAL SERVICES

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

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

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|---|--|--------------------------------------|------------------------|--|
| Office or Division: | Personnel Administration Section (PAS) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Transacting Public | | | |
| Who may avail: | Separated Central Office Officials, Employees and COS Workers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| (1) Document Request Form (DRF) or formal letter or e-mail request | | PAD Receiving Area Client | | |
| (1) CO Clearance Certificate | | Client or if none, FILE 201 / PER 16 | | |
| (1) Authorization Letter (if necessary) | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send request through mail/e-mail or accomplish the DRF (write contact details, as needed) and submit to PAD together with supporting documents, if any. | 1.1 Receive or acknowledge request for COE from the client and forward to personnel handling COE requests (via: DRF/email) | none | 10 minutes | Section Head, Personnel Administration Section |
| 2. Wait for advice of the assigned PAD Focal Person | 2.1. Review the request based on the purpose indicated in the request. | none | 2 Days, 4 hours | Section Head, Personnel Administration Section |

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| | <p>2.2. Draft/print and forward the COE following the standard template to the authorized signatory for review/ certification</p> <ul style="list-style-type: none"> • Use Service Card or 201 File/PER 16 or Database for COS Workers as reference in preparation of COE | | | |
| | <p>2.3 If the COE is to be sent via courier service, prepare and print the transmittal letter and attach the COE</p> | | | |
| | <p>2.4. Review/sign/initial the COE/transmittal.</p> | <p>none</p> | <p>3 hours and 30 minutes</p> | <p>Section Head, Personnel Administration Section</p> |
| <p>3. If the COE is for pick-up, proceed to PAD and get the requested document.</p> <p>If the COE is to be sent via courier service, wait until the parcel is sent to a given address.</p> <p>Submit an authorization letter if the COE will be claimed by a representative on behalf of the requesting party</p> | <p>3.1 Inform the client that the COE is ready for releasing via email/SMS/call.</p> <p>3.2 Provide one (1) duly signed COE to the client.</p> | <p>none</p> | <p>20 minutes</p> | <p>Section Head, Personnel Administration Section</p> |

| | | | | |
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| | 3.3 If the COE is to be sent via courier service, forward the document to RAMD | none | | |
| TOTAL | | None | 24 hours or 3 working days | |

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

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

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|---|---|------------------------------|------------------------|---|
| Office or Division: | Personnel Administration Section (PAS) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C – Government to Transacting Public | | | |
| Who may avail: | Separated CO Officials and Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| (1) HRMDS-PAD Request Form or formal letter or e-mail request | | PAS Receiving Area Client | | |
| (1) CO Clearance Certificate | | Client or if none, 201 FILE | | |
| (1) Special Power of Attorney (If authorized representative) | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form and submit to PAD. <i>(Write also the</i> | 1.1. Receive the complete documents submitted. 1.2. Forward the request to the PAD Focal Person. | none | 5 minutes | Section Head, Personnel Administration Section |

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| <p><i>contact details for courier purposes, if needed) and submit to PAD together with complete supporting documents.</i></p> | | | | |
| <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 ELARS¹.</p> <p>2.1.1. If there is none, encode the ELARS.</p> <p>2.1.2. If there is an encoded ELARS, proceed to step 2.2.</p> <p>2.1.3. If there is an encoded and reviewed ELARS, proceed to step 2.3.</p> <p>2.2. Review/check the ELARS vis-à-vis the leave card.</p> <p>2.3. Reprint the corrected ELARS, if errors are found.</p> <p>2.4. Encode the needed details to the CLWOP/CNLWOP, print the issuance and attach the necessary documents.</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 up to the maximum processing time allowed 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>Section Head, Personnel Administration Section</p> |

¹ Electronic Leave Administration and Recording System

| | | | | |
|--|--|------|----------------------|--|
| | <p>2.5. Forward the CLWOP/CNLWOP to the Certifying Authority for certification.</p> <p>2.6. The Certifying Authority shall sign the CLWOP/CNLWOP.</p> | none | 2 hours | Section Head, Personnel Administration Section |
| 3. Inform PAD of preferred method of receiving the duly-signed Certificate. | <p>3.1. Inform the client via email/SMS/call/chat that the CLWOP/CNLWOP is ready for releasing.</p> <p>3.2. Ask the client of the preferred method of receiving the duly signed CLWOP/CNLWOP:</p> <p>3.3 If through courier service, proceed to the next step.</p> <p>3.4. If the CLWOP/CNLWOP will be picked up at the office, proceed to step 5.</p> | none | 5 minutes | Section Head, Personnel Administration Section |
| 4. If the Certificate is to be sent via courier service, wait until the parcel is sent to the given address. | <p>4.1. Outgoing Clerk or Email Custodian shall return the CLWOP/CNLWOP to the Focal Person.</p> <p>4.2. The Focal Person shall prepare the transmittal with information on how to return the CSMF. Attach the duly signed</p> | none | 1 hour and 5 minutes | Section Head, Personnel Administration Section |

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|--|---|-------------|-----------------------------------|--|
| | CLWOP/ CNLWOP. 4.3. Certifying Authority shall sign the transmittal letter. 4.4. Encode tracking details in the applicable document tracking system used by the office or through logs. 4.5. Forward the document to the Records and Archives Management Division/Section for courier service. | | | |
| 5. If the Certificate is for pick-up, proceed to PAD and claim the requested document. | 5.1. If the CLWOP/ CNLWOP is for pick-up, provide one (1) duly signed CLWOP/CNLWOP to the client. | none | 10 minutes | Section Head, Personnel Administration Section |
| TOTAL | | none | 56 hours or 7 working days | |

3. Issuance of Service Record to Separated Officials and Employees

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

| | |
|-----------------------------|--|
| Office or Division: | Personnel Administration Section (PAS) |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Transacting Public |
| Who may avail: | Separated Central Office Officials and Employees |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|--|---|--------------------------------------|---|--|
| (1) Document Request Form or formal letter or e-mail request | | PAS Receiving Area Client | | |
| (1) CO Clearance Certificate | | Client or if none, FILE 201 / PER 16 | | |
| (1) Authorization Letter (if necessary) | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send request through mail/e-mail or accomplish the Document Request Form (write contact details as needed) and submit to PAD together with supporting documents, if any. | 1.1 Receive or acknowledge request for SR from the client and forward to personnel handling SR requests (via: DRF/email) | none | 10 minutes | Section Head, Personnel Administration Section |
| 2. Wait for advice of the assigned PAD Focal Person | 2.1. Review the request based on the purpose indicated therein | none | 20 hours or 2 Days, 4 hours (depending on the period of retrieving the files) | Section Head, Personnel Administration Section |
| | 2.2. Draft/print and forward the SR following the standard template to the authorized signatory for review/ certification <ul style="list-style-type: none"> • Use Service Card or 201 File/as reference in preparing SR | | | |
| | 2.3 If the SR is to be sent via courier service, prepare and print the transmittal letter and attach the SR. | | | |

| | | | | |
|---|---|-------------|-----------------------------------|--|
| | 2.4. Authorized Certifying authority shall review/sign/initial the SR / transmittal letter. | none | 3 hours and 30 minutes | Section Head, Personnel Administration Section |
| 3. If the SR is for pick-up, proceed to PAD and get the requested document. If the SR is to be sent via courier service, wait until the parcel is sent to a given address. | 3.1 Inform the client that the SR is ready for releasing via email/SMS/call. | none | 20 minutes | Section Head, Personnel Administration Section |
| | 3.2. Provide one (1) duly signed SR to the client | none | | |
| | 3.3 If the SR is to be sent via courier service, forward the document to RAMD | none | | |
| TOTAL | | none | 24 hours or 3 working days | |

**LEGAL UNIT
(LU)**

EXTERNAL SERVICES

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

This procedure includes providing legal aid, such as legal advice or opinion, to external customers with issues pertaining to the DSWD's official mandate and the implementation of official authority and duties.

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|--|--|--|------------------------|---|
| Office or Division: | Legal Assistance Division (LAD) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G – Government to Government/ G2C – Government to Citizens/ G2B – Government to Business | | | |
| Who may avail: | External Individual or Organization Seeking Legal Opinion on Matters Concerning the Mandate and Functions of the DSWD | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Original/Scanned copy of one (1) duly signed Request Letter with supporting documents indicated in the letter | | 1. Provided by the requesting party (hardcopy/email) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The client submits the request letter with attached related documents. | 1.1 Receive and screen the completeness of the documents and details of the client: name, address, contact details, electronic mail address. | None | 10 minutes | <i>Administrative Aide IV, LS²</i> |
| | 1.2 The LS Director/OIC shall assign a Lawyer or Legal Assistant (LA) to act on the request, with further instruction, if any. | None | 1 day | <i>LS Director/OIC</i> |
| | 1.3. The LS Lawyer/ Legal Assistant shall study the request and submit the draft legal opinion/advice to the LS Director. | None | 9 working days | <i>LS Lawyer/ Legal Assistant³</i> |

² Designated by LS Director/OIC

³ Assigned by LS Director/OIC

| | | | | |
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| | 1.4 The LS Director/OIC shall review the draft. | None | 9 working days | <i>LS Director/OIC</i> |
| 2. The client receives the response letter/email. 2.1 He or she accomplishes the Customer Feedback Form and returns the same to the DSWD Legal Service (via email or hard copy). | 2.1. The Administrative Aide IV shall release to the requesting party through the Records and Archives Management Division (RAMD) and/or electronic email. | None | 4 hours | <i>Administrative Aide IV, LS</i> <i>Administrative Assistant Ist, LS</i> |
| | TOTAL | NONE | 19 days, 4 hours, and 10 minutes | |

**NATIONAL HOUSEHOLD
TARGETING SECTION
(NHTS)**

EXTERNAL SERVICES

1. Data Sharing – List of Data Subjects

Generation of datasets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Data Sharing Agreement (DSA)

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|-----------------------------|--|---|
| Office or Division: | National Household Targeting Sections (NHTS) | |
| Classification: | Highly Technical | |
| Type of Transaction: | Government to Government (G2G) and Government to Citizen (G2C) | |
| Who may avail: | All National Government Agencies (NGAs), Local Government Units (LGUs), District Representatives, Government-Owned and Controlled Corporations (GOCCs) Non- Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations for the purpose of utilizing the data for social protection programs. | |
| | CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| | <ol style="list-style-type: none"> 1. One (1) original or copy of Letter of Request (indicating reasons for the request and specific data sets expected to be acquired from the Listahanan database) 2. One (1) original copy of accomplished Data Sharing Agreement (DSA) 3. One (1) original/certified true copy of document indicating the appointed and NPC- registered Data Protection Officer (DPO) 4. One (1) original/copy of Privacy Manual or approved document/s on the security measures in place which indicates the data protection procedures and processes of the office/agency in addressing breaches 5. One (1) original/copy of list of identified staff who will access, process, and safeguard the Listahanan data including the data processing to be employed 6. Hardware and Security Component with supporting images and specifications 7. One (1) original/copy of Documentation of physical security measures in place 8. One (1) original copy of the Resolution of Governing Board authorizing head of agency to enter into a data sharing | <p>Provided by the Requesting Party</p> |

| agreement with DSWD (only for NGOs, CSOs, and Private Foundations) 9. One (1) original/copy of Valid Proof of Identities of the agency head and their designated DPO/s (only for NGOs, CSOs, and Private Foundations) 10. One (1) original/certified true copy of Valid documents indicating the legitimacy of the organization (only for NGOs, CSOs, and Private Foundations) <i>For Local Government Unit (LGU):</i> <ul style="list-style-type: none"> 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 The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA | | | | |
|---|---|-----------------|-----------------|---|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the letter of request with attached electronic copy of the data requirements (if available) to NHTO/ NHTS. | 1. Receive and record the request in the document transaction/ tracking system. 1.1. Advise the requesting party that they will receive an email or call after 2-3 working days on the approval of their request and the expected schedule of release of the results. 1.2. Forward the request to the | None | 15 minutes | <i>Regional Field Coordinator (RFC)</i> |

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

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| | <p>submission of a letter of request.</p> <p>1.5.2. If disapproved- Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. (<i>End of process</i>)</p> | | | |
| <p>2. Attend the scheduled orientation with the NHTO ACBS and Inspection Team/ NHTS designated personnel & Inspection Team.</p> | <p>2. Orient the requesting party about the Listahanan, Data Privacy Act of 2012, MC 15, s. 2021, and data sharing requirements.</p> <p>2.1. Issue Certificate of Orientation on the Data Privacy Act (DPA) of 2012.</p> <p>2.2. Send to the requesting party via email the copy of the law, IRR and the issuances of NPC together with the issuance of Certification on the Acknowledgement Receipt of</p> | <p>None</p> | <p>2 hours</p> | <p><i>Regional Field Coordinator (RFC)</i></p> |

| | | | | |
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| | the said law/policies. | | | |
| 3. Submit the signed Data Sharing Agreement (DSA) and other documentary requirements not included in the submission of letter request. | 3. Review all documentary requirements including DSA submitted by the requesting party. 3.1. Schedule with the requesting party on the conduct of virtual/physical inspection meeting | None | 2 hours | <i>NHTS RFC and Information Technology Officer (ITO)</i> |
| 4. Present the IT facilities to the NHTO Inspection Team. | 4. Conduct virtual/ physical inspection of IT facilities of the requesting party. 4.1. Issue Certifications (Certification of Physical Set-up, Organization, Technical and Security Set-up) | None | 1 day | <i>NHTS ITO</i> |
| | 4.2. Certifications and documentary requirements will be attached to the accomplished DSA and for endorsement to the Department's/ Regional DPO. | None | 2 hours | <i>Regional Field Coordinator (RFC)</i> |

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

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| | <p>disc (CD), USB stick, or hard drive.</p> <p>4.7.2. Other electro-mechanical storage devices may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party.</p> <p>4.7.3. Google drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized personnel of the requesting party.</p> <p>4.7.4. Counter sign in the DRF.</p> | | | |
|--|---|--|--|--|

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|--|---|-------------|--|---|
| | 4.7.5. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative Unit. | | | |
| | 4.8. Track and scan the documents upon releasing the result to the requesting Party. | None | 10 minutes | <i>Regional Field Coordinator (RFC)</i> |
| 5. Call NHTO/NHTS for retrieval of password upon receipt of the result. | 5. Provide the password of the file to the requesting party thru phone upon inquiry and administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines. | None | 10 minutes | <i>NHTS ITO</i> |
| TOTAL: | | None | 10 days, 1 hour, and 35 minutes | |
| <i>*with possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting party.</i> | | | | |

2. Data Sharing – Name Matching

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

| | | |
|-----------------------------|--|---|
| Office or Division: | National Household Targeting Sections (NHTS) | |
| Classification: | Highly Technical | |
| Type of Transaction: | Government to Government (G2G), Government to Business (G2B), Government to Citizen (G2C) | |
| Who may avail: | All National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs) Non- Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations for the purpose of utilizing the data for social protection programs. | |
| | CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| | <ol style="list-style-type: none"> 1. One (1) original or copy of letter of request (Indicate reason for name matching) 2. One (1) electronic copy (Preferably in CSV format) of the name to be matched which includes the following: <ul style="list-style-type: none"> • Complete name (Last name, First Name, Middle Name, Extension Name) <ul style="list-style-type: none"> • Birth Date (YYYY-MM-DD format) • Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay 3. One (1) original Valid Proof of Identities of the Personal Information Controller (PIC), Data Protection Officer (DPO), Compliance Officer (COP) 4. One (1) original copy of Data Sharing Agreement (DSA) signed by the: (1) Head of Office as PIC, (2) designated DPO or COP 5. One (1) original/photocopy of List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing 6. One (1) original Copy of the Resolution of Governing Board authorizing head of | <p>Provided by the Requesting Party</p> |

| agency (NGOs, CSOs, and Private Foundations) <i>*For Local Government Unit (LGU):</i> <ul style="list-style-type: none"> 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 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. Provide the letter of request together with the electronic copy of the names for name matching | 1. Receive the request 1.1. Endorse request to the NHTO Director / Regional Director | None | 15 minutes | <i>Regional Field Coordinator (RFC)</i> |
| | 1.2. Provide instruction to facilitate/ review the request. 1.2.1. Endorse to the NHTO OD Chief / Policy and Plans Division (PPD) Chief | None | 2 hours | <i>Regional Director</i> |
| | 1.3. Provide recommendations on the request 1.3.1. Endorse to the assigned Project Development Officer (PDO) to inform the | None | 1 hour | <i>NHTS PPD Chief</i> |

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| | client on the status of their request | | | | |
| | <p>1.4. Inform the requesting party of the status of the approval /disapproval of the request based on the DSWD MC 15, s. 2021.</p> <p>1.4.1. If dis-approved -Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. <i>(End of process)</i></p> <p>1.4.2. If approved – Notify and provide the DSA and documentary requirement to the client</p> | None | 1 hour | <i>Regional Field Coordinator (RFC)</i> | |
| 2. | <p>Provide the documentary requirements and the DSA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer</p> | <p>2. Review all documentary requirements including the DSA submitted by the client.</p> <p>2.1. Non-Compliant – Inform the client regarding the incomplete</p> | None | 2 hours | <i>Regional Field Coordinator (RFC)</i> |

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| <p>(DPO) / Compliance Officer for Privacy (COP)</p> | <p>requirements via email.</p> <p>2.2. Compliant –</p> <p>a. Facilitate the DSA and endorse to the DPO and the Office of the Secretary/ Regional Director for signature</p> <p>b. Endorse the signed DSA to Information Technology Officer for processing</p> | | | |
| | <p>2.3. Review the compliance of the electronic copy of names with the required template/ format:</p> <p>2.3.1. Non-Compliant – Inform the client about the findings via email.</p> <p>2.3.2. Compliant – Process the request within the set deadline depending on the volume or</p> | <p>None</p> | <p>1 day (5,000 and below)</p> <p>3 days (5,001 – 50,000)</p> <p>7 days (50,001 – 400,000)</p> <p>18 days (400,001 – 1,000,000)</p> | <p><i>NHTS Information Technology Officer (ITO)</i></p> |

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

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| | document to the client | | | | |
| 5 | Fill out the Client Satisfactory Measurement Survey (CSMS) | 5. Provide the client the CSMS form per Committee on Anti- Red Tape (CART) guidelines. | None | 10 minutes | NHTS ITO |
| TOTAL: | | None | | For 5000 names and below: 2 days, 3 hours and 45 minutes For 5,001 -50,000 names: 4 days, 3 hours and 45 minutes For 50-000 – 400,000 names: 8 days, 3 hours and 45 minutes For 400,001-1,000,000 names: 21 days, 3 hours and 45 minutes | |
| | | <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> | | | |

3. Data Sharing – Statistics/Raw Data Request

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

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|-----------------------------|---|
| Office or Division: | National Household Targeting Sections (NHTS) |
| Classification: | Simple |
| Type of Transaction: | Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B) |
| Who may avail: | All |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|--|--|----------------------------------|-----------------|--|
| One (1) original/copy of Letter of Request (specify purpose and data requested) | | Provided by the Requesting Party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a letter or email re: request for Listahanan data – addressed to the NHTO Director/ Regional Director. | 1. Receive and record the request. 1.1. Forward request to NHTO Operations Division/ National Household Targeting Section (NHTS), then furnish the NHTO Director/ Regional Director and the Policy and Plans Division (PPD) a copy of the request | None | 30 minutes | <i>NHTS Regional Field Coordinator (RFC)</i> |
| | 1.2. Review the request based on MC 15 s.2021. 1.2.1. Input comment/s then endorse to the NHTO Statistics Section/ NHTS Associate Statistician | None | 2 hours | <i>Regional Field Coordinator (RFC)</i> |
| | 1.3. Provide instruction based on the | None | 3 hours | <i>Regional Field Coordinator (RFC)</i> |

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| | <p>data requested. If the request is:</p> <p>1.3.1. Not clear</p> <p>a. In case of vague data request, instruct the Associate Statisticians to coordinate with the data users (through emails, recorded calls or text) and clarify the data requirement.</p> <p>b. In case the requested data is not available in the Listahanan database, instruct the Associate Statistician to coordinate with the requesting party and provide recommendations on other data available in the Listahanan.</p> <p>1.3.2. Clear - Forward request to</p> | | | |
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| | the Associate Statistician for data generation. | | | |
| | <p>1.4. Generate the requested data from the Listahanan database, and export into excel or any format available.</p> <p>1.4.1. Draft response letter to the requesting party.</p> <p>1.4.2. Submit to the NHTO Statistics Section Head/ NHTS RFC for review.</p> | None | 1 day | <i>NHTS Associate Statisticians</i> |
| | <p>1.5. Review the generated statistical /raw data. In case the generated data is:</p> <p>1.5.1. Not accurate – Return the generated statistical/ raw data to the Associate Statisticians for revision.</p> <p>1.5.2. Accurate – Submit to the NHTO</p> | None | 3 hours | <i>Regional Field Coordinator (RFC)</i> |

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

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| | data release. | | | |
| 2. Receive the data requested and fill-out the CSMS form | 2. Track and facilitate the release of the approved data request to the requesting party. 2.1. Administer Client Satisfaction Measurement Survey (CSMS) during the release of approved data request. | None | 30 minutes | <i>Regional Field Coordinator (RFC)</i> |
| TOTAL: | | None | 3 days | |

4. Walk-in Name Matching Data Request

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

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|--|---|---|------------------------|---|
| Office or Division: | National Household Targeting Office (NHTO) and National Household Targeting Sections (NHTS) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen (G2C) | | | |
| Who may avail: | All walk-in clients | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. One (1) Valid Identification Card / Proof of Identity 2. One (1) original copy of Walk-in Name Matching Form | | 1. Provided by the Requesting Party 2. NHTO/NHTS Grievance Officer | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide Valid Identification Card / Proof of Identity and | 1. Interview the client to evaluate the validity of the request as to its purpose: | None | 30 minutes | <i>Regional Field Coordinator (RFC)</i> |

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|---|--|-------------|-------------------|---|
| fill-out the name matching form | <p>1.1. <i>Invalid</i> – Inform the client on the grounds for the denial of the request based on the DSWD MC 15, s. 2021. <i>End of process</i></p> <p>1.2. <i>Valid</i> – Provide the name matching form upon confirming the validity of the request and proceed for processing the name matching</p> | | | <i>Regional Field Coordinator (RFC)</i> |
| 2. Receive the Name Matching result | 2. Explain the result of Name Matching | None | 5 minutes | <i>Regional Field Coordinator (RFC)</i> |
| 3. Fill-out the Client the Satisfactory Measurement Survey (CSMS) | 3. Provide the client the CSMS form per Committee on Anti- Red Tape (CART) guidelines. | None | 5 minutes | <i>Regional Field Coordinator (RFC)</i> |
| TOTAL: | | None | 40 minutes | |

**PANTAWID PAMILYANG
PILIPINO PROGRAM -
REGIONAL PROGRAM
MANAGEMENT OFFICE
(4PS-RPMO)**

EXTERNAL SERVICES

1. Grievance Intake and Response

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

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

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| Office or Division: | Pantawid Pamilyang Pilipino Program (4Ps) – National Program Management Office (NPMO) Grievance Redress Division (GRD) - Central Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | 4Ps Beneficiaries, and General Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. 4Ps ID or 1 valid ID (Original Copy), Any Proof of grievance, if available | | 4Ps ID: City or Municipal Operations Office (C/MOO) for 4Ps beneficiary Valid ID: Any government office responsible for the issuance of valid ID for non-4Ps beneficiary | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to the 4Ps Assistance Desk, and provide details about the grievance. Present the 4Ps ID for 4Ps beneficiary or 1 valid ID for non-4Ps, for verification of identity. | 1.1. Verify the identity of the client and assess/ evaluate the received complaint. 1.2. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS). | None | 10 minutes | <i>Project Development Officer (PDO) V, 4Ps</i> |

| | | | | |
|--|--|------|------------|------------|
| | <p>Note: Refer to the Grievance Redress System Field Manual for guidance on the intake of grievances.</p> | | | |
| | <p>1.3. Encode the transaction correctly and completely in the GRS Information System.</p> <p>Note: For instances when the GRS Information System is inaccessible, the staff may use the Client Assistance Form for the grievance intake.</p> | None | 5 minutes | PDO V, 4Ps |
| | <p>1.4. Depending on the type of grievance, check supporting documents provided, if available.</p> | None | 2 minutes | PDO V, 4Ps |
| | <p>1.5. Assess all the data and information available and discuss with the client the findings and next steps to take.</p> <p>1.5.1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client. and proceed to step 3.1.</p> <p>1.5.2. If other information is needed and the grievance cannot</p> | None | 15 minutes | PDO V, 4Ps |

| | | | | |
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| | <p>be resolved immediately, explain to the client the process that will be undertaken in processing the grievance, and inform the client that he/she will be contacted thru his/her mobile number.</p> <p>1.5.3. Print and provide a copy of the encoded transaction to the client.</p> <p>Note: <i>For instances when the GRS Information System is inaccessible, the client will be given an acknowledgment receipt found at the bottom of the Client Assistance Form.</i></p> | | | |
| <p>2. Wait for the updates on the status of the grievance.</p> | <p>2.1. Endorse the case to the concerned office (DSWD Field Office, and/or OBSU), through email notification, for processing and updating of the transaction in the GRS Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days.</p> | <p>None</p> | <p>4 hours</p> | <p><i>PDO V, 4Ps</i></p> |

| | | | | |
|---|---|--|--------------------------------|-------------------|
| | 2.2. Monitor the status of the transaction and check for updates from the concerned office in the GRS Information System. | None | 2 days, 3 hours and 18 minutes | PDO V, 4Ps |
| 3. Receive update or feedback on the status of the grievance. | 3.1. Provide the client an update or feedback about the status of the case. <i>Note: For cases that are not immediately resolved upon intake, and are referred to other offices for appropriate action, provide feedback either through text messaging or phone call. For instances when the clients did not provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.</i> | None | 5 minutes | PDO V, 4Ps |
| | 3.2. Update the status of the case in the GRS Information System. | None | 5 minutes | PDO V, 4Ps |
| | Total | If the grievance is resolved outright | None | 42 minutes |
| | If the grievance is referred to the concerned office (DSWD Field Office, and/or OBSU) for resolution and feedback is provided to the client | None | 3 days | |

POLICY DEVELOPMENT AND PLANNING SECTION (PDPS)

EXTERNAL SERVICES

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

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

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

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

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| Office or Division: | <u>Central Office:</u> Policy Development and Planning Bureau (PDPB) - Policy and External Assistance Division (PEAD); | |
| | <u>Field Offices:</u> Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS) | |
| Classification: | Highly Technical | |
| Type of Transaction: | G2C - Government to Citizen G2G - Government to Government | |
| Who may avail: | 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 |
| If request shall not undergo Research Protocol: | | |
| | 1. Request letter (1 copy) | Researcher |
| | 2. Research instruments and/or Data gathering tools, if applicable (1 copy) | Researcher |

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

| | | | | |
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| | <p>1.3. If the request is received through email, reply and acknowledge receipt with attached digital leaflets / IEC materials and Citizen's Charter showing the process flow and requirements.</p> <p>1.4. Endorse to the Division Chief (PDPB - Policy and External Assistance Division / Policy and Plans Division) or Policy Development and Planning Section Head for assignment and further instructions (if any) to the concerned technical staff.</p> | | | |
| | <p>1.5. Review the request and assign to available Technical Staff</p> <p>1.6. Requests for secondary data will be coursed through the DSWD FOI Portal or FOI Receiving Officer and will be forwarded to the concerned OBSU/ODSU. For non-confidential information falling within the PDPB's scope, the request will be forwarded to the relevant division without the need for CSMS administration.</p> | None | 4 hours | <p><u>Central Office:</u> <i>Division Chief (DC)</i> Policy and External Assistance Division</p> <p><u>Field Office:</u> <i>Section Head</i> Policy Development and Planning Section</p> |

| | | | | |
|--|--|------|---------|--|
| | <p>1.7. Review the request and assess if it shall undergo research protocol using the <i>Checklist for Reviewing Research</i>.</p> <p>1.7.1. If the request needs to secure a Data Sharing / Non-Disclosure Agreement (DSA/NDA), endorse to the concerned OBSU and their Compliance Officer for Privacy (COP) for review and onward facilitation of DSA / NDA.</p> <p>Note: The DSA/NDA can be processed alongside research approval, but data gathering will not commence until the DSA/NDA is approved, even if the research request has been approved.</p> <p>1.7.2. If the request will undergo research protocol, check for completeness of submitted requirements.</p> <p>1.7.2.1. If requirements are incomplete, disapprove the request and inform the researcher of the decision, including the list of missing requirements. If the researcher resubmits</p> | None | 2 hours | <p><u>Central Office:</u> <i>Division Chief (DC)</i> Policy and External Assistance Division</p> <p><u>Field Office:</u> <i>Section Head</i> Policy Development and Planning Section</p> |
|--|--|------|---------|--|

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| | with complete requirements, the request will be treated as a new transaction and will return to Step 1 of the process. | | | |
| | 1.7.3. If the request will not undergo research protocol, endorse the researcher to the concerned DSWD OBSUs using the <i>Endorsement of Research Request Form</i> . Copy furnish the researcher. | | 4 days <i>(only for requests that will not undergo research protocol)</i> | |
| | 1.8. For requests with complete documentary requirements, proceed to the review of the research request in consultation with the concerned OBSUs / ODSUs using the <i>Research Review Checklist for External Research Requests</i> . 1.9. Receive the comments / inputs and recommendations from other offices. | None | 7 days | <u>Central Office:</u> <i>Division Chief (DC)</i> Policy and External Assistance Division <u>Field Office:</u> <i>Section Head</i> Policy Development and Planning Section |
| | 1.10. Assess if the request shall be recommended for approval. | None | 1 day | <u>Central Office:</u> <i>Division Chief (DC)</i> Policy and External Assistance Division <u>Field Office:</u> <i>Section Head</i> |

| | | | | |
|--|--|------|-------|--|
| | | | | PPD - Policy Development and Planning Section |
| | <p>1.10.1. If recommended for approval, prepare recommendation for approval using the <i>Outline Memorandum of Recommendation on the Research Request</i> for review and initials of the PEAD Chief / PDPS Head and approval of the PDPB Director / PPD Chief. This shall include the consolidated recommendations from the concerned OBSUs / FOs.</p> <p>1.10.2. If not recommended for approval, communicate the decision to the researcher using the <i>Letter to Researcher re: Decision on Research Request</i> and inform them of relevant revisions that are needed to be made. Two (2) days will be given to the researcher to officially respond, through a letter or email, if they will continue or terminate their request.</p> <p>1.10.2.1 If pursuing the request, ask the</p> | None | 1 day | <p><u>Central Office:</u> <i>Division Chief (DC)</i> Policy and External Assistance Division</p> <p><u>Field Office:</u> <i>Section Head</i> Policy Development and Planning Section</p> |

| | | | | |
|--|--|------|--|--|
| | <p>researcher to submit a revised proposal based on DSWD's comments then go back to Step 1.10. Note that the tracking of hours / days will pause and only resume once it reaches Step 1.10.</p> | | | |
| | <p>1.11. Approve / disapprove request based on recommendations</p> <p>1.11.2. If approved, inform the researcher and endorse them to the concerned OBSUs / FOs.</p> <p>1.11.2.1. Coordinate with the concerned office where the research request was endorsed and assist the researcher in matters related to conduct of data gathering activities.</p> <p>1.11.3. If not approved, go back to Step 1.10.2. (Continuation or Termination of Request)</p> | None | 2 days | <p><u>Central Office:</u> <i>Director</i> Policy Development and Planning Bureau</p> <p><u>Field Office:</u> <i>Division Chief</i> Policy and Plans Division</p> |
| | TOTAL: | None | 5 days (non-protocol); 12 days (protocol) | |

PROTECTIVE SERVICES DIVISION (PSD)

EXTERNAL SERVICES

1. Auxiliary Social Services to Persons with Disabilities

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

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| Office or Division: | DSWD Field Offices I-XII, CAR, CARAGA and NCR (Protective Services Division/Unit, Community-Based Services Unit/ Section) | | | |
| Classification: | Simple/ Complex | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who may avail: | Filipino Children and Persons with Disabilities | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Provision of Assistance | | | | |
| 1. Identification Card of Persons with Disability or any government issued ID | Client | | | |
| 2. 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 are still subject for verification and additional documents may be required depending on the case.</i> | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit their complete requirements | For walk-in clients 1.1 Social Worker of the Program Focal Person shall receive and review the required documents. | None | 5 minutes | Section Head Community Based Services |
| 2. Interview of the Client | 2.1 Interview and assessment of Persons with Disability needs | None | 20 minutes | Section Head Community Based Services |
| | 2.2 Decide what services can be | None | 10 minutes | Section Head |

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| | provided to the client. | | | Community Based Services |
| | 2.3 For AICS,SLP, or other agencies, FO Social Worker/ Focal Person shall provide referral letter or endorsement to CIS or SWADT | None | 10 minutes | Division Chief Protective Service Division |
| | 2.4 Approval of the referral letter | None | 2 days | Division Chief Protective Service Division Regional Director |
| 3. Receive the approved Referral Letter | 3.1 Release of endorsement letter to appropriate office/ agency | None | 5 minutes | Section Head Community Based Services |
| | TOTAL | NONE | 2 days and 50 minutes | |

2. Onsite Implementation of the Assistance to Individuals in Crisis Situations or Provision of Assistance inside the DSWD Office

The Assistance to Individuals in Crisis Situations (AICS) program is a Social Protection Program designed as a social safety net and stop-gap measure to provide immediate support to individuals and families facing unforeseen financial crises. It aims to improve the well-being of vulnerable and needy populations while aligning with the agency's broader mission of promoting social welfare. The program ensures that vulnerable sectors receive the necessary assistance by addressing urgent medical needs, providing food and transportation support, and offering financial aid for funeral expenses, psychosocial support, and referrals to other relevant programs or institutions.

This assistance is provided through the Crisis Intervention Unit (CIU) at the Central Office, the Crisis Intervention Section (CIS), Social Welfare and Development (SWAD) offices, Satellite Offices, and Malasakit Centers across all regions.

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| Office or Division: | Crisis Intervention Program – Crisis Intervention Section Field Office-I-XII, CARAGA, CAR, NCR, and NIR; Social Welfare and Development (SWAD) and Satellite Offices Malasakit Center |
| Classification: | Simple |
| Type of Transaction: | G2C- Government to Citizen |

| Who may avail: | <p>Indigent, marginalized, and vulnerable, and/or disadvantaged individuals and families, including those facing active crises, may receive assistance based on the Social Worker's assessment.</p> <p>This includes financially incapacitated individuals who are facing significant challenges and require immediate intervention.</p> | |
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| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | |
| Two (2) photocopies of any of the following valid government-issued identification cards (ID) of the client/ person to be interviewed (<i>original copy of ID must be presented during assessment</i>) | | |
| PhilSys ID or National ID | Philippine Statistics Authority (PSA) | |
| UMID ID, SSS or GSIS ID | Social Security System or Government Service Insurance System (GSIS) | |
| Philhealth ID | Philippine Health Insurance Corporation | |
| PRC ID | Professional Regulation Commission (PRC) | |
| OWWA ID or OFW ID | Overseas Workers Welfare Administration (OWWA) | |
| DOLE ID | Department of Labor and Employment | |
| Voter's ID or Voter's Certification | Commission on Election | |
| Postal ID | Post Office | |
| Philippine Passport | Department of Foreign Affairs | |
| NBI Clearance | National Bureau of Investigation (NBI) | |
| 4Ps ID Oplan Pag-abot ID | Department of Social Welfare and Development (DSWD) signed by the current Secretary | |
| PWD ID Solo Parent ID City or Municipal ID Barangay ID Office of Senior Citizen Affairs (OSCA) ID | Local Social Welfare and Development Office (LSWDO) / Municipal Social Welfare and Development Office (MSWDO) | |
| Police Clearance | Police Station | |
| Barangay ID | Barangay Hall | |
| In exceptional cases or circumstances caused by natural or human-induced disasters, where the beneficiary cannot present any valid ID, a justification with the beneficiary/beneficiaries' actual photo captured by the DSWD social worker | DSWD Social Worker | |

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| and an explanation of the absence of a valid ID will be accepted as sufficient documentation. This measure ensures that individuals facing legitimate constraints still have the opportunity to access the assistance they need. | |
| Signed Authorization Letter (if applicable; not required if the client representing the beneficiary is an immediate family member) | Beneficiary of assistance, except for those who do not have the capacity to act or are below 18 years old (minor), particularly for medical, funeral, or educational assistance. |
| TRANSPORTATION ASSISTANCE | WHERE TO SECURE |
| One (1) original or certified true copy and one (1) photocopy for other supporting document/s, such as, but are not limited to: | |
| Police Blotter/Certification (<i>1 original copy</i>) or | Police Station |
| Medical Certificate or Clinical Abstract or Discharge Summary with full name, license number, and signature of the attending physician with remarks "Fit to Travel" (<i>1 original or certified true copy</i>) or | Hospitals or clinic |
| Release Order from Jail in the Philippines (<i>1 original copy</i>) or | Bureau of Jail Management and Penology (BJMP) |
| Court Order or Subpoena (<i>1 original copy</i>) or | Trial Court/National Bureau of Investigation |
| Death Certificate (<i>1 certified true copy</i>) | Civil Registry Office |
| Social Case Study Report/Social Worker Assessment | Registered Social Worker |
| MEDICAL ASSISTANCE | WHERE TO SECURE |
| Basic Requirements: 1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form or Certificate of Confinement with diagnosis, complete name, license number, signature of attending physician, issuance date valid within three months (<i>1 original or certified true copy</i>) | Medical records of the Hospital or Clinic or Clinic of the Attending Physician |
| FOR MEDICINE/ HOSPITAL BILL | WHERE TO SECURE |
| 1. Temporary Bill, Final Hospital Bill, or Statement of Account with the complete name and signature of the billing clerk (For clients with patients still admitted, statement of account or temporary bill should reflect a billing date issued within 1–2 days at the time of application) (<i>1 original or certified true copy</i>) | Billing Office of the Hospital Credit and Collection Office of the Hospital |

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| 2. Social Case Study Report or Case Summary with issuance date valid within three months, complete name, license number, and signature of social worker (<i>1 original or certified true copy</i>) | Registered Social Worker in public or private practice, DSWD, LSWDO/CSWDO, NGO, Medical Social Service, among others |
| 3. Additional Requirement if the patient is discharged from the hospital Certificate of Balance or Promissory Note with due date of payment, complete name, and signature of credit and collection officer or billing clerk (<i>1 original or certified true copy</i>) | Billing Section or Credit and Collection Office of the Hospital |
| FOR MEDICINE/ASSISTIVE DEVICE | WHERE TO SECURE |
| 1. Prescription or request of assistive device with complete name, license number, and signature of attending physician, issuance date valid within three months (<i>1 original or certified true copy</i>) | Attending Physician from a hospital or clinic. |
| 2. Official Price Quotation for assistive device with full name and signature of issuing officer, issuance date valid within three months (<i>1 original copy</i>) | Service Provider |
| 3. Social Case Study Report or Case Summary with complete name, license number, and signature of social worker (<i>1 original or certified true copy</i>) | Registered Social Worker in public or private practice, particularly from DSWD, LSWDO/CSWDO, NGO, and Medical Social Service, among others |
| MEDICINES /MEDICAL PROCEDURE | WHERE TO SECURE |
| 1. Official Price Quotation for medicine or procedure with full name and signature of issuing officer, issuance date valid within three months (<i>1 original copy</i>) | Service Provider |
| 2. Social Case Study Report or Case Summary with complete name, license number, and signature of social worker (<i>1 original or certified true copy</i>) | Registered Social Worker in public or private practice, particularly from DSWD, LSWDO/CSWDO, NGO, and Medical Social Services, among others |
| 3. Additional Requirements: (<i>1 Original or Certified true copy</i>) (For Medicine) Prescription with date of issuance, complete name, license number, and signature of attending physician, issuance date valid within three months | Attending Physician from a hospital or clinic |
| (For Laboratory and other procedures) Request for Procedure with date of issuance, complete name, license number, and signature of | |

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| attending physician, issuance date valid within three months (For Chemotherapy) Treatment Protocol with date of issuance, complete name, license number, and signature of attending physician, issuance date valid within three months | |
| FUNERAL ASSISTANCE FOR THE FUNERAL BILL | WHERE TO SECURE |
| Basic Requirements: 1. Death Certificate or Certification from the Imam/ Tribal Chieftain <i>(1 certified true copy)</i> | City or municipal hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain, or Imam |
| 2. Funeral Contract with complete name and signature of the service provider, as well as the complete name and signature of the client, issuance date valid within three months <i>(1 original or certified true copy)</i> | Authorized staff of the funeral service provider |
| 3. Social Case Study Report or Case Summary with complete name, license number, and signature of social worker. The issuance date is valid within three months. <i>(1 original or certified true copy)</i> | Registered Social Worker in public or private practice, particularly from DSWD, LSWDO/ CSWDO, NGO, and Medical Social Service, among others |
| 4. Additional Requirement if the beneficiary is entombment Certificate of Balance or Promissory Note with due date of payment, complete name and signature of the service provider, as well as the complete name and signature of the client, issuance date valid within three months <i>(1 original or certified true copy)</i> | Authorized staff of the funeral service provider |
| FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER | WHERE TO SECURE |
| Basic Requirements: Death Certificate or Certification from the Imam/Tribal Chieftain <i>(1 certified true copy)</i> Transfer Permit for a cadaver <i>(1 original or certified true copy)</i> | City or Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain, or Imam. |
| EDUCATIONAL ASSISTANCE | WHERE TO SECURE |
| Basic Requirements: Valid ID of the parent/guardian/relative if representing the minor student, or the student's Valid ID if of legal age <i>(1 photocopy)</i> | School Registrar or Concerned Office where the beneficiary is enrolled |

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| School ID or Enrollment Assessment Form or Certificate of Enrollment Registration Form signed by school authority (1 original or certified true copy) or Statement of Account (1 original or certified true copy) | |
| FOOD ASSISTANCE | WHERE TO SECURE |
| Basic Requirements: | |
| 1. A Barangay Certificate of Residency or Certificate of Indigency with an issuance date valid within three months may be required to confirm the client's need for assistance. (1 original) | Barangay Hall, where the client is presently residing |
| 2. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form or Certificate of Confinement with Diagnosis and complete name, license number, and signature of attending physician, issuance date valid within three months (1 Original or Certified true copy) | The hospital where the beneficiary is currently admitted |
| 3. Any Valid ID (1 photocopy) | |
| 4. Social Case Study Report/Social Worker Assessment | Registered Social Worker |
| CASH RELIEF ASSISTANCE | WHERE TO SECURE |
| Depending on the circumstances: | |
| a. For Fire Victims: Police Report or Bureau of Fire Protection Report | Bureau of Fire Protection or Philippine National Police |
| b. Barangay Certification | Barangay Hall |
| c. For Distressed OFWs: Passport, Travel Document/s, certification from OWWA, DMW, or the Barangay | Overseas Workers Welfare Administration or Department of Migrant Workers, or Barangay |
| d. For Rescued Client: Certification from a social worker or Case manager of the rescued client. | Local Social Welfare and Development Office or other social welfare agencies |
| e. For victims of Online Sexual Exploitation: Police Blotter and social workers certification for the victims of online sexual exploitation of children | Local Social Welfare and Development Office or other social welfare agencies |

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| f. For locally stranded individuals (LSI): LSI without valid IDs, a Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his or her identity. | Police Station | | | |
| For all other incidents: a. Barangay Certificate of Residency or Certificate of Indigency is in need of assistance as well as other documents from legal authorities or regulating agencies, as may be applicable, such as but not limited to: | Barangay Hall, where the client is presently residing | | | |
| b. Police Report or Blotter, c. Spot report from the AFP or PNP Joint AFP-PNP Intelligence Committee (JAPIC) certificate | Police Station AFP or PNP | | | |
| d. Certification of death | Office of Civil Registry | | | |
| Family Access Card in Emergencies and Disasters (FACED) Medico-legal certification | Certificate from the LDRRMO or Local Government Unit (LGU) Hospital or clinic duly signed by a Licensed Physician | | | |
| MATERIAL ASSISTANCE | WHERE TO SECURE | | | |
| For Individual: 1. Any Valid ID of the client or authorized representative (1 photocopy) | As stated in the checklist of requirements | | | |
| For Group: Any Valid ID of the client or authorized representative (1 photocopy) Social Case Study Report | Registered Social Worker in public or private practice, particularly from DSWD, LSWDO/ CSWDO, NGO, Medical Social Service, among others | | | |
| ON-SITE TRANSACTION | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Secure a queuing number and fill out the information sheet | 1.1 Issue a queuing number, provide forms, and direct the client to the appropriate service lane (priority, special, guarantee letter, or regular). | NONE | 10 minutes (Cash Outright) 10 minutes (Guarantee Letter) | Social Welfare Officer III (CIU/CIS/SWAD OFFICE) |

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| <p>2. Validation, interview, and assessment</p> | <p>2.1. Validate the client's records, cross-matching in the system or database to check the frequency of availment.</p> | <p>NONE</p> | <p>50 minutes (Cash Outright)</p> <p>1 Hour (Guarantee)</p> | <p>Social Welfare Officer III (CIU/CIS/ SWAD OFFICE)</p> |
| <p>2.2. If the client meets the allowable frequency of availment, the Social Worker shall proceed to interview and assessment.</p> | | | | |
| <p>2.3 If the documentary requirements are incorrect, incomplete, or invalid, the Social Worker shall notify the needed documentary requirements and issue a compliance slip. If the client is found to be ineligible, the Social Worker shall inform the client and provide a clear, concise explanation for the denial of the request. If found to be eligible, the Social Worker shall determine the appropriate type and amount of assistance.</p> | | | | |
| <p>2.4 Advise the client to proceed to the corresponding releasing area upon completion of the interview and assessment. The Social Worker shall forward the client's documents to the approving authority for evaluation and approval.</p> | | | | |

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| 3. Receive the assistance | 3.1 Review and approve the type and amount of assistance to the client. 3.2. If the approving authority determines that the submitted documents are sufficient to support the assessment and recommendation, the documents shall be forwarded to the Regular/Special Disbursing Officer (R/SDO) for release of assistance. | NONE | 1 Hour (Cash Outright) 2 Hours and 50 minutes (Guarantee Letter) | Social Welfare Officer III (CIU/CIS/SWAD OFFICE) |
| 3.3 Verify the client's identity before releasing the assistance. | | | | |
| | TOTAL | NONE | Hours Cash- Outright Hours for Guarantee Letter <i>Note: For GL with recommendations beyond Php 150,000.00, it will be released within 1-2 days</i> | |

3. PLHIV Referral and Assistance for Care and Support Services

The DSWD developed this referral system to help PLHIV access essential care and support services, in compliance with Section 35 of the Implementing Rules and Regulations of the Philippine AIDS Prevention and Control Act of 1998 (RA 8504). This commitment was reinforced by the newer Philippine HIV and AIDS Policy Act (RA 11166), which further emphasizes the use of this referral mechanism for various stakeholders to protect and promote the rights of PLHIV and their affected families.

This includes aid for education, livelihood, burial/funeral, transportation, medical needs, and food. These interventions are specifically designed for PLHIV and their families who require social welfare and development support.

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| Office or Division: | DSWD Field Office (Protective Services Division / Community-Based Services Section) |
| Classification: | Simple |
| Transaction Type: | G2C- Government to Citizen |

| Who may avail: | Persons with HIV (PLHIV) and their affected families |
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| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| One (1) valid identification card of the client/ person to be interviewed; | - |
| PhilSys ID | Philippine Statistics Authority |
| UMID ID, SSS or GSIS ID | Social Security System or Government Service Insurance System |
| Philhealth ID | Philhealth |
| Driver's License | Land Transportation Office |
| PRC ID | Professional Regulation Commission |
| OWWA ID | Overseas Workers Welfare Administration |
| DOLE ID | Department of Labor and Employment |
| PAG-IBIG ID | Pag-IBIG Fund |
| Voter's ID or Voter's Certification | Commission on Elections (ComElec) |
| Postal ID | Post Office |
| Philippine Passport | Department of Foreign Affairs |
| NBI Clearance | National Bureau of Investigation |
| 4Ps ID | Department of Social Welfare and Development |
| PWD ID | Local Government Unit |
| Solo Parent ID | Local Government Unit |
| City or Municipal ID | Local Government Unit |
| Barangay ID | Barangay Local Government Unit |
| Office of Senior Citizen Affairs (OSCA ID) | Local Government Unit |
| Police Clearance | Police Station |
| or any government-issued ID preferably with validity date, and picture and signature of the client. | Government Office |
| In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an Identification Card. | Barangay Local Government Unit |
| Signed Authorization Letter (if applicable) | Beneficiary of Assistance, except for those who cannot act or are below 18 years old |
| Medical Abstract/Certificate | Designated Treatment Hub / HIV Primary Care Facility; Hospital, Accredited Medical Facility |
| Referral Letter | Local Social Welfare and Development Office; Local Government Unit; Treatment Hub; Primary Health Care Facility; Registered Social Worker from a Non-government organization (NGO); Civil Society Organization (CSO) where the client's case is |

| TRANSPORTATION ASSISTANCE | |
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| 1. Original and one (1) photocopy of supporting document/s such as, but are not limited to, Medical Certificate, Death Certificate, and/or Court Order or Subpoena | |
| Police Blotter Medical Abstract; Court Order or Subpoena - Death Certificate. | Police Station; Hospitals or Clinic - Court -; and Civil Registry |
| MEDICAL ASSISTANCE FOR HOSPITAL BILL | |
| One (1) Original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary issued within three (3) months and with the following information: final diagnosis; and complete name, license number, and signature of the Physician | Medical records of the hospital clinic, or the Attending Physician |
| 2. One (1) original and one (1) photocopy of Hospital Bill or Statement of Account (with outstanding balance) indicating the complete name and signature of the Billing Clerk; or Certificate of Balance and Promissory Note signed either by the Credit and Collection Officer or Billing Clerk. | Statement of Account - Billing Office of the hospital Certificate of Balance and Promissory Note - Credit and Collection Office |
| 3. One (1) original copy of the Social Case Study Report or Case Summary. | Registered Social Worker, whether from public or private practice, from any of the following: Department of Social Welfare and Development; Local Social Welfare and Development Office; Non-Government Organization; or Medical Social Service. With RSW's complete name, PRC license number, and validity |
| MEDICAL ASSISTANCE FOR MEDICINE OR ASSISTIVE DEVICE (PRESCRIPTION) | |
| One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract, or Discharge Summary issued within three (3) months and with the following information: final diagnosis; and complete name, license number, and signature of the Physician. | Attending Physician or Medical records of the Hospital or Clinic of the Attending Physician |

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| <p>One (1) original and one (1) photocopy of prescription issued within three (3) months and with the following information: date of issuance; and complete name, license number, and signature of the Physician.</p> | <p>Attending Physician from the hospital or clinic that issued the Medical Abstract/Certificate.</p> |
| <p>If the amount/cost of assistance being requested exceeds PhP10,000.00, the following shall be required as additional documentary requirements</p> | |
| <p>1. One (1) original and one (1) photocopy of the Quotation of Medicine or Assistive Device</p> | <p>Service Provider</p> |
| <p>2. One (1) original copy of a Social Case Study Report or Case Summary.</p> | <p>Registered Social Worker, whether from public or private practice, from any of the following: Department of Social Welfare and Development; Local Social Welfare and Development Office; Non-Government Organization; or Medical Social Service.</p> <p>With RSW's complete name, PRC license number, and validity</p> |
| <p>3. Referral Form (Letter)</p> | <p><i>If referred to DSWD:</i> Referring agency (Service Delivery Network), such as but not limited to: Treatment Hubs Medical Social Service (Hospitals) Local Social Welfare and Development Office; or Non-Government Organization</p> <p><i>If to be referred by DSWD:</i> If the client needs to be referred to other programs and services within or outside the DSWD, such must be accomplished by the attending social worker, addressed to the receiving agency the client will be referred to</p> |
| <p>MEDICAL ASSISTANCE FOR LABORATORY / DIAGNOSTIC PROCEDURE</p> | |
| <p>One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract issued within three (3) months and with the following information: final diagnosis; and</p> | <p>Attending Physician from the hospital or clinic that issued the Medical Abstract/Certificate.</p> |

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| (ii) complete name, license number, and signature of the Physician. | |
| One (1) original and one (1) photocopy of laboratory requests/doctor's order issued within three (3) months and with the following information: date of issuance; and complete name, license number, and signature of the Physician. | Attending Physician from the hospital or clinic that issued the Medical Abstract/Certificate. |
| If the amount/cost of assistance requested exceeds PhP10,000.00, the following shall be required as additional requirements | |
| 1. One (1) original and/or photocopy of the Quotation of the Laboratory/Diagnostic Procedure) | Service Provider |
| 2. One (1) original copy of Social Case Study Report or Case Summary. | Registered Social Worker, whether from public or private practice, from any of the following: Department of Social Welfare and Development; Local Social Welfare and Development Office; Non-Government Organization; or Medical Social Service. With RSW's complete name, PRC license number, and validity |
| FUNERAL ASSISTANCE FOR FUNERAL BILL | |
| 1. One (1) original and/or one(1) Certified True Copy of Death Certificate or Certification from the Tribal Chieftain | City or Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam |
| 2. One (1) original copy of Promissory Note or Certificate of Balance or Statement of Account | Funeral Service Provider |
| 3. One (1) original and/or Photocopy of the Funeral Contract | Funeral Service Provider |
| EDUCATIONAL ASSISTANCE | |
| 1. One (1) original and/or photocopy of Validated School ID and Valid ID | School Registrar where the beneficiary is enrolled |
| One (1) original and/or photocopy of any of the following: Enrolment Assessment Form; or Certificate of Enrolment; or Registration; or Statement of Account | School Registrar or Concerned Office where the beneficiary is enrolled |

| FOOD ASSISTANCE | |
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| 1. One (1) original and/or photocopy of Barangay Certificate or Residency or Certificate of Indigency, or Certificate that the client needs assistance, may be required, or a medical document as proof that the beneficiary is admitted | Barangay Hall where the client is presently residing The hospital where the beneficiary is currently admitted |
| CASH RELIEF ASSISTANCE | |
| Depending on the circumstances: For Fire Victims: One (1) original and/or photocopy of Police Report or Bureau of Fire Protection Report from the Bureau of Fire; For Distressed OFs: One (1) original and/or photocopy of Passport, Travel Document/s, certification from OWWA or the Barangay; For Rescued Client: One (1) original and/or photocopy of Certification from a social worker or Case manager from rescued clients. For victims of Online Sexual Exploitation: One (1) original and/or photocopy of Police Blotter and social worker's certification for the victims of online sexual exploitation of children For Locally stranded individuals (LSI): LSI without valid IDs – One (1) original and/or photocopy of the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his or her identity. | Bureau of Fire or PNP Overseas Workers Welfare Administration or Department of Migrant Workers, or Barangay Local Social Welfare and Development Office or other social welfare agencies Local Social Welfare and Development Office or other social welfare agencies Police Station - Police Blotter Hospital or Clinic - Medical Certificate signed by the Registered Physician |
| For all other incidents: | Barangay Hall where the client is presently residing Police Station Armed Forces of the Philippines or Philippine National Police Office of the Civil Registry Certificate from the Local Disaster Risk Management Office; or Local Government Unit |

| 1. One (1) original and/or photocopy of any of the following: Barangay Certificate of Residency; or Certificate of Indigency; or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities or regulating agencies, as may be applicable such as but not limited to Police Report or Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification | | Hospital or Clinic signed by Licensed Physician | | |
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| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit documents and fill out the prescribed forms | <p>Provide the prescribed form to be filled out by the client</p> <p>If necessary, assist the client in accomplishing the Harmonized Intake Form</p> | None | 10 minutes | PLHIV Program Focal Person or an Alternate |
| 2. Attend an interview for assessment | <p>Conduct an intake to identify the client's concern</p> <p>The client is asking for an informational service, provide the necessary information and a copy of the checklist of requirements</p> <p>The client is availing the service, receive and review documents presented by the client</p> | None | 15 minutes | PLHIV Program Focal Person or an Alternate |

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| | <p>For referred clients: Check documentary requirements for needed assistance Ensure completeness of information</p> <p>For walk-in clients: Identify the assistance requested Review documentary requirements, ensuring completeness and compliance</p> <p>2.2 If supporting documents are incomplete and non-compliant, advise the client and provide a checklist.</p> | | | |
| | <p>Conduct an assessment by verifying submitted documents and probing interview with the client</p> <p>Verify submitted requirements for veracity and authenticity: If a discrepancy is found, advise</p> | None | 15 minutes | PLHIV Program Focal Person or an Alternate |

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| | <p>and explain to the client Provide checklist, as necessary, and ensure consistency of information on the documents and disclosed during the interview</p> <p>2.3.2 For referred clients, additional coordination with RefA may be conducted for confirmation</p> | | | |
| | <p>Recommend assistance to be provided to the client and facilitate disbursement or referral to other service providers</p> <p>If assistance may be directly provided: Prepare Certificate of Eligibility Attach all documents submitted and/or accomplished by the client</p> <p>If the client needs to be referred to other service providers Prepare Referral Letter</p> | None | 30 minutes | PLHIV Program Focal Person or an Alternate |

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| | <p>Attach the necessary documents, if available</p> <p>Advise the client on how to use the referral</p> | | | |
| 3. Wait for the approval of the assessment and the Social Worker's recommendation | 3.1. The Social Worker completely facilitates the approval of the application for assistance and the release of assistance | None | <p>If within the day, 30 minutes to 2 hours, depending on the amount of assistance being sought for</p> <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 of assistance being sought for</p> | PLHIV Program Focal Person or an Alternate |
| | 3.2. Designated Approving Officer reviews documents and initiates final approval of the Social Worker's recommendation; | | | Approving Officer |
| | 3.3. Preparation of vouchers by designated personnel; | | | Designated Staff |
| 4.a Receive Assistance | 4.a.1 Confirm client's identity; | None | <p>If within the day, 30 minutes to 2 hours, depending on the amount of assistance being sought for</p> <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 of assistance being sought for</p> | Special Disbursing Officer |
| | 4.a.2 Release the actual financial assistance to the client. <i>Note: Ask the client to check the actual amount received.</i> | | | |
| 4.b. Receive referral letter/form | 4.b.1 If the client will be referred to another program or agency , explain to the client what to do and how to use the referral letter. | | | |
| TOTAL | | None | 3 hours, 10 minutes | |

4. Provision of Assistance to Solo Parents

The Philippines' government provides assistance to solo parents through the Expanded Solo Parents Welfare Act (Republic Act No. 11861). This law, which took effect in November 2022, expands upon the original Solo Parents' Welfare Act of 2000 (Republic Act No. 8972). It aims to promote the rights and ensure social protection for the country's approximately 14 million solo parents.

The Department of Social Welfare and Development (DSWD), along with other government agencies, is responsible for implementing the law. It provides a "comprehensive package" of services that includes livelihood opportunities, legal and counseling services, and parent effectiveness programs.

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| Office or Division: | Community Based Service Section | |
| Classification: | Simple | |
| Type of Transaction: | G2C – Government to Client | |
| Who may avail: | Registered Solo Parents | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| 1. Valid Solo Parent Identification Card | | Local Government Unit |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-----------------|-----------------|---|
| 1. Attend Interview for assessment of needs | Validate the Solo Parent Identification Card (SPIC) of the client. Interview the client and fill-out the general intake sheet and indicate recommendations based on assessed needs | None | 30 minutes | <i>Head</i> Community Based Service Section |
| 2. Attend psychological intervention, psychological first aid and/or counseling | 2.1 Provide psychological intervention, psychological first aid and/or counseling based on their solo parent | None | 30 minutes | <i>Division Chief</i> Protective Services Division or |

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| | <p>concerns. Recommendation may be provided to help in the needs of the family.</p> | | | <i>Head Community Based Service Section</i> |
| | <p>If no further assistance is to be provided, the client shall and return the form to the social worker before leaving.</p> <p>FO / SWADT social worker / Focal Person shall encode the client's information in the caseload inventory of solo parents provided with assistance</p> | None | 5 minutes | <p><i>Division Chief Protective Services Division</i></p> <p>or</p> <p><i>Head Community Based Service Section</i></p> |
| <p>3. Preparation of referral / endorsement for Assistance to Individuals in Crisis Situation (AICS) or Sustainable Livelihood Program (SLP) or to another office or agency if the need of the client cannot be met by the DSWD.</p> | <p>Prepare referral / endorsement for Assistance to Individuals in Crisis Situation (AICS) or Sustainable Livelihood Program (SLP) or to another office or agency if the need of the client cannot be met by the DSWD.</p> <p>For AICS, provide a referral or endorsement letter to CID / CIS / SWADT and fill-out the General Intake Sheet</p> <p>For livelihood assistance, provide a referral or endorsement letter</p> | None | 40 minutes | <p><i>Division Chief Protective Services Division</i></p> <p>or</p> <p><i>Head Community Based Service Section</i></p> |

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| | to SLP for possible provision of assistance. 3.1.3 For other agency/ies, provide a referral or endorsement letter to appropriate agency/ies. | | | |
| | 3.2 Prepare referral or endorsement letter for approval of Division Chief, Bureau/Regional Director or Combased Section Head / PSD Chief in SWADT. | None | 2 days | <i>Bureau /Regional Director</i> |
| 4. Receive the referral/ endorsement letter | 4. Send the referral / endorsement letter to appropriate agency/ies | None | 5 minutes | <i>Division Chief Protective Services Division</i> |
| | TOTAL | None | 2 working days, 1 hour 50 minutes | |

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

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

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| Office or Division: | Central Office - Sectoral Programs Division Field Office I-XII, CARAGA, CAR, NCR |
| Classification: | Highly Technical |
| Type of Transaction: | G2C- Government to Citizens |
| Who may avail: | Victim-survivor of trafficking Families of the victim-survivor of trafficking. |

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| | Witnesses of cases of human trafficking. Communities with incidence of human trafficking. |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| Case Management | |
| Travel document (for Repatriated TIP Victims) (1 Photocopy) Valid ID (1 Photocopy) Social Case Study Report | Department of Foreign Affairs / Philippine Embassy (for Repatriated TIP Victims) |
| Medical Assistance | |
| Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months) (1 Original and 1 Photocopy) Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures). Barangay Certificate of Residency and Valid ID for the client | Hospital or health facility where the client is admitted or seen (Clinical Abstract and Hospital Bill) Barangay Hall (Barangay Certificate) Government Institutions (Valid ID) |
| Educational Assistance | |
| School registration and/ or certificate of enrolment Statement of Account for tertiary education Valid school ID Valid ID of the parent/ guardian | School where the client is enrolled (School Registration, Certificate of Enrolment, Statement of Account) Government Institutions (Valid ID) |
| Skills Training | |
| Official receipt from the training school (TESDA/ CHED accredited training school. (1 Original and 1 Photocopy) Valid ID | TESDA / accredited training school where the client is enrolled Government Institutions (Valid ID) |
| Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.) | |
| Contract of Employment or any similar document which indicates that they are hired Valid ID (1 Original and 1 Photocopy) | Employer of the client Government Institutions (Valid ID) |

| Financial Assistance for Livelihood | |
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| <p>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.</p> <p>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.</p> <p>Valid ID (1 Original and 1 Photocopy) Social Case Study Report</p> | <p>DSWD Field Offices</p> <p>Government Institutions (Valid ID)</p> <p>DSWD Field Office or Local Social Welfare and Development Office</p> |
| Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking | |
| No Documents need. | DSWD Field Offices -Victim-survivors of trafficking during rescue operation. Social workers are highly needed to provide psychosocial counseling and assist victim-survivors of trafficking all throughout the process from recovery to reintegration. |
| Provision of Temporary Shelter | |
| 3. Referral Letter from the Social Worker (1 Original and 1 Photocopy) | DSWD Field Offices -Victim-survivors of trafficking may be placed in DSWD run/ registered, licensed and accredited residential care facilities for protective custody. |
| Support for Victim-survivors/ Witness and Transportation Assistance | |
| Valid ID Social Case Study Report | Government Institutions (Valid ID) 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 | <p>Interview of the client</p> <p>Provide Psychosocial Counseling</p> <p>Conduct Assessment</p> <p>If the Client needs Temporary Shelter refer to Residential Care Facility.</p> <p>Provide a list of documentary requirements depending on the assistance to be provided.</p> <p>1.1.4 Refer to the list of requirements.</p> | None | 2 Hours | <p><i>Community Based Services Section Head/ Social Welfare Officer III</i> Protect Services Division</p> <p><i>Community Based Services Section Head/ Social Welfare Officer III</i> Protect Services Division</p> |
| 2. Submit Documentary Requirement for the service/s to be availed | <p>Screen other submitted documents (Note: Given all requirements are submitted by the client)</p> <p>If for livelihood assistance, the RRPTP Social Worker shall forward the documents to the Sustainable Livelihood Program for further assessment.</p> | None | 10 minutes | <p><i>Community Based Services Section Head/ Social Welfare Officer III</i> Protect Services Division</p> <p><i>Sustainable Livelihood Program Section Head and Community Based Services Section Head/ Social Welfare Officer III</i></p> |

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| | | | | Protect Services Division |
| | Process the assistance being sought; Preparation of Voucher (if financial related Social Case Study Report Preparation of referral letter (if needs other program assistance) | None | 7 Days | Community Based Services Section Head/ Social Welfare Officer III Protect Services Division |
| | 2.3 Recommend the provision of assistance for approval of the Regional Director. | None | 3 working days | Community Based Services Section Head/ Social Welfare Officer III Protect Services Division |
| | 2.4 Approve the provision of assistance to the victim-survivors of trafficking. | None | 2 working days | Regional Director |
| 3. Receive the assistance | 3.1 Release the assistance to client (Cash or Non-Cash) | None | 2 working days | Cash Section Chief Financial Management Division-Cash Section |
| | Total | None | For Temporary Shelter -2 hours | |
| | Total | None | For Livelihood Assistance - 12 Days | |
| | Total | None | For other Assistance - 5 Days | |

6. Provision of Resource Person to DSWD Intermediaries and Stakeholders

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

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

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------------------|--|-----------------|-----------------|---|
| 1. Submit request letter | 1.1 Receive, check, and log the request letter. After recording, forward the request letter to the CBS/SWIDS Note: Generate copies of the request and copy furnish the ORD, ARD, and Assigned DCs for information. | None | 4 Hours | <i>Administrative Officer II Field Office Records and Archives Management Section (FO RAMS)</i> |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|-----------------|-----------------|---|
| | 1.2 Receive and record the request letter, and forward it to the Section Head/OIC/ for review of the request. | None | 2 Hours | <i>Training Specialist III Protective Services Division (PSD)</i> |
| | 1.3. Receive and review the request letter, and forward it to the assigned staff for processing. | None | 4 Hours | <i>Social Welfare Officer V (SWO V) PSD</i> |
| (If applicable) Submit accomplished Request Form to CBS or SWIDS assigned staff | 1.4. Review the completeness of the request. 1.4.1 If the details of the request are complete, identify a resource person by checking the directory of Core Group of Specialists 1.4.2 If not complete, coordinate with the requestor to complete the details. <i>Note: a. If the request indicates preference in RP for the activity, the assigned CBS/ SWIDS staff shall check the available list and offer to change the RP if there shall be an available RP on top of the preferred one. b. If the request letter provides unclear information, send the Request Form to the requester</i> | None | 4 Hours | <i>Training Specialist III PSD</i> |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|--|-----------------|-----------------|--|
| | <p>1. 5. Once the senior specialist is identified per database/list, coordinate with the supervisor of the CGS member (Specialist)/ to inform and check on their availability.</p> <p><i>Note: If the supervisor of the CGS member will not be able to respond within an hour, assigned CBS/SWIDS staff shall e-mail the CGS member with the details of the request.</i></p> <p>1.5.1. If the senior specialist is not available, coordinate with the prospective RPs in the following order:</p> <ol style="list-style-type: none"> 1. Junior Specialist (JS) 2. Program Focal (PF) 3. SWDL-Net Member 4. Other DSWD Experts <p>1.5.2. If no RP is available, coordinate with the requestor and negotiate the date of the activity to suit the availability of the prospective RP</p> | None | 18 Hours | <i>Training Specialist III PSD</i> |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------------------------------|---|-----------------|-----------------|--|
| | <p>and the requester.</p> <p>1.5.2.1. If the requester is amenable to changing the date, the same process of coordination, following the sequence, shall be done.</p> <p>Note: If an RP is available, send a confirmation slip for approval of the immediate supervisor of the RP</p> | | | |
| (If regret) Accomplish CSM Survey | <p>1.6. Prepare and forward the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the CB/SWID Section Head for review and initials.</p> <p>1.6.1. If no RP is available and the requester is not amenable to changing the date, prepare a letter of regret.</p> | None | 8 Hours | <i>Training Specialist III PSD</i> |
| | <p>1.7. Review and forward the confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the Office of the Regional Director.</p> <p><i>1.7.1. with corrections:</i></p> | None | 4 Hours | <i>SWO V PSD</i> |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|------------------------|---|
| | <p>Return the Confirmation Letter/ Regret Letter and draft RSO to the assigned CBS/ SWIDS staff.</p> <p><i>1.7.2. with no correction:</i> Forward the Confirmation Letter/ Regret Letter, and RSO to the Regional Director.</p> <p>Note: Forward the RSO to the DC of the RP for countersigning before submission for approval of the RD</p> | | | |
| | <p>1.8. Review and approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter.</p> <p><i>1.8.1. if with corrections:</i> Return the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to CBS/SWIDS Head.</p> <p><i>1.8.2. If with no corrections:</i> Approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter then forward to CBS/SWIDS Administrative Staff.</p> | None | 8 Hours | <i>Regional Director Field Office</i> |
| | 1.9. Send the Confirmation Letter/ | None | 3 Hours and 50 minutes | <i>Training Specialist</i> |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|-----------------|--------------------|
| | Regret Letter, and CSMS Form (google form) to the Requester. Then provide the RP supervisor with an RSO/ Referral Letter to SWD L-Net Member. Encode the rest of the details of the request to the Database. | | | III PSD |
| | TOTAL | NONE | 7 Days | |

7. Issuance of Digitized Travel Clearance Certificate for Minors Traveling Abroad

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

| Office or Division: | Centralized Processing Office - Minors Traveling Abroad Under Protective Services Bureau | |
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| Classification: | Simple | |
| Type of Transaction: | G2C - Government to Citizen | |
| Who may avail: | Filipino Minors Traveling Abroad | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| A. General requirements for securing a Travel Clearance Certificate | | |
| (1) Scanned clear copies of the following: | | |
| 1. Minor's QR-coded Birth Certificate from the Philippine Statistics Authority (PSA) or; Passport of the minor, if available. | Philippine Statistics Authority (PSA) Department of Foreign Affairs (DFA) | |
| 2. QR-coded Marriage Certificate of the minor's parents or; the Court Decision on Legal Guardianship; Solo Parent ID, if applicable | Philippine Statistics Authority (PSA) Supreme Court or Regional/Municipal Trial Court, whichever is applicable Local Government Unit | |

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| Certified copy of Evidence of financial capability of the sponsor such as any of the following: Certificate of Employment or Contract of Employment; Latest Income Tax Return; Bank Statement. | Sponsor's employer or contractor or agency Internal Revenue of country of residence Sponsor's bank |
| 4. QR-coded Death Certificate (in case of death of either parent or both) issued by the Local Civil Registrar; | Philippine Statistics Authority (PSA) |
| 5. Scanned copy of colored passport-size photos of the minor (in white background) taken within six (6) months; | Applicant |
| 6. Valid ID/Passport of Parents (with signature); and | Department of Foreign Affairs |
| 7. Passport of Minor (if available). | Department of Foreign Affairs |
| B. For the Succeeding unaccompanied travel to a foreign country: | |
| (1) Scanned copies of the following: | |
| 1. Scanned copy of colored passport-size photos of the minor (in white background) taken within six (6) months; | Applicant |
| 2. Valid ID/Passport of parents (with signature), Solo Parent ID, if applicable; | Department of Foreign Affairs |
| Affidavit of support and Certified Copy of Evidence of financial capability of the sponsor such as any of the following: Certificate of employment Latest ITR; or Bank Statement | Applicant or Sponsoring Person/Agency |
| C. Minor/s traveling alone to a foreign country for the first time with a person other than the parents or legal guardian | |
| (1) Scanned copies of the following: | |
| 1. Minor's QR-coded Birth Certificate from the Philippine Statistics Authority (PSA) or; Passport of the minor, if available. | Philippine Statistics Authority (PSA) Department of Foreign Affairs (DFA) |
| 2. QR-coded Marriage Certificate of the minor's parents or the Court Decision on Legal Guardianship, Solo Parent ID, if applicable; | Philippine Statistics Authority (PSA) |
| 3. Valid ID/Passport of Parents (with signature); | Department of Foreign Affairs |
| 4. Scanned copy of colored passport-size photos of the minor (in white background); | Applicant |
| 5. Passport of the travelling companion; | Department of Foreign Affairs |

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

| E. Additional Requirements for Minor/s Under Special Circumstances: | |
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| For Filipino minors migrating to another country (for purposes of determining if exempted): a. (1) Scanned copy of the Visa petition approval. | Applicant |
| For minor who is over 18 years old but is unable to fully take care of himself/herself from abuse, neglect, cruelty, exploitation or discrimination because of physical or mental disability or condition: a. Scanned Certification from a Physician citing the minor's condition and his/her inability to fully take care of him/herself. | Hospital Clinic |
| For a minor who will study abroad: a. (1) Scanned copy of the student Visa or Acceptance or Certificate of Enrollment or Registration from the school where the minor is to be enrolled. | School where the minor is to be enrolled |
| For a minor who will attend conferences, study tours, competition, student exchange program, Summer Camp, Pilgrimage, World Youth Day, and other related activities: (1) Scanned copy of the Certification from the sponsoring organization; (1) Scanned copy of the Affidavit of Undertaking of the companion indicating the safety measures undertaken by the sports agency (sports competition); and (1) Scanned copy of the Signed Invitation from the sponsoring agency/organization abroad with an itinerary of travel and list of participants and duration of the activity/travel. | Local organization in the Philippines Traveling companion Sponsoring agency/ organization abroad |
| For minors going abroad for medical purposes (only applicable to children in Child Caring Agencies and SWDAs with sponsors abroad for their medical treatment): (1) Scanned copy of the Medical Abstract of the minor; (1) Scanned copy of the Recommendation from the attending physician that such medical procedure is not available in the country; and (1) Scanned Letter from the Sponsor. | Licensed Attending Physician |
| For a minor going abroad for inter-country adoption: (1) NACC issued Consent to Travel | National Authority for Child Care (NACC) |

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| For a minor under Foster Care, scanned copies of the following: (1) RACCO issued Consent to Travel | Regional Alternative Child Care Office (RACCO) |
| For minors under adoption (must have an undergoing filed petition), scanned copies of the following: (1) RACCO issued Consent to Travel | Regional Alternative Child Care Office (RACCO) |
| For abandoned minors with alleged missing parents: (1) Social Case Study Report executed by a Licensed Social Worker of the Local Government Unit of the Parent/Guardian; and | Local Government Unit |
| b. (1) Blotter report from either the Local Police or Barangay Certification from the locality or the last known address of the alleged missing parent. c. (1) Solo Parent ID, if applicable | Barangay or Local Police Local Government Unit |
| For minors under fifteen (15) years of age engaged in any qualified work: a. Working Child Permit (WCP) | Department of Labor and Employment (DOLE) |
| F. For securing the MANDATORY Certificate of Exemption | |
| 1. If the parents are not married, and the child's traveling companion is the biological father who has sole parental custody or legal custody over the minor as evidenced by a Court Order: QR-coded PSA issued birth certificate of minor; Scanned Court Order granting the Sole Parental Custody to the biological father. | Philippine Statistics Authority (PSA) Regional Trial Court |
| When the traveling companion is the legal guardian; QR-coded PSA-issued birth certificate of a minor; Scanned Court Order granting Legal Guardianship over minor; | When the traveling companion is the legal guardian; QR-coded PSA-issued birth certificate of a minor; Scanned Court Order granting Legal Guardianship over minor; Philippine Statistics Authority (PSA); Regional Trial Court |

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| <p>2. Orphans of married parents and traveling with substitute parent/s (grandparents or nearest kin per Family Code): QR-coded PSA issued a birth certificate of a minor; QR-coded PSA-issued Marriage Certificate of the minor's QR-coded PSA-issued Death Certificate of minor's parents QR-coded PSA-issued Birth Certificate of the traveling parents companion (grandparents or nearest kin) to establish the relationship with the minor</p> | <p>Philippine Statistics Authority (PSA)</p> |
| <p>3. Orphans of non-married parents and traveling with the substitute parent/s (maternal side): QR-coded PSA-issued birth certificate of a minor; QR-coded PSA-issued Death Certificate of the minor's biological mother QR-coded PSA issued Birth Certificate of the traveling biological mother companion (maternal grandparents) to establish the relationship with the minor</p> | <p>Philippine Statistics Authority (PSA)</p> |
| <p>VALIDITY</p> | <p>Per travel</p> |

| For Regular Lane application: | | | | |
|--|--|---|-----------------|---|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Create an account in the MTA Online System, complete the online form, upload the required documents, and proceed with the payment of the applicable fee. <i>Note: Prior to payment, the applicant shall agree to the declaration and consent form.</i> | 1.1 After payment, the system issues a notification via email confirming receipt of the application. | <u>For Travel Clearance:</u> ₱800.00 per child <u>For certificate of exemption:</u> ₱300.00 per child <u>Application of CCA/SWDA Exempted</u> | N/A | Applicant through the MTA Online System |
| 2. Wait for the review and assessment of the Social Worker. | 2.1 Travel Clearance Certificate (TCC)/ Certificate of Exemption (CE) applications received via <u>regular lane</u> through HELPS-MTA online portal shall be assigned to the assessor for review and evaluation. | None | 3 hours | Social Welfare Officer III |
| | 2.2 The Assessor shall conduct a thorough review and | None | 1 day | Social Welfare Officer I & II |

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| | <p>evaluation of the submitted online application and its supporting documents. If the application satisfies all requirements and is deemed compliant, the applicant shall be tagged as 'Compliant – Ready for Interview' and may proceed to the selection of an interview appointment.</p> <p>Note: All PSA or additional requirements for special circumstances applications shall undergo verification process through QR code scanning (if applicable) /email coordination and/or phone call through the partner agencies designated focals.</p> <p>If non-compliant, the applicant shall be notified through system generated email specifying the reasons for clarification and reflecting issues related to documentary inconsistency and incompleteness.</p> <p>The applicant shall have a 7 days</p> | | | |
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| | <p>period to comply without the need to pay. Once complied, revert to Step 2. Failure to act within the 7 days period shall be the basis for disapproval.</p> | | | |
| <p>3. Select a schedule for an online interview</p> | <p>The applicant shall select an interview schedule within 24 hours of compliance.</p> <p>The Applicant shall receive an email notification from the system and the assigned interviewer confirming the interview schedule with the Google Meet link attached.</p> <p>In cases where the applicant is tagged as compliant but no interview appointment schedule is available, the assigned Interviewer shall provide a special slot for interview to the applicant.</p> | None | 1 hour | Applicant |
| <p>4. Attend the online interview together with the minor and parent/travel companion</p> | <p>Once the applicant secures an interview schedule, the Social Welfare Officer shall conduct the interview process mandatory attended by the involved person:</p> <p>Minor Parent</p> | None | 20 minutes | Applicant and Social Welfare Officer I and II |

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| | <p>Designated Travel Companion</p> <p>The Social Welfare Officer shall prepare and submit the assessment report for the application recommended either for approval or disapproval.</p> <p>The applicant shall receive a specified notification through email regarding the status of application.</p> <p><i>Note: All interviews conducted through video teleconference and or phone calls shall be recorded and processed in compliance with the Data Privacy Act of 2012 (RA 10173).</i></p> | | 3 hours | |
| 5. Review of the application | <p>The approver reviews the application in accordance with the implementing guidelines.</p> <p>The System issues a notification status and update for compliant and approved applications likewise a notice of disapproval for the disapproved application including</p> | None | 1 day | Social Welfare Officer III/IV (SWO III/IV) |

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| | the designated worker. | | | |
| 6. Issuance of Travel Clearance Certificate / Certificate of Exemption | 6.1 The applicant shall receive an email of the approved or disapproved TCC/CE application. | None | 40 minutes | Applicant |
| TOTAL: | | <u>Processing Fees:</u> <u>For Travel Clearance:</u> ₱800.00 per child <u>For certificate of exemption:</u> ₱300.00 per child <u>Application of CCA/SWDA Exempted</u> | 3 working days | |

| FOR MANUAL ISSUANCE: | | | | |
|---|--|-----------------|-----------------|-------------------------------|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Register information in MTA client's logbook | 1.1 Issue Service Sequence Number 1.1.2 Encoding of the client's information in online/printed Spreadsheet | None | 5 minutes | MTA Focal/ Admin Assistant |
| 2. Fill out and Submit Accomplished Application Form and Documentary Requirements for Screening | 2.1 Accept and review the accomplished MTA application form and the authenticity of the presented documentary requirements | None | 30 Minutes | MTA Focal/ Admin Assistant |

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| | <p>If the documents are complete, assigns control number on the application form</p> <p>If the documents are incomplete, request the client to comply with the lacking documents. Provides the client the initial findings.</p> | | | |
| | <p>Conduct interview and prepare assessment of the application.</p> <p>Review of the assessment report of the MTA Focal by the supervisor.</p> | None | 30 minutes | <p>MTA Focal</p> <p>CBS Section Head / SWO III</p> |
| | <p>2.3 Approve/ Disapprove the application</p> <p>If approved, fill-out the payment slip and order of payment and advise the applicant to proceed to the cashier for payment.</p> <p>If disapproved, provide the client with a written explanation stating the reasons of the disapproval</p> <p>If exempted, prepare the Certificate of Exemption for Approval of the Regional Director</p> | None | 5 minutes | <p>CBS Section Head / SWO III</p> |

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| 3. Pay the prescribed amount and receive the Official Receipt | 3.1 Receive the Order of Payment | <u>For Travel Clearance:</u> ₱800.00 per child <u>For certificate of exemption:</u> ₱300.00 per child <u>Application of CCA/SWDA Exempted</u> | 10 minutes | Cash Section Officer |
| | 3.2. Issue Official Receipt to the Applicant on the Payment Received | None | 5 minutes | Cash Section Officer |
| 4. Present the Official Receipt and Receives the issued Travel Clearance (Blue Card) | Receive the official receipt Encode the details of the applicant in the Travel Clearance. Sign the Travel Clearance. Release the travel clearance/ certificate of exemption including the official receipt | None | 35 Minutes | MTA Focal/ Admin Assistant MTA Focal/ Admin Assistant Regional Director/ ARDO/ARDA / PSD Chief / CBSS Section Head MTA Focal/ Admin Assistant |
| 5. Receive the Travel Clearance/ Certificate of Exemption and Signs the Logbook | Issuance of Claim Stub schedule of release (Minimum of 1-day processing and maximum of 3 days processing) Client to sign | None | 10 minutes | MTA Focal/ Admin Assistant |

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| | the Log Book for the Travel Clearance/ Certificate of Exemption Received | | | |
| | TOTAL | <u>Processing Fees:</u> <u>For Travel Clearance:</u> ₱800.00 per child <u>For certificate of exemption:</u> ₱300.00 per child <u>Application of CCA/ SWDA Exempted</u> | 2 hours and 10 minutes | |

SOCIAL MARKETING UNIT (SMU)

EXTERNAL SERVICES

1. Handling of 8888 Inquiries, Complaints, and Grievances

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

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

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| Office or Division: | Public Relations Service - Client Support and Grievance Management Division | |
| Classification: | Executive Order No. 6 S. 2016 | |
| Type of Transaction: | Government-to-Citizens (G2C); Government-to-Government (G2G) | |
| Who may avail: | Any person with inquiries, complaints, and grievances directed to the Department of Social Welfare and Development (DSWD) may submit them via the 8888 Citizens' Complaint Hotline portal. | |
| | CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| | <ol style="list-style-type: none"> 1. One (1) Copy of the Referral Letter (PDF format) <i>*Contains the Ticket Reference Number issued by the 8888 Citizens' Complaint Center</i> 2. Client Information (if available) <i>*includes the client's name, address, telephone number, and email address (if applicable).</i> 3. Inquiry/Complaint/Grievance Details <i>*provides a complete and detailed description of the concern.</i> | 8888 Citizens' Complaint Center |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|-----------------|---|
| <p>1. Lodge/file their inquiries, complaints, and grievances, directed to the Department of Social Welfare and Development (DSWD) programs, services, or personnel via the 8888 Hotline.</p> | <p>1.1 Receive, assess, analyze, and ascertain whether the client's inquiry, complaint, or grievance falls under the jurisdiction of the DSWD.</p> <p>1.1.1 If the concern falls under the jurisdiction of DSWD, the Technical Staff shall refer to the concerned Office/Bureaus/Units/Services (OBSUs)/Field Offices (FOs)/Attached Agencies (AAs).</p> <p>1.1.2 If not, the Technical Staff shall submit a request for reversion to the 8888 CCC Administrator through the 8888 Citizens' Complaint Hotline Portal.</p> <p>1.2 Encode the client's details into the Integrated Grievance Redress Management System (IGRMS) and 8888 unified monitoring matrix.</p> | None | 15 Minutes | <p><i>Project Development Officer II Public Relations Service</i></p> |

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| | <p>1.3 Receive, evaluate, and forward 8888 ticket(s) to the relevant Division, Unit, or Service for necessary action.</p> | None | 5 Minutes | <p><i>Project Development Officer II Public Relations Service</i></p> <p>&</p> <p><i>Technical Staff DSWD OBSU/FO/AA</i></p> |
| | <p>1.4 Respond to the client's concern(s) accordingly.</p> | None | 71 Hours, 10 Minutes | <p><i>Technical Staff DSWD OBSU/FO/AA</i></p> |
| | <p>1.5 Submit the signed feedback report or memorandum, directed to the DSWD 8888 Permanent Focal Person, and to the PRS. This submission must include a detailed account of the actions taken, along with all relevant attachments pertaining to the ticket referred by the DSWD 8888 Action Team.</p> | None | 5 Minutes | <p><i>Technical Staff DSWD OBSU/FO/AA</i></p> |
| | <p>1.6 Receive, review, and acknowledge the signed official memorandum of responses submitted by the concerned OBSU/FO/AA.</p> <p>1.6.1 If the response received is considered insufficient in terms of concrete and specific actions, the Technical Staff shall return the submitted official memorandum and attachments to the</p> | None | 10 Minutes | <p><i>Project Development Officer II Public Relations Service</i></p> |

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| | <p>respective OBSU/FO/AA through the official email address for compliance.</p> <p>1.6.2 If the response received meets the criteria in terms of being concrete and specific⁵, and accompanied by complete attachments, proceed to the next step.</p> | | | |
| | <p>1.7 Recommend the closure of the complaint, stating the ticket reference number to the 8888 Citizens' Complaint Hotline Portal.</p> | None | 5 minutes | Project Development Officer II Public Relations Service |
| | <p>1.8 Once closed, notify the concerned OBSU /FO/AA that the ticket has been closed in the 8888 Portal.</p> <p>1.9 Acknowledge the provided update.</p> <p>1.10 Update the IGRMS and 8888 unified monitoring matrix and mark the complaint ticket reference number as responded/ resolved.</p> | None | 10 Minutes | Project Development Officer II Public Relations Service Technical Staff OBSU/FO/AA F Project Development Officer II Public Relations Service & Technical Staff OBSU/FO/AA |

⁵ It refers to actual and factual action to the complaint. It must be within the mandate of the Agency and a clear, exact, and relevant response to the complainant.

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| | TOTAL: | None | 72 hours or 3 calendar days, as prescribed by EO No. 6, s. 2016 | |
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2. Handling of Inquiries, Requests for Assistance, and Grievances from the General Public

In order to ensure a prompt and effective response to all incoming correspondence, such as DSWD Inquiry Email, DSWD Official Hotline, IGRMS Public Portal, referral letters from the Local Government Units (LGUs), and other relevant offices. This initiative is in strict adherence to Republic Act No. 11032, which aims to enhance the ease of doing business and improve the efficiency of government service delivery. This act amends Republic Act No. 9485, commonly referred to as the Anti-Red Tape Act of 2007, thereby reinforcing the commitment to streamline processes and reduce bureaucratic hurdles.

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| Office or Division: | Public Relations Service (PRS) – Client Support and Grievance Management Division (CSGMD) | | | |
| Classification: | Executive Order No. 6 S. 2016 | | | |
| Type of Transaction: | Government-to-Citizens (G2C); Government-to-Government (G2G) | | | |
| Who may avail: | Any person with inquiries, requests for assistance, or complaints directed to the Department of Social Welfare and Development (DSWD) may submit their concerns through the IGRMS Public Portal, the DSWD Inquiry Email, or the DSWD Hotline. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Client's Information (Name, Address, Telephone number, E-mail Address), and the complete details of concern; or 2. Referral Letter from the Local Government Units (LGUs) and other concerned offices | | Public Relations Service – Client Support Section (CSS) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit or send communication of inquiry, request, or grievance. | 1.1 Receive and acknowledge inquiries, requests, grievances, or endorsement letters received from the DSWD Inquiry Email, Snail/Postal Mail, | None | 5 minutes | <i>Project Development Officer II Public Relations Service</i> |

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| | DSWD Hotline, and IGRMS Public Portal. | | | |
| | <p>1.2 Review and assess the inquiries, requests, grievances, or endorsement letters received from the clients.</p> <p>1.2.1 For DSWD concerns, with complete information, proceed to the next step.</p> <p>1.2.2 For inquiries received through the DSWD Inquiry Email, the assigned PRS Technical/Grievance Officer shall respond through the DSWD Inquiry Email.</p> <p>1.2.3 For inquiries received through the DSWD Hotline, the assigned PRS Technical/Grievance Officer shall respond through a phone call/hotline.</p> <p>1.2.4 For inquiries received through the IGRMS Public Portal, the assigned PRS</p> | None | | <p><i>Project Development Officer II Public Relations Service</i></p> |

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| | <p>Technical/Grievance Officer shall respond using the Public Relations Service - Action Center email account (prs_actioncenter@dswd.gov.ph).</p> <p>1.2.5 For inquiries received through referral letters from the LGUs and other concerned offices, the assigned PRS Technical/Grievance Officer shall draft an official memorandum or official letter for transmittal to the concerned office.</p> | | | |
| | <p>1.3 Determine whether the received inquiry, request, or grievance falls within the mandate of the DSWD.</p> <p>1.3.1 For DSWD concerns with complete contact information, proceed to the next step.</p> <p>1.3.2 For DSWD concerns with incomplete information, respond to the client and request</p> | None | 5 minutes | <i>Project Development Officer II Public Relations Service</i> |

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| | <p>the necessary information.</p> <p>1.3.3 When the client provides the required information, proceed to the next step.</p> <p>1.3.4 When no response is received from the client within three (3) working days, inform the client that the concern will be closed due to a lack of information to proceed with the next step.</p> <p>1.3.5 For non-DSWD concerns, request the reversion and tag the status of the concern in the Unified Monitoring Matrix with Reversion.</p> <p>1.3.6 For non-DSWD concerns received through email, revert the concern to the proponent's office via email.</p> <p>1.3.7 For non-DSWD concern referral letters, return the concern through</p> | | | |
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| | <p>an official letter and endorse it to the referring office.</p> <p>1.3.8 For non-DSWD concern referral letters, revert the concern using an official letter and endorse it to the appropriate office.</p> <p>1.3.9 For non-DSWD concerns received through the DSWD hotline, respond accordingly and advise the client to coordinate with the respective NGASs or LGUs.</p> | | | |
| | <p>1.4 Classify the concern as Simple, Complex, or Highly Technical, and encode the client's details in the Unified Monitoring Matrix.</p> <p>1.4.1 For simple inquiries: The PRS-Technical Grievance Officer shall respond to the concern of the client accordingly.</p> <p>1.4.2 For requests for assistance and non-contentious grievances that</p> | None | 20 Minutes | <i>Project Development Officer II Public Relations Service</i> |

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| | <p>require validation and are classified as “Complex”, the PRS-Technical Grievance Officer shall refer the matter to the concerned office (FOs, OBSUs, AAs) for appropriate action.</p> <p>1.4.3 For grievances received through and that are classified as “Highly Technical” and “Confidential”, the PRS - Technical Grievance Officer shall refer the matter to the concerned office through email. For snail/postal mail correspondence, the PRS - Technical Grievance Officer shall draft a memorandum or letter and refer the matter to the concerned office (closed envelope for confidential matters) for appropriate action.</p> | | | |
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| | 1.5 The PRS - Technical Grievance Officer shall encode the client's details in the Unified Monitoring Matrix. | | | |
| | <p>1.6 Receive and acknowledge the referral email/memorandum from the Public Relations Service (PRS) through the official email or snail/postal mail.</p> <p>1.7 Review and determine to which Office/Division/Service/Unit the concern will be forwarded.</p> <p>1.8 The OBSU/Field Office Technical Focal Person/s shall refer to the email/referral letter to the concerned Division/Unit/Services for appropriate action.</p> <p>1.9 The OBSU/Field Office Technical Focal Person/s shall encode the client's details in the Monitoring Matrix, monitor the status of the received referrals, and ensure that specific and concrete actions are undertaken.</p> | None | 10 Minutes | <i>Technical Staff OBSU/FO/AA</i> |
| 2. Receive a response/action on the concern. | 2.1 Receive, acknowledge the referral | None | a. Simple Transaction | <i>Technical Staff OBSU/FO/AA</i> |

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| | <p>email/memorandum, and provide appropriate action/update the client on the status of his/her concern.</p> <p>2.2 Receive, acknowledge, assess, and coordinate with the client and provide concrete and specific actions.</p> <p>2.3 Draft and submit the signed document or feedback report detailing the concrete and specific actions undertaken on the concern, with supporting documents, including proof of communication with the client.</p> <p>2.4 Update the status of the concern in the Unified Monitoring Matrix.</p> | | <p>(three (3) working days)</p> <p>b. Complex Transaction (seven (7) working days)</p> <p>c. Highly Technical Transaction (twenty (20) working days)</p> | |
| | <p>2.5 Facilitate the submission of the official response or signed feedback report to the DSWD CO-PRS and ensure the supporting documents, including the proof of communication stating the concrete and specific action/s undertaken by the concerned Division/Unit..</p> | None | 10 Minutes | <i>Technical Staff OBSU/FO/AA</i> |

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| | <p>2.5.1 For referrals received from the Presidential Action Center (PACe), shall provide a direct response or feedback report to the Director IV of the PACe, with a copy furnished to the Public Relations Service (PRS) for monitoring and recording purposes.</p> <p>2.5.2 Shall update the status of the concern in the Unified Monitoring Matrix.</p> | | | |
| | <p>2.6 Receive and review the submitted official response or signed feedback report and update the status of the concern in the Unified Monitoring Matrix.</p> <p>2.6.1 If the response is insufficient, go back to Steps 2.2 and 2.3 for compliance</p> <p>2.6.2 If sufficient, proceed to the next step</p> | None | 10 Minutes | <i>Project Development Officer II Public Relations Service</i> |
| | <p>2.7 Acknowledge the receipt of the official response or feedback report and</p> | None | 5 Minutes | <i>Project Development Officer II</i> |

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| | provide the status of the concern. | | | <i>Public Relations Service</i> |
| | 2.8 Update the unified monitoring matrix and tag the status whether it is Responded-Closed, or Resolved-Closed | None | 5 Minutes | <i>Project Development Officer II Public Relations Service</i> |
| | TOTAL | NONE | 1 Hour and 10 Minutes, as prescribed by EO No. 6, s. 2016 Simple Transaction: 3 working days, 72 hours Complex Transaction: 7 working days, 168 hours Highly Technical Transaction: 20 working days, 480 hours | |

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

To address and provide an immediate effective response and resolution in all walk-in inquiries, requests for assistance, grievances, complaints, or feedback from the general public in compliance with Republic Act No. 11032: “An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the Purpose Republic Act No. 9485, otherwise known as Anti-Red Tape Act of 2007”. The aim is to ensure that we deliver prompt responses to clients until the issue is fully resolved or closed, ensuring that all walk-in interactions are handled with the utmost efficiency and responsiveness, thereby enhancing the overall experience for citizens seeking assistance.

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| Office or Division: | Public Relations Service (PRS) – Client Support and Grievance Management Division | | |
| Classification: | Simple, Complex, and Highly Technical | | |
| Type of Transaction: | Government-to-Citizens (G2C); Government-to-Government (G2G) | | |
| Who may avail: | Walk-in clients with inquiries, requests for assistance, or complaints directed to the Department of Social Welfare and Development (DSWD) may submit their concerns through the Public Assistance and Complaints Desk (PACD) | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1. Client’s Information: (Name, Address, Telephone number, E-mail Address), and the complete details of concern in the accomplished Client’s Transaction Form (CTF) | | Public Relations Service – Client Support Section (CSS) | |

| 2. Referral Letter from the National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices (if available) | | Public Relations Service – Client Support Section (CSS) | | |
|--|---|---|--|-------------------------------|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Lodge/file inquiry, request, or grievance through the PACD | 1.1 Submit an inquiry, request, or grievance to the PACD Officer, whether verbal or by filling out the Client's Transaction Form (CTF) | None | 5 Minutes | <i>Attending PACD Officer</i> |
| | 1.2 Inquire about client issues with probing questions, following the verbatim script. | None | 8 Minutes | <i>Attending PACD Officer</i> |
| | 1.3 Get the client's consent to record the client's information/details of concern and encode them in the Integrated Grievance Redress Management System (IGRMS). | None | 5 Minutes | <i>Attending PACD Officer</i> |
| | 1.4 Assess the concern of the client and provide a suitable response/ resolution: 1.4.1 For Simple Inquiry: Provide a clear and concise response to the query. 1.4.1.1 If unsure, offer to find the information or | None | 20 Minutes a. Simple Transaction (three (3) working days) b. Complex Transaction (seven (7) working days) c. Highly Technical | <i>Attending PACD Officer</i> |

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| | <p>direct them to the Office/Bureau/Service/Unit (OBSU) concerned.</p> <p>1.4.1.2 If the query has multiple possible solutions, present the available solutions to the client and explain the pros and cons of each option if necessary.</p> <p>1.4.1.3 Ask if the client has any further questions or if he/she needs additional clarification.</p> <p>1.4.2 For Complex and Highly Technical Concerns: Contact/coordinate with the concerned Office, Bureau, Service, or Unit (OBSU).</p> <p>1.4.2.1 Refer the client either through the accomplished GIF or via phone call to the concerned OBSU.</p> <p>1.4.2.2 Provide the appropriate response, which the attending PACD Officer can either relay to the</p> | | <p>Transaction (twenty (20) working days)</p> | |
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| | client or deliver directly via phone. | | | |
| | 1.5 After the client has been responded to, update the IGRMS or monitoring tool and tag it as responded/resolved (whichever is applicable). | None | 5 Minutes | <i>Attending PACD Officer</i> |
| | 1.6 Encode the results of the survey in the CSMS database as a means of verification. | None | 5 Minutes | <i>Attending PACD Officer</i> |
| | TOTAL | NONE | 48 minutes, as prescribed by EO No. 6, s. 2016 Simple Transaction: 3 working days, 72 hours Complex Transaction: 7 working days, 168 hours Highly Technical Transaction: 20 working days, 480 hours | |

STANDARDS SECTION (SS)

EXTERNAL SERVICES

1. Accreditation of Civil Society Organizations (CSOs) – Non-SLP Organized

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

| Office or Division: | DSWD Field Office - Standards Section | | |
|---|--|--|--|
| Classification: | Highly Technical | | |
| Type of Transaction: | G2C - Government to Client G2G - Government to Government | | |
| Who may avail: | All eligible beneficiary CSOs organized by the Department through DSWD project/s and/or program/s. | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1. Duly accomplished and duly sworn Beneficiary CSO Accreditation Application Form (1 original copy) | | <ul style="list-style-type: none"> • DSWD Field Office - Standards Section, or; • DSWD Website https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-010_REV-01_APPLICATION-FORM-FOR-THE-ACC.-OF-CSO-AS-BENEFICIAR.pdf | |
| 2. Proof of existence or presence of the CSO in its stated address and area of operation or organization, namely: <ol style="list-style-type: none"> a. Pictures of office and direction sketch (1 photocopy); and b. At least one of the following documents (1 original copy): <ol style="list-style-type: none"> i. <i>Barangay certification</i> ii. <i>Certification or endorsement from at least two (2) publicly known individuals in the community</i> iii. <i>Other documents showing proof of existence</i> | | <ul style="list-style-type: none"> • CSO Beneficiary Applicant | |
| 3. Proof of organization, namely: <ol style="list-style-type: none"> a. Organizational chart or governance structure (1 original copy); and b. Date of organization, list of officers and members with their complete names, dates of birth (if known and or registered, complete address, and contact numbers, if available (1 original copy). | | <ul style="list-style-type: none"> • CSO Beneficiary Applicant | |
| 4. Certificate of Good Standing – if the CSO applicant has received public | | <ul style="list-style-type: none"> • Government agency or agencies from which it has received public funds, or; | |

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| <p>funds prior to its application; Specifically stating that the CSO has liquidated, in accordance with COA regulations, all fund transfers due for liquidation (1 original copy).</p> | <ul style="list-style-type: none"> • DSWD Website https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-013_REV-01_CERTIFICATE-OF-GOOD-STANDING.pdf |
| <p>5. Social Preparation (1 original copy)</p> | <ul style="list-style-type: none"> • Designated DSWD Regional Program/Project Officer of the DSWD Program or project where the CSO applicant is seeking funds, or; • DSWD Website https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-014_REV-01_CERTIFICATION-ON-SOCIAL-PREPARATION.pdf |
| <p>Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 17 Series of 2017.</p> | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|-----------------|--|
| <p>1. Submit the application documents</p> | <p>1.1. Receive and log the receipt into the document tracking system (DTS)/ Logbook. Refer to the concerned unit.</p> | <p>None</p> | <p>*2 hours</p> | <p><i>Regional Director</i> DSWD Field Offices</p> |
| <p>2. Wait for the result of the assessment</p> | <p>2.1. Receive and review the documentary requirements</p> | <p>None</p> | <p>1 day</p> | <p><i>Regional Director</i> DSWD Field Offices</p> |
| | <p>2.2. Post name of applicant to DSWD website</p> | <p>None</p> | <p>1 day</p> | <p><i>Regional Director</i> DSWD Field Offices</p> |
| | <p>2.3. Prepare activities for the conduct of validation</p> | <p>None</p> | <p>2 day</p> | <p><i>Regional Director</i> DSWD Field Offices</p> |

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

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| | 2.9. Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board | None | 1 day | <i>Regional Director</i> DSWD Field Offices |
| | 2.10. If found incomplete or non-compliant (in any part of the process) If found to be incomplete, prepares acknowledgment memorandum returning the application documents for compliance to the concerned Program or Bureau | None | 1 day | <i>Regional Director</i> DSWD Field Offices |
| | 2.11. If an irregularity, falsehood, fabrication or forgery is noted or found in the documents the applicant shall be required to explain not later than 3 days from receipt of notice issued | None | 1 day and 5 hours and 55 minutes | <i>Regional Director</i> DSWD Field Offices |

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

**SUSTAINABLE LIVELIHOOD PROGRAM -
REGIONAL PROGRAM MANAGEMENT
OFFICE
(SLP-RPMO)**

EXTERNAL SERVICES

1. Grievance Management Process

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

| Office or Division: | Sustainable Livelihood Program – Grievance Management Unit (GMU) | | | |
|--|--|---|-----------------|--|
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | All DSWD FOs, DSWD OBSUs, or other Agencies/Institutions | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ol style="list-style-type: none"> 1. One (1) Copy of Filled-up SLP Grievance Form – for walk-in clients; 2. One (1) Copy of complaint letter received from OBSUs, NGAs, NGOs, concerned citizen, social media and others; and 3. One (1) Photocopy each of supporting documents <ul style="list-style-type: none"> - <i>Clients Testimony</i> - <i>Witness Testimony (if necessary)</i> - <i>Barangay / Police Report (if necessary)</i> | | SLP Helpdesk 3rd Floor, Mahusay Building | | |
| ACTIVITIES TO BE UNDERTAKEN BY THE SLP-NPMO/RPMO: | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The clients shall ratify or Concur on the Data Privacy Consent's content. Proceed to customer step number 2 after approval. | 1.1 Explain to and request the client to sign or place his/her thumb mark on the Data Privacy Act (DPA) of 2012. | None | 3 Minutes | Grievance Management Officer (GMO)/ Technical Officer (TO) of the day Sustainable Livelihood Program |
| | Brief orientation on the SLP Processes | | | |
| 2. Fill-up the walk-in logbook | 2.1. Instruct the client to register in the Walk-in Clients Log Book. | None | 2 minutes | GMO/ TO Sustainable Livelihood Program |
| | 2.2. Conduct the initial interview on the complaint. | None | 10 minutes | GMO/ TO Sustainable Livelihood Program |

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| 3. Fill-out the SLP Grievance Form | 3.1. Request the client to fill out the SLP Grievance Form. | None | 10 minutes | GMO/ TO Sustainable Livelihood Program |
| | 3.2. Validate any lacking information of the client/s as necessary. | None | 3 Minutes | GMO/ TO Sustainable Livelihood Program |
| 4. Received the Walk-in Client Slip | 4.1. Issue SLP Walk-in Client Slip. 4.1.1 Certify that clients appeared at the SLP NPMO | None | 3 Minutes | GMO/ TO Sustainable Livelihood Program |
| 5. Encoding of clients profile | 5.1. Encode client/s profile in the SLP Referral Management System (SLP GMS) | None | 5 minutes | GMO/ TO Sustainable Livelihood Program |
| | 5.2. Classify the complaint / grievance. | None | 3 Minutes | Grievance Management Unit Head (GMUH) Grievance Management Unit |
| | 5.3. Validate the findings. If invalid, notify the concerned process owner for the invalid findings, and validate lacking information of the client/s as necessary. | None | 10 minutes | GMO/ TO Sustainable Livelihood Program |
| | 5.4. Encode the details in the SLP GMS and EDTMS | None | 6 minutes | GMO/ TO Sustainable Livelihood Program |

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| | 5.5. Refer/ Endorse the Grievance for verification to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs and other institutions. | None | 8 hours | GMO/ TO Sustainable Livelihood Program |
| | 5.6. Monitor and follow-up feedback/ updates to concerned FOs | None | 2 days (simple) 6 days (complex) 9 days (highly technical) | GMO/ TO Sustainable Livelihood Program |

| FOR GRIEVANCES AT THE SLP- REGIONAL LEVEL: | | | | |
|---|--|------------------------|------------------------|--|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | 5.8. Processing of Grievance For Non-Cognizable Grievance (Simple Transactions) - Does not require verification The GRMO shall provide technical assistance, explain and orient on program implementation. | None | 7 days | Fact Finding Team (For Non-cognizable Grievance) |
| | For Cognizable Grievance (Highly Technical Transactions) The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance. | None | 10 days | <i>SLP Regional Grievance Management Committee</i> (For Cognizable Grievance) |

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| | For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall collaborate to include the deployment of Fact-Finding Team. Gather data and other essential information in order to determine the reasons/ factors that trigger the filing of grievance. | | | |
| | 5.9. The Fact-finding team shall conduct field visits for assessment/ validation, investigation and other duties and responsibilities under GMP. | None | 3 days | <i>SLP Regional Grievance Management Committee</i> |
| | 5.10. Include in the feedback other essential information, reasons or factors that trigger the filing of grievance. | None | 3 days | <i>Fact Finding Team</i> |
| | 5.11. Provide recommendation and decision for endorsement to concerned OBSUs towards the resolution of the grievance. | None | 1 day | <i>SLP Regional Grievance Management Committee</i> |
| | 5.12. Provide feedback to the complainant on the action taken. | None | 1 day | <i>RGMO</i> |
| | 5.13. The SLP RGMC shall endorse unresolved grievances to the DSWD FO Regional Grievance | None | 1 day (FO RGC) | <i>SLP Regional Grievance Management Committee</i> |

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| | Regional Grievance Committee. | | | |
| | <p>5.15 Issuance of Resolution based on the decision by the authority. If Resolution was issued by the:</p> <p>PC – Appeal processed by the SLP RGMC</p> <p>SLP RGMC or SLP RPMO – The appeal shall be processed by the SLP NPMO GMC</p> <p>SLP NPMO GMC – Appeal process by Office of the Secretary or OBSUs concerned.</p> | None | 2 days | <i>RGMO</i> |
| | <p>5.16. Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties.</p> <p>5.16.1 Encode in the SLP Grievance Tracker</p> | None | 1 day | <i>RGMO</i> |
| FOR GRIEVANCES AT THE SLP- PROVINCIAL LEVEL: | | | | |
| | <p>5.8 Processing of Grievance.</p> <p>For Non-Cognizable Grievance (Simple Transactions)</p> <p>The Non-Cognizable (invalid) grievance does not require verification</p> | None | 7 working days | <p><i>Fact Finding Team</i></p> <p><i>(For Non-Cognizable Grievance)</i></p> |

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| | <p>The GRMO shall provide Technical Assistance, simple explanation, and orientation on program implementation</p> | | | |
| | <p>For Cognizable Grievance (Highly Technical Transactions)</p> <p>The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance.</p> <p>For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall be activated to include the deployment of Fact-Finding Team.</p> | None | 10 days | <p><i>SLP Regional Grievance Management Committee</i></p> <p><i>(For Cognizable Grievance)</i></p> |
| | <p>5.9. Assess grievances and sort based on the validity or gravity.</p> <p>5.9.1 Ensure the accomplished forms, prepare letters of acknowledgement.</p> <p>For Non – cognizable Grievance (invalid) - Does not require verification</p> <p>5.9.2 Encode in the Database.</p> | None | 1 day | <i>PGMO</i> |

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| | <p>5.10. Non-Cognizable Grievance (Simple Transactions)</p> <p>5.10.1 The PGMO shall provide technical assistance, explain and orient on program implementation.</p> <p>5.10.2 Endorse all major grievances to RPMO</p> | None | 1 day | PGMO |
| | <p>5.11 Gather data and other essential information to determine the reasons or factors that trigger the filing of grievance.</p> | None | 4 days | PGMO |
| | <p>5.12. Endorse data gathered and other essential information to the RPMO.</p> | None | 1 day | PGMO |
| | <p>5.13. Provide feedback to the complainant on the actions taken.</p> | None | 1 day | PGMO |
| | <p>5.14. Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed by the involved persons/parties.</p> <p>5.14.1 Encode in the SLP Grievance Tracker.</p> | None | 1day | PGMO |

| FOR GRIEVANCES AT THE SLP- MUNICIPAL LEVEL: | | | | |
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| | <p>5.8 Assess grievances (e.g. involvement of PDO) and sort based on the validity or gravity.</p> <p>5.8.1 Secure the accomplished forms, prepare letter of acknowledgement.</p> <p>5.8.2 Encode to the Database.</p> | None | 2 hours | <i>PGMO</i> |
| | <p>5.9 Non-Cognizable Grievance (Simple Transactions)</p> <p>The FPDO shall provide technical assistance, explain, and orient on program implementation.</p> | None | 3 days | <i>PGMO</i> |
| | 5.10 Endorse all major grievances to the RPMO. | None | 1 day | <i>PGMO</i> |
| | <p>5.11 Gather data and other essential information to determine the reasons or factors that trigger the filing of grievance.</p> <p>5.11.1. The PGO shall check the involvement of the PDO.</p> | None | 1 day | <i>PGMO</i> |
| | 5.12. Provide feedback to the complainant on the action taken. | None | 1 day | <i>PGMO</i> |

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| | 5.13 Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed by the involved persons/parties. 5.13.1. Encode in the SLP Grievance Tracker. | None | 1 day | PGMO |
| Activities to be undertaken by the SLP-NPMO/RPMO | | None | For Simple - 3 Days and 55 minutes For Complex - 7 Days and 55 minutes For Highly Technical - 10 Days and 55 minutes | |
| For Grievances at the SLP- Regional Level | | None | 30 Days | |
| For Grievances at the SLP- Provincial Level | | None | 27 Days | |
| For Grievances at the SLP- Municipal Level | | None | 7 days and 2 Hours | |
| *The processing of grievances is based on the Guidance Note on the Grievance Management Process of the Sustainable Livelihood Program. | | | | |

2. Referral of Walk-in Clients to the Sustainable Livelihood Program – Regional Program Management Office (SLP – RPMO)

The process for walk-in program participants received by the Sustainable Livelihood Program – National Program Management Office (SLP – NPMO) aims to enumerate the steps and procedures that concerned SLP – NPMO personnel to undertake to efficiently facilitate the request for livelihood assistance of walk-in program participants received by the DSWD SLP – NPMO.

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| Office or Division: | Sustainable Livelihood Program - National Program Management Office – Referral Management Section |
| Classification: | Simple Transaction |
| Type of Transaction: | G2C – Government to Citizens G2G – Government to Government |
| Who may avail: | All Qualified Walk-In Program Participants |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|--|---|-----------------|-----------------------------|
| One (1) Photocopy of any valid identification of the participant applying for Livelihood Assistance Grants | | Government Agencies issuing identification cards such as Social Security System (SSS), PhilHealth, Pag-Ibig, Land Transportation Office (LTO), Department of Foreign Affairs (DFA), Professional Regulation Commission (PRC), Commission on Election (COMELEC), National Bureau of Investigation and others | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Attend the brief SLP Orientation provided by the PDO and decide whether to proceed with the application for livelihood assistance. | <p>1.1 Conduct a brief Sustainable Livelihood Program (SLP) Orientation to the client/s covering the general description of SLP, its Program Tracks, Modalities, and Eligibility Requirements.</p> <p>1.1.1. PDO shall ask the client if they want to proceed with the application for livelihood assistance. If YES, proceed to step 2.1.</p> <p>1.1.2. If the client will NOT proceed with the application, the client shall sign the SLP Waiver Form.</p> <p>Note: <i>The client may opt to waive at any stage/step of their application.</i></p> <p>1.2. If the client/s directly applies or initiates his/her application for</p> | None | 10 Minutes | Project Development Officer |

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| <p>Note: The client may choose to waive their application at any stage or step of the process.</p> | <p>livelihood assistance via email or letter (hard copy), the PDO shall proceed to Sub-step 1.2.1.</p> <p>1.2.1. Check and review the completeness of the client's information as necessary and validate lacking information, if any.</p> <p>1.2.2. If the client's information is COMPLETE, proceed to step 5.</p> <p>1.2.3. If the client's information is INCOMPLETE, the request shall be reverted to the client. However, the PDO shall try to exert efforts to get the client's details, to wit:</p> <p>1.2.4. If only a contact number is provided, the PDO shall call the client. However, if three (3) attempts of call to the client in every two hours, and still no responses, the</p> | | | |
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| | request shall then be reverted to the client through a memorandum or letter for closure of the application. | | | |
| 2. Participate in the SLP Eligibility Assessment and provide accurate personal and background information for validation. | <p>2.1 The PDO shall administer the SLP Eligibility Assessment and Profile Form (SLP-EAPF) (Part 1-3) and cross-match the client to the SLP Database and to determine if eligible or not to receive interventions from SLP.</p> <p>2.1.1 For clients FOUND in the SLP Database and were served by the program less than 5 years from the time they received grant from the program, the PDO shall endorse the client to the respective FO for referral to other internal/external stakeholders in their locality.</p> <p>2.1.2. For clients FOUND in the SLP Database and were served by the program more than 5</p> | None | 2 Hours | Project Development Officer |

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| | <p>years ago and those that are NOT FOUND, the PDO shall continue to administer the SLP EAPF (Part 4-5) to determine the client's eligibility to receive interventions from the program.</p> <p>2.1.3. The PDO shall inform the client of the result of the assessment conducted using the SLP-EAPF.</p> <p>2.1.4 For clients that are QUALIFIED based on the SLP-EAPF, the client documents shall be endorsed to the respective DSWD Field Office (FO) for final cross-matching with the FO's database and conduct of the Social Preparation Stage then proceed to step 5.</p> <p>2.1.5 For clients that are NOT QUALIFIED based on the SLP-EAPF, the</p> | | | |
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| | <p>PDO shall endorse the client to the respective DSWD FO for referral to other internal/external stakeholders in their locality for other interventions.</p> | | | |
| <p>3. Allow basic information to be recorded in the SLP Information System (SLP-IS)</p> | <p>3.1. Encode the basic information of the QUALIFIED client/s to the Sustainable Livelihood Program - Information System (SLP - IS).</p> | None | 5 Minutes | Project Development Officer |
| <p>4. Receive SLP Reference Slip and listen to instructions about the next steps of application.</p> | <p>4.1 The PDO shall issue the SLP Reference Slip and inform the client on the next step of their application.</p> | None | 5 Minutes | Project Development Officer |
| <p>5. Wait for the call/email/text or personal visit of the IPDO from the SLP Provincial Office.</p> | <p>5.1 Draft the endorsement memorandum/letter addressed to DSWD Field Office for cross matching with the FO's database and conduct of Social Preparation Stage.</p> <p>5.1.1. The draft endorsement memorandum/letter shall be forwarded to the Referral Management</p> | None | 4 Hours | Project Development Officer Section Head |

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| | <p>Section (RMS), Section Head (SH) for review and initial approval.</p> <p>5.1.2 If approved, proceed to step 5.2.</p> <p>5.1.3 If the endorsement memorandum has revisions, it shall be returned to the PDO for necessary revision and return the document to SH.</p> <p>5.2. The draft endorsement memorandum/lett er shall be forwarded to the Division Chief for review and initial approval.</p> <p>5.2.1. If approved, proceed to step 6.</p> <p>5.2.2. If the endorsement memorandum has revisions, it shall be returned to the SH and PDO for necessary revision and return the document to DC.</p> | | | <p>Division Chief</p> |
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| | 6.1. Once initial approval is done, the draft endorsement memorandum/letter will be forwarded to the office of the Director/National Program Manager (NPM) for final approval and signature | None | 10 Minutes | National Program Manager |
| | 7.1. Once signed, the Administrative Assistant (AA) shall endorse the memorandum/letter to the concerned DSWD Field Office via email. | None | 5 Minutes | Administrative Assistant |
| | 8.1. The PDO shall monitor the acknowledgement/status/update/feedback via email/call/text message/feedback report from the DSWD Field Office on the actions taken on the referred clients. | None | 5 Minutes | Project Development Officer |
| Total Turnaround time | | None | 6 Hours and 40 Minutes | |

3. Provision of Livelihood Assistance for Sustainable Livelihood Program (SLP) Referred Individual and Walk-in Clients

The process for walk-in program participants received by the SLP Regional Program Management Office (RPMO) aims to enumerate the steps and procedures that the referring office, client and concerned DSWD personnel to undertake to efficiently facilitate the request for livelihood assistance of referred individuals received by the DSWD SLP RPMO.

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| Office or Division: | Sustainable Livelihood Program - Regional Program Management Office | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C – Government to Citizens G2G – Government to Government | | | |
| Who may avail: | All Qualified Referred and Walk-In Program Participants | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| One (1) Photocopy of any valid identification of the participant applying for Livelihood Assistance Grants | | Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Attend the SLP Orientation conducted by the PDO and decide whether to continue with the application for livelihood assistance. Note: The client may opt to waive at any stage/step of their application. | 1.1. Conduct a brief Sustainable Livelihood Program (SLP) Orientation to the client/s covering the general description of SLP, its Program Tracks, Modalities, and Eligibility Requirements. 1.1.1. After the orientation, the PDO shall ask the client if they want to proceed with the application for livelihood assistance. If YES, proceed to step 2.1. 1.1.2. If the client will NOT proceed with the application, the client shall sign the SLP Waiver | None | 20 Minutes | Project Development Officer |

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| | <p>Form.</p> <p>Note: The client may opt to waive at any stage/step of their application.</p> <p>1.2. If the client/s directly applies or initiates his/her application for livelihood assistance via email or letter (hard copy), the PDO shall proceed to Sub-step 1.2.1.</p> <p>1.2.1. Check and review the completeness of the client's information as necessary and validate lacking information, if any.</p> <p>1.2.2. If the client's information is COMPLETE, proceed to step 5.1.</p> <p>1.2.3. If the client's information is INCOMPLETE, the request shall be reverted to the client. However, the PDO shall try to exert efforts to get the client's details, to wit:</p> <p>1.2.4. If only a contact number is provided, the PDO shall call the client. However, if three (3) attempts of call to the client in every two hours, and still no responses, the request shall then be reverted to the client through a memo or letter for closure of the application.</p> | | 6 Hours | |
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| <p>2. Participate in the SLP Eligibility Assessment and provide complete and accurate personal information for validation.</p> | <p>2.1. Administer the SLP EAPF and cross-match the client to the SLP Database and to determine if eligible or not to receive interventions from SLP.</p> <p>2.1.1. For clients FOUND in the SLP Database and were served by the program less than 5 years from the time they received grant from the program, the PDO shall endorse the client to other internal/external stakeholders in their locality.</p> <p>2.1.2 For clients FOUND in the SLP Database and were served by the program more than 5 years ago and those that are NOT FOUND, the PDO shall continue to administer the SLP SLP-EAPF (Parts 4-5) to determine the client's eligibility to</p> | <p>None</p> | <p>1 Hour</p> | <p>Project Development Officer</p> |
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| | <p>receive interventions from the program.</p> <p>2.1.3. The PDO shall inform the client of the result of the assessment conducted using the SLP EAPF</p> <p>2.1.4. For clients that are QUALIFIED based on the SLP Eligibility Assessment and Profile Form, the client's documents shall be endorsed to the Provincial Office for the conduct of Social Preparation Stage.</p> <p>2.1.5. For clients that are NOT QUALIFIED based on the SLP Eligibility Assessment and Profile Form, the PDO shall endorse the client to other internal/external stakeholders in their locality for other interventions.</p> <p>Note: FOs with Island Municipality/ies or Geographically Isolated and Disadvantaged Areas (GIDA), validation may exceed the prescribed timeline due to the distance and travel time.</p> | | | |
| <p>3. Allow basic information to be recorded in the SLP</p> | <p>3.1. The PDO shall encode the basic information of the</p> | <p>None</p> | <p>5 Minutes</p> | <p>Project Development Officer</p> |

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| Information System (SLP-IS) | QUALIFIED client/s to the Sustainable Livelihood Program Information System (SLP IS). | | | |
| 4. Receive SLP Reference Slip and listen to instructions about the next steps in application. | 4.1. Once complete, the PDO shall issue the SLP Reference Slip and inform the client on the next step of the application. | None | 5 Minutes | Project Development Officer |
| 5. Wait for the call/email/text or personal visit of the IPDO from the SLP Provincial Office. | 5.1. The PDO shall draft the endorsement memorandum/letter addressed to the Provincial Coordinator for further conduct of the Social Preparation Stage. 5.1.1. The draft endorsement memorandum/letter shall be forwarded to the SLP Regional Program Coordinator (RPC) for review and initial approval. 5.1.2. If approved, proceed to step 6. 5.1.3. If the endorsement memorandum has revisions, it shall be returned to the PDO for necessary revision and return the document to RPC. | None | 1 Day | Project Development Officer |
| | 5.2. The signed memorandum /letter shall be endorsed by the PDO to the PC via email. | None | 5 Minutes | Project Development Officer |

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| | <p>5.3. Upon receipt of the memorandum, the Provincial Coordinator (PC) shall instruct the PDO to conduct the Social Preparation Stage and provide a feedback report to the PC and RPMO on the initial actions that have been undertaken.</p> <p>Note: For Walk-in clients at the Province/Municipality/during the SLP Orientation.</p> <p>The clients shall also accomplish the SLP EAPF. However, the PDO shall inform the walk-in clients of the cross-matching in the SLP Database to determine their eligibility to the Program by accomplishing Parts 1-3 of the SLP EAPF. The PDO shall immediately coordinate with the Provincial Monitoring and Evaluation Officer (PMEO) for the cross-matching of names in the SLP Database. Once complete, if initially eligible, the PDO shall feedback the result and complete administering the SLP EAPF (Part 4-5).</p> | None | 5 Minutes | Provincial Coordinator/ Project Development Officer /Provincial Monitoring and Evaluation Officer |
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| | <p>7.1.1. For MAF and MP with revisions, the PC shall return it to PDO for necessary revision and return it to PC.</p> <p>7.1.2. Once the MP is approved at the PC level, The PC shall endorse the digitized MP through PGD, along with its attachments, to the RPC for review and approval. Proceed to step 7.2.</p> | | | |
| | <p>7.2. Project Proposal Review at the Regional Level</p> <p>7.2.1. The RPC shall review the MAF and MP endorsed by PC through PGD.</p> <p>7.2.2 Once approved, the RPC shall notify the PC and PDO to print the MP and subsequently forward the same together with all the original documents.</p> <p>7.2.3. The RPC shall endorse the MP, Certificate of Accreditation (CoA), if applicable (example for Sustainable Livelihood Program Association [SLPA]), and the Endorsement Letter to the Regional Director (RD)/Minister.</p> | None | 4 Days | Regional Program Coordinator |

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| | <p>Note: Opening of Bank Account of Individual program participant is Optional.</p> | | | |
| | <p>7.3. Project Proposal Approval by the RD/Minister</p> <p>7.3.1. The RD/Minister shall approve and sign the MP, CoA (if SLPA) and Endorsement Letter to the bank.</p> <p>7.3.2. Once approved, the Regional Monitoring and Evaluation for Finance (RMEF) shall update the PGD and inform the PC, PMEO, and PDO of the status of the MP.</p> <p>Note: The succeeding SLP processes will be subjected to the availability of Funds.</p> | None | 1 Day | Regional Director/Minister |
| | <p>7.4. Processing of Project Proposal at the FMD - (Budget, Accounting, and Cash) for Funding. Upon receipt of the approved MP and its attachments – Disbursement Voucher (DV) and Obligation Request and Status (ORS) from the RD/Minister or his/her authorized officer, the FMD of the FO obligates the</p> | None | 3 Days | |

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| | <p>7.4.4. The Accounting Section, through the SLP Mainstreamed Administrative Assistant, must then transmit the approved voucher to the Office of the RD/Minister or his/her authorized officer for the approval of Box D of the DV.</p> <p>7.4.5 Once approved, the documents will be forwarded to the Cash Section for the preparation of cash/cheque/ADA and update the status of the MP in the PGD.</p> <p>Cash Section</p> <p>7.4.6. Once the Cash Section has verified the approved DV, it must prepare, process, and approve the cash / cheques /ADA.</p> <p>7.4.7. The mainstreamed SLP Administrative Assistant must update the status in the PGD and constantly coordinate with the RMEF on the schedule of release of cash/cheque/ADA.</p> | | | <p>Cash Officer/Mainstreamed Administrative Assistant</p> |
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| | 7.5. Once the schedule of releasing is specified, the RMEF shall inform / notify the PC and the PDO. | None | 5 Minutes | Regional Monitoring and Evaluation Officer for Finance |
| 8. Attend the Financial Education session conducted by the PDO before receiving the grant. | 8.1. Conduct of Financial Education The PDO shall conduct a Financial Education session to the program participant/s before the release of grants. | None | 1 Day | Project Development Officer |
| 9. Receive livelihood assistance grant. | 9.1. Release of Grants 9.1.1. Individual program participants under the MD Track. The Seed Capital Fund (SCF) must be directly released to individual program participants through a cheque or cash from the Cash Section or authorized Special Disbursing Officers (SDOs) (for cash) or ADA following existing government auditing and accounting rules and procedures. 9.1.2. Individual program participants under the Employment Facilitation (EF) Track. The Skills Training Fund (STF) and Employment Assistance Fund (EAF) must be | None | 1 Day | Special Disbursing Officer /Project Development Officer/Regional Program Coordinator/ Program Coordinator |

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| | directly released to individual program participants through a cheque or cash from the Cash Section or SDO for cash or ADA following existing government auditing and accounting rules and procedures. | | | |
| 10. Sign the Grant Acknowledgement Receipt (GAR) upon receiving the grant. | 10.1. The client / program participant shall sign the GAR. | None | 5 Minutes | Project Development Officer |
| | 10.2. Once done, the PDO shall request the client to accomplish the CSMF. | None | 5 Minutes | Project Development Officer |
| | 10.3. The PDO shall encode the project information status of the program participant in the SLP IS. | None | 5 Minutes | Project Development Officer |
| Total Turnaround Time | | None | 20 Days | |

FEEDBACK AND COMPLAINTS MECHANISM

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

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

LIST OF OFFICES

| Office | Address | Contact Information |
|---|---|--|
| DSWD Field Office MIMAROPA Regional Office | 1680 F.T. Benitez St. cor. Malvar St. Malate, Manila | Trunk Lines: (02) 5328-51111 to 5115 |
| Office of the Regional Director | 1680 F.T. Benitez St. cor. Malvar St. Malate, Manila | Trunk Lines: (02) 5328-51111 Local: 24012 |
| 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: 24023 |
| 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: 24050 |
| Budget Section | 1680 F.T. Benitez St. cor. Malvar St. Malate, Manila | Trunk Lines: (02)5328-51111 Local: 24073 |
| Capability Building Section | 1680 F.T. Benitez St. cor. Malvar St. Malate, Manila | Trunk Lines: (02)5328-51111 Local: 24032 |
| 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: 24004 |
| Disaster Response Management Division | 1680 F.T. Benitez St. cor. Malvar St. Malate, Manila | Trunk Lines: (02)5328-51111 Local: 24056 |
| 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: 24029 |

| Office | Address | Contact Information |
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| Information and Communication Technology Management Section | 1680 F.T. Benitez St. cor. Malvar St. Malate, Manila | Trunk Lines: (02)5328-51111 Local: 24045 |
| Internal Audit Unit | 1680 F.T. Benitez St. cor. Malvar St. Malate, Manila | Trunk Lines: (02)5328-51111 Local: 24006 |
| KALAHI-CIDSS NCDDP | 1680 F.T. Benitez St. cor. Malvar St. Malate, Manila | Trunk Lines: (02)5328-51111 Local: 24058 |
| 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: 24032 |
| National Household Targeting Section | 1680 F.T. Benitez St. cor. Malvar St. Malate, Manila | Trunk Lines: (02)5328-51111 Local: 24044 |
| Pantawid Pamilyang Pilipino Program | 1680 F.T. Benitez St. cor. Malvar St. Malate, Manila | Trunk Lines: (02)5328-51111 Local: 24067 |
| Policy Development and Planning Section | 1680 F.T. Benitez St. cor. Malvar St. Malate, Manila | Trunk Lines: (02)5328-51111 Local: 24016 |
| 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: 24065 |

| Office | Address | Contact Information |
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| Standards Section | 1680 F.T. Benitez St. cor. Malvar St. Malate, Manila | Trunk Lines: (02)5328-51111 Local: 24014 |
| 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 |
| Women and Children Welfare Sector | 1680 F.T. Benitez St. cor. Malvar St. Malate, Manila | Trunk Lines: (02)5328-51111 Local: 24032 |
| DSWD SWAD Office Occidental Mindoro | M. H. del Pilar St., Brgy. 7, San Jose, Occidental Mindoro | (043) 732-0451 |
| DSWD SWAD Office Oriental Mindoro | 2nd floor RKT Building, JP Rizal St. cor. Bayabas St., Lalud, Calapan City, Oriental Mindoro | (043) 441-8370 |
| DSWD SWAD Office Marinduque | Capitol Compound, Brgy Bangbangalon, Boac, Marinduque | (042) 754-0015 (042) 754-4734 |
| DSWD SWAD Office Romblon | No. 422 2nd Floor, Servanez Building, General Luna St. Brgy. Liwayway, Odiongan, Romblon | (042) 752-5583 |
| DSWD SWAD Office Palawan | No. 458 Rizal Avenue Extension corner P. Abrea Road, Barangay Banca Banca, Puerto Princesa City, 5300 | (042) 241 0176 |
| MIMAROPA Youth Center | Poblacion, Bansud, Oriental Mindoro | |