



**DEPARTMENT OF
SOCIAL WELFARE AND
DEVELOPMENT
FO XII**

CITIZEN'S CHARTER

2020 (2nd Edition)

I. Mandate:

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

II. Vision:

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

III. Mission:

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

IV. Service Pledge:

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

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

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

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

LIST OF EXTERNAL SERVICES

1. Assistance to Individuals-In-Crisis Situation (AICS)	04
2. Releasing of Financial Assistance to Individuals/ Families in Crisis thru Disbursing Officer....	08
3. DSWD Disaster Data Request Processing.....	09
4. SLP Referral Management Process Citizen's Charter.....	11
5. SLP Grievance Management Process Citizen's Charter.....	15
6. Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA)	18
7. Obtaining Social Welfare and Development (SWD) Data and Information.....	23
8. Approval for the Conduct of Research Study & Acquiring Primary Data from DSWD Officials/Personnel, Beneficiaries and Clients.....	26
9. Issuance of Certificate of Authority to Conduct Regional Fund Raising Campaign to Individual, Corporation, Organization or Association.....	28
10. Issuance of Certificate of Authority to Conduct National Fund Raising Campaign to Individual, Corporation, Organization or Association.....	32
11. Endorsement of Duty-Exempt Importation of Donations to SWDAs	36
12. Accreditation of Social Workers Managing Court Cases (SWMCCs).....	38
13. Accreditation of CSOs to Implement DSWD Projects and/or Programs Using DSWD Funds	41
14. Registration of Private Social Welfare and Development Agencies (SWDAs).....	45
15. Issuance of Inter-Country Adoption Clearance	48
16. Community Empowerment Activity Cycle	65
17. Issuance of Travel Clearance for Minors Traveling Abroad	68
18. Admission Process for Center for the Handicapped	72
19. Donors' Certificate of Donation	83
20. Releasing of Payment Thru Checks / LDDAP-ADA to Creditors / Suppliers	85
21. Issuance of Official Receipt to Payor/ Donor	87
22. Procurement of Goods and Services for Shopping and Small Value Procurement (SVP)	89
23. Local In-Kind Donations Facilitation	92
24. Walk-in Name Matching Process	95
25. Data Sharing - Name Matching Process	96
26. Data Sharing - List of Data Subjects	99
27. Data Sharing - Statistics/Raw Data Request	101
28. Local In-Kind Donations Facilitation	104
29. Licensing of SWADA to Operate.....	105
30. Pre Assessment of SWADAS Programs.....	111
31. Accreditation of Local Government Unit's Senior Citizen Center.....	112
32. Accreditation of Pre-Marriage Counselors.....	115
33. Social Pension for Indigent Senior Citizen (SPISC).....	120
34. Augmentation/Prepositioning of Welfare Goods.....	123

Department of Social Welfare and Development

Field Office XII

External Services

1. Assistance to Individuals-In-Crisis Situation (AICS)

The provision of counseling, referral for psychological and legal service, as well as financial assistance to disadvantaged and marginalized sectors is part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the difficult situation they are presently experiencing, such as illness, death, loss of job or source of income.

Office or Division:	Crisis Intervention Division	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Individuals and/or families who are indigent, vulnerable disadvantaged or are otherwise in crisis situation based on the assessment of the Social Worker.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Medical Assistance for Hospital bill		
1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic or from Medical Records	
2. Hospital bill (With name and Signature)	Billing clerk of the hospital	
3. Barangay Certificate Of Residency	From the Barangay where the client is presently residing	
4. Any valid Government Issued I.D	Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)	
5. Social Case Study Report	Licensed Social Worker from any government/ non-government welfare agencies.	
Medical Assistance for Medicine/ Assistive Device		
1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic or from Medical Records	
2. Prescription complete with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic or from Medical Records	
3. Barangay certificate/ certificate of Residency	From the Barangay where the client is presently residing.	

4. Social Case Study Report	Licensed Social Worker from any government/non-government welfare agencies.
5. Any valid Government Issued I.D	Government agencies issuing an identification card(SSS, PhilHealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
Medical Assistance for Laboratory Requests	
6. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic or from Medical Records
7. Laboratory Requests with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic or from Medical Records
8. Barangay certificate/ certificate of Residency	From the Barangay where the client is presently residing.
9. Social Case Study Report	Licensed Social Worker from any government/ non- government welfare agencies.
Burial Assistance for Funeral Bill	
10. Registered Death Certificate/ Certification from the tribal chieftain	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain,
11. Funeral Contract	The authorized staff of the Funeral parlor/ Memorial Chapel
12. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain,
13. Embalming certificate	The authorized staff of the Funeral parlor/ Memorial Chapel
14. Barangay certificate/ certificate of Residency	From the Barangay where the client is presently residing.
15. Any valid Government Issued I.D	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
Burial Assistance for Transfer of Cadaver	
16. Registered Death Certificate/ Certification from the tribal chieftain	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain,
17. Funeral Contract	The authorized staff of the Funeral parlor/ Memorial Chapel
18. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain,
19. Embalming certificate	The authorized staff of the Funeral parlor/ Memorial Chapel
20. Barangay certificate/ certificate of Residency	From the Barangay where the client is presently residing.
21. Any valid Government Issued I.D	Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, NBI, DFA and among others)

Educational Assistance				
1. Enrolment Assessment Form or Certificate of Enrolment or Registration		Registrar, Authorized staff from the school		
2. Validated School ID/ Valid I.D of the Parent/guardian		Registrar, Authorized staff from the school, Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)		
3. Statement of Account for college students		Registrar, Authorized staff from the school		
For Food Assistance				
1. Any valid Government Issued I.D		Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, NBI, DFA and among others)		
2. Project proposal and Food distribution List(CRCF client)		Head of the Residential		
3. Barangay certificate/ certificate of Residency		From the Barangay where the client is presently residing.		
For Cash Assistance for Other Support Services				
1. Any valid Government Issued I.D		Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)		
2. Depending on the circumstances: Police Report/Fire incident report from the Bureau of Fire Passport/Travel Document, certification from OWWA Certification from Caseworker from rescued clients Blotter and social worker's certification for the victims of online sexual exploitation of children		Police Station, Barangay, Bureau of Fire, Philippine Embassy/Consulate, Social Worker from welfare agencies.		
Within the Day Transactions				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Queue number	1.1 Issuance of Queue of Number 1.2 Encoding of the client's information in online Spreadsheet	None	3 minutes	<i>CIU Administrative Staff</i>
2. Screening of documents, Interview, Assessment and recommendation	2.2 CIU Social Worker will check the presented requirements if the documents are complete the client will be interviewed and assessed. If the documents are not complete the client will be asked to comply	None	25 minutes	<i>CIU Social Worker</i>
3. Review and Approval of	3.1 Checking of the OIC of the completion	None	10 minutes	<i>CIU-officer in Charge</i>

the Officer in charge of the Social Workers' recommendation of assistance needed.	and assessment and recommendation of the worker			
4. Release of a. Assistance Cash outright (Php 10,000.00 Below) b. Guarantee Letter addressed to the Service Provider Php 20,000.00 below)		None	a. 10 Minutes b. 5 Minutes	a. <i>Special disbursing officer, CIU</i> b. <i>CIU Admin Staff</i>
Guarantee Letter Transactions within 3 to 5 Working days				
Process	AGENCY ACTIONS		PROCESSING TIME	PERSON RESPONSIBLE
1. Queue number	<ul style="list-style-type: none"> • Issuance of Queue of Number • Encoding of the client's information in online Spreadsheet 	None	3 minutes	<i>CIU Administrative Staff</i>
2. Screening of documents, Interview, Assessment and recommendation	<ul style="list-style-type: none"> • CIU Social Worker will check the presented requirements if the documents are complete the client will be interviewed and assessed. If the documents are not complete, the client will be asked to comply 	None	30 minutes	<i>CIU Administrative Staff</i> <i>CIU</i>
3. Review and Approval of the Designated Approving officers a. Protective Service Division chief (Php 10,001 –Php50,000) b. Assistant Regional Director for Operations (Php 50,001- Php75,000.00) c. Regional Director (Php 75,001- Php 150,000)	<ul style="list-style-type: none"> • Checking the completion of documents as well as the assessment and recommendation of the worker 	None	Within the 3 working days (Depending on the availability of the approving officers)	<i>Regional Director, Assistant Regional Director for Operations and Protective Service Division chief</i>

Release of guarantee letter		None	5 Minutes	<i>CIU social workers</i>
TOTAL		None	2 days, 1 hour & 31 minutes	
FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback	DSWD-Field Office sends a memo/email to DSWD-PMB.			
How feedback are processed	DSWD-PMB sends reply letter/memo to the concerned Field Office.			
How to file a complaint	Complaints can be filed by sending a letter or email to PMB-DSWD. The name of person being complained and the circumstances of the complaint should be included in the information.			
How complaints are processed	SMS will receive the complaint and will be forwarded to PMB if the concern is :			
Contact Information of CCB, PCC, ARTA	On Programs and Services- CID will be the one replying to the complaint			

2. Releasing of Financial Assistance to Individuals/ Families in Crisis Situation thru Disbursing Officer

- This covers the releasing of cash Assistance to Individuals/Families in Crisis Situation (AICS) amounting to PHP10,000.00 and below thru the Disbursing Officer at the DSWD Field Office.

Office or Division:	Finance and Management Service – Cash Division Community Based Services Section- Disbursing Officer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	<ol style="list-style-type: none"> 1. Individuals and/or families who are indigent, vulnerable, disadvantaged or are otherwise in crisis situation based on the assessment of the social workers; 2. Transients; 3. Repatriates; 4. Deportees; 5. Abandoned individuals; 6. Students-in-crisis; 7. Former rebels and conflict-affected and vulnerable individuals families and communities; 8. Killed-in-Action/Wounded-in-Action (KIA/WIA) 9. Psychosocial Care Support to PLHIV and their families 10. Solo Parents, Heads of Family in Difficult Circumstances 11. Practical Support to asylum seekers, refugees and stateless persons, VAWC, enforced disappearances 12. Practical support to individuals and their families affected by Cancer and mental health related risks and vulnerabilities

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Any valid ID of the client presented during the assessment (1 original)			Person needing financial assistance	
Crisis Intervention Unit- (CIU-) approved Certificate of Eligibility cum Acknowledgement Receipt (1 original, 1 photocopy)			DSWD Women and Family Social Worker	
Complete supporting documents depending on the type of assistance assessed by CIU social worker (all originals/certified true copies)			Person needing financial assistance	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Notes: - Evaluation of Documentary Requirements and Processing of Assistance are done directly at the Crisis Intervention Unit (CIU) under a separate Citizen's Charter. - Does not include queuing time. - Evaluation period may vary depending on the client's concern and document/s.				
1. Proceed to FMS Cash Division or CBSS Windows 3 and 4. * Make sure to ready 1 original valid ID presented during the Assessment.	Accompany the client and endorse client's documents and 1 original valid ID to FMS Cash Division's	None	5 minutes	<i>Administrative Staff</i> CIU

3. DSWD Disaster Data Request Processing

Division	Disaster Response Management Division
Classification	Simple
Type of Transaction	G2C- Government to Citizen G2G- Government to Government
Who may avail	Students, researcher, non-government organization, other government agencies
Checklist Requirement	Where to secure
A. Individual- Written and signed request letter with complete contact details (name and contact information) of the requesting party, description of information requested and the reason for or purpose of the request. - 1 valid proof identification	N/A
B. Government- written request letter and signed by the head of the agency or its duly authorized representative specifying thereon the	SSS, PAG-IBIG, LTO, School/ University, GSIS, DFA Government Agency concerned

description of the information being requested and the reason and the purpose for which the information will be used; in case of representative of the head agency, proof of authority is required.	
For request made through e-mail: A. For individual- scanned copy of the request letter together with the valid identification card B. For Government- scanned copy of the request letter and signed by the head of the agency using the official website of the government agency concerned	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send request letter with complete details and information. In case of individual, 1 valid identification card is required	1. Receive the document with date and time and record it in the logbook.	None	15 minutes	DRMD Admin Staff
	1.1 Review and assess the request letter	None	15 minutes	DRIM Technical Staff/ DROMIC Technical Staff
	1.2 If the Division cannot provide the data being requested, a reply letter must be forwarded informing the client that the division does not have the data being requested.	None	1 day	DRIM Technical Staff/ DROMIC Technical Staff
	1.3 If the data requested are readily available, generate data and send a reply letter providing the client with data being requested.	None	2 days	DRIM Technical Staff/ DROMIC Staff
	1.4 If more time is needed to process the request, undertake necessary action to generate data, send a reply letter providing the client with data being requested.	None	5 days	DRIM Technical Staff/ DROMIC Staff
	1.5 In case of individual and the data being requested is protected by Data Privacy Act, a reply letter must be send explaining thereon the reason for the denial of the request.	None	1 day	DRIM Technical Staff/ DROMIC Staff

	1.6 In case the requesting party is government agency and the data being requested is protected by Data Privacy Act, a reply letter must be sent informing the client the need to sign Non-disclosure Agreement.	None	1 days	DRIM Technical Staff/ DROMIC Staff
	1.7 Prepare Non-Disclosure Agreement and Review by the DRMD Chief specifying thereon the terms and condition of the parties and the purpose for which the information will be used.	None	3 days	DRIM Staff and DRMD Chief
	1.8 The requesting party and the Regional Director will be signing the agreed Non-Disclosure Agreement	None	1 day	Regional Director
Total			14 days and 30 minutes	

4. SLP Referral Management Process Citizen's Charter

Office or Division:		Sustainable Livelihood Program – Grievance and Referral Management Unit (GRMU)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens G2G – Government to Government G2B – Government to Business		
Who may avail:		All qualified program participants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Supporting Documents as necessary: Filled-up SLP Referral and Grievance Form.		SLP RPMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Walk-in clients	1.1 Brief Orientation on SLP Processes and address queries	Not Applicable	5 minutes	SLP RPMO designated staff
	1.2 Fill-out Request Form		5 minutes	<i>Client</i>

	1.3 Classification of the request		3 minutes	<i>SLP RPMO designated staff</i>
	1.4 Data encoding of client's profile		5 minutes	<i>SLP RPMO designated staff</i>
	1.5 Coordination to Pantawid RPMO for the request of Name-matching in the PPIS/Pantawid Database including filling up of SLP Profile Form		1 working day	<i>SLP RPMO designated staff</i>
	1.6 Provision with the result of the name-matching (Pantawid)		3 working days	<i>Pantawid RPMO</i>
	1.7 Endorsement to NHTU the list of individuals who are not included in the Pantawid database for name-matching with Listahanan		1 working day	<i>SLP RPMO designated staff</i>
	1.8 Provision with the result of the name-matching (Listahanan)		5 working days	<i>NHTU designated staff</i>
	1.9 Confirmation from NHTU for undertaking HAF		1 working day	<i>NHTU designated staff</i>
	1.10 Refer to concerned Provincial Coordinator and Field Project Development Officer assigned for conducting SLP Means Test		1 working day	<i>SLP RPMO designated staff</i>
	1.11 Administration of SLP Means Test including provision with the result to SLP RPMO		5 working days	<i>Assigned IPDO II</i>
	1.12 Confirmation with the result to the referral		1 working day	<i>SLP RPMO designated staff</i>
	1.13 Endorsement of the qualified individual to the PC for the latter's endorsement to PDO II assigned		3 working days	<i>SLP RPMO designated staff and PC</i>
	1.14 Administration of Livelihood Assessment Form (LAF) and SLP Orientation to referral		2 working days	<i>Assigned IPDO II</i>
	1.15 Undertaking SLP stages (Social Preparation to Funding), if the referral passed the administered tools.		7 months	<i>IPDO, PC, SLP RPMO</i>
	1.16 recommendation/referral to other stakeholders for referral who did not pass the administered tools.		5 working days	<i>IPDO</i>
2. Referral from OBSUs, NGAs,	2.1 Classification of the request	Not Applicable	3 minutes	<i>SLP RPMO designated staff</i>

NGOs, CSOs, and other institutions	2.2 Validating of lacking information of the client/s as necessary	5 minutes	SLP RPMO designated staff
	2.3 Data encoding of client's profile	5 minutes	SLP RPMO designated staff
	2.4 Coordination to Pantawid RPMO for the request of Name-matching in the PPIS/Pantawid Database including filling up of SLP Profile Form	1 working day	SLP RPMO designated staff
	2.5 Provision with the result of the name-matching (Pantawid)	3 working days	Pantawid RPMO
	2.6 Endorsement to NHTU the list of individuals who are not included in the Pantawid database for name-matching with Listahanan	1 working day	SLP RPMO designated staff
	2.7 Provision with the result of the name-matching (Listahanan)	5 working days	NHTU designated staff
	2.8 Confirmation from NHTU for undertaking HAF	1 working day	NHTU designated staff
	2.9 Refer to concerned Provincial Coordinator and Field Project Development Officer assigned for conducting SLP Means Test	1 working day	SLP RPMO designated staff
	2.10 Administration of SLP Means Test including provision with the result to SLP RPMO	5 working days	Assigned IPDO II
	2.11 Confirmation with the result to the referral	1 working day	SLP RPMO designated staff
	2.12 Endorsement of the qualified individual to the PC for the latter's endorsement to PDO II assigned	3 working days	SLP RPMO designated staff and PC
	2.13 Administration of Livelihood Assessment Form (LAF) and SLP Orientation to referral	2 working days	Assigned IPDO II
	2.14 Undertaking SLP stages (Social Preparation to Funding), if the referral passed the administered tools.	7 months	IPDO, PC, SLP RPMO
	2.15 recommendation/referral to other stakeholders for referral who did not passed the administered tools.	5 working days	IPDO

3. Inquiries and Applications through Email, Social media, phone calls and sms	3.1 Fill-out Request For	5 minutes	<i>SLP RPMO designated staff</i>
	3.2 Classification of the request	3 minutes	<i>SLP RPMO designated staff</i>
	3.3 Validate and gather lacking information of the client/s as necessary	5 minutes	<i>SLP RPMO designated staff</i>
	3.4 Data encoding of client's profile	5 minutes	<i>SLP RPMO designated staff</i>
	3.5 Coordination to Pantawid RPMO for the request of Name-matching in the PPIS/Pantawid Database including filling up of SLP Profile Form	1 working day	<i>SLP RPMO designated staff</i>
	3.6 Provision with the result of the name-matching (Pantawid)	3 working days	<i>Pantawid RPMO</i>
	3.7 Endorsement to NHTU the list of individuals who are not included in the Pantawid database for name-matching with Listahanan	1 working day	<i>SLP RPMO designated staff</i>
	3.8 Provision with the result of the name-matching (Listahanan)	5 working days	<i>NHTU designated staff</i>
	3.9 Confirmation from NHTU for undertaking HAF	1 working day	<i>NHTU designated staff</i>
	3.10 Refer to concerned Provincial Coordinator and Field Project Development Officer assigned for conducting SLP Means Test	1 working day	<i>SLP RPMO designated staff</i>
	3.11 Administration of SLP Means Test including provision with the result to SLP RPMO	5 working days	<i>Assigned IPDO II</i>
	3.12 Confirmation with the result to the referral	1 working day	<i>SLP RPMO designated staff</i>
	3.13 Endorsement of the qualified individual to the PC for the latter's endorsement to PDO II assigned	3 working days	<i>SLP RPMO designated staff and PC</i>
	3.14 Administration of Livelihood Assessment Form (LAF) and SLP Orientation to referral	2 working days	<i>Assigned IPDO II</i>

	3.14 Administration of Livelihood Assessment Form (LAF) and SLP Orientation to referral		2 working days	Assigned IPDO II
	3.15 Undertaking SLP stages (Social Preparation to Funding), if the referral passed the administered tools.		7 months	IPDO, PC, SLP RPMO
	3.16 recommendation/referral to other stakeholders for referral who did not passed the administered tools.		5 working days	IPDO
TOTAL Note: Including conducting of SLP stages from Social Preparation to funding		7 months, 28 days and 18 Minutes		

5. SLP Grievance Management Process Citizen's Charter

Office or Division:	Sustainable Livelihood Program – Grievance and Referral Management Unit (GRMU)			
Classification:	Highly Technical (requests for information or updates, seeks clarification explanation, referrals for livelihood assistance, etc) do not require conduct of thorough validation visits in the area but provision of feedback report that is substantial will do.			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Supporting Documents as necessary: 1. SLP Referral and Grievance Form 2. Complaint letter			SLP RPMO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in clients	1.1 Initial interview of the complainant	None	10 minutes	SLP RPMO designated staff
	1.2 Fill-out of Grievance Form		15 minutes	SLP RPMO designated staff
	1.3 Data encoding of client's profile		5 minutes	SLP RPMO designated staff

	1.4 Validating information to concerned PC and IPDO as necessary		20 minutes	<i>SLP RPMO designated staff</i>
	1.5 Classification of complaint		20 minutes	<i>SLP RPMO designated staff</i>
	1.6 Verify with concerned PC, PDO, and other institutions and provide updates/ feedback including action taken.		3 Working days	<i>SLP RPMO designated staff, PC and PDO assigned</i>
2. Grievance referred/endorse d from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions	2.1 Classification of complaint	Not Applicable	20 minutes	<i>SLP RPMO designated staff</i>
	2.2 Validate and gather of lacking information of the client/s as necessary		20 minutes	<i>SLP RPMO designated staff</i>
	2.3 Verify with concerned PC, PDO, and other institutions and provide updates/feedback including action taken.		3 working days	<i>SLP RPMO designated staff, PC and PDO assigned</i>
3. Grievances received through Email, social media, phone calls and sms	3.1 Validate and gather lacking information of the client/s as necessary	Not Applicable	20 minutes	<i>SLP RPMO designated staff</i>
	3.2 Classification of the request		20 minutes	<i>SLP RPMO designated staff</i>
	3.3 Verify with concerned PC, PDO, and other institutions and provide updates/feedback including action taken.		3 working days	<i>SLP RPMO designated staff, PC and PDO assigned</i>
TOTAL		None	3 Days, 1 Hour and 10 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients answer the Client Satisfactory Feedback (CSF) Form and drop it at the drop box.
How feedbacks are processed	<ul style="list-style-type: none"> • Every Friday, all CSF Forms will be validated and recorded by the GRMU Unit Head; • Feedbacks requiring actions will be discussed to the concerned GRMU Staff and required to submit incident report three (3) days after the initial discussion; • Feedbacks will be relayed to the concerned client; • For inquiries and follow-ups, clients may contact the GRMU Unit through landline 8951-2806 or email at livelihood12@dswd.gov.ph
How to file a complaint	<ul style="list-style-type: none"> • Officer of the day will conduct initial interview to the client and the client will fill-out the Grievance Form and will be classified if it is technical or highly technical.
How complaints are processed	<ul style="list-style-type: none"> • Walk-in Client: Writing formal letter to the client through email or courier service; • From Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions: Response letter to the endorsee, briefer for the Secretary (as necessary), and writing a formal letter to the client through email or courier service; • From email, social media, phone calls and sms: Writing formal letter to the client and send through preferred mode of communication/feedback
Contact Information of SLP – NPMO	<p>SLP – RPMO Landline: (083) 228-3181 Email: livelihood12@dswd.gov.ph</p>

6. For Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA)

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

Office or Division:	Field Offices and Central Office -Program Management Bureau- Adoption Resource and Referral Division (PMB-ARRD)	
Classification :	Highly Technical	
Type of Transaction:	G2G- Government to Government ; G2C- Government to Citizen	
Who may avail:	All Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Abandoned and Foundling children:		
1. Letter of Recommendation to the DSWD Secretary	DSWD-Regional Director	
2. Petition	Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities	
3. Case Study Report	Licensed Social Worker from Provincial/City or Municipal Social Welfare and Development Office or Child Caring/Placing Agency; Child Caring/Placing Agency; and DSWD Residential Care Facilities	
4. Written Certification from radio/TV station	Radio or TV station	
5. One (1) newspaper publication	Newspaper publication	
6. Either police clearance, barangay certification or certified copy of tracing report issued by PNR	Police or Barangay where the child was found/abandoned or Philippine National Red Cross (PNRC)	
7. Returned registered mail	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office	
8. Birth/Foundling Certificate Child's Profile	Philippine Statistics Authority (PSA) Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child	

	Caring/Placing Agencies or Municipal Social Welfare Office
9. Recent photograph	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office
10. Photograph of the child upon admission/abandonment	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office
11. Notice of Petition	DSWD-Regional Director where the Petition was filed
12. Certificate of Posting	Local Social Welfare Office or Barangay, Health Center, etc. who caused the posting ordered by the DSWD-Director
For Surrendered Cases:	
1. Letter of Recommendation to the DSWD Secretary	DSWD-Regional Director
2. Case Study Report	Licensed Social Worker from Provincial/City or Municipal Social Welfare and Development Office or Child Caring/Placing Agency; Child Caring/Placing Agency; and DSWD Residential Care Facilities
3. Notarized Deed of Voluntary Commitment	To be executed by the child's birthparent/s; or in the absence of the birthparent/s per Article 216 of the Family Code the succession will apply as to who will exercise substitute parental authority in signing the DVC
4. Birth Certificate	Philippine Statistics Authority (PSA)
5. Recent whole body photograph	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office
6. Photograph of the child upon relinquishment/admission to agency	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office
For Neglected/Abuse Children	
1. Letter of Recommendation to the Secretary	DSWD-Regional Director

2. All original copy of the court order re: Termination of Parental Rights and certified true copy of the other supporting documents presented in court	Family court where the case was filed
---	---------------------------------------

Per Administrative Order No. 12, Series of 2011 or the Guidelines for the issuance of the DSWD Certification, the following additional documents may be required to support the report/case of the child if it is for the best interest of the child to be issued with CDCLAA).

1. Copy of the ID used by the child's birth parents/relatives
2. Death Certificate of Birth Parent/s (if deceased)
3. Psychiatric/ Psychological Evaluation Report (if birthparents/ is/ are/ or diagnosed to be intellectually challenged)
4. DVC of legal husband (if child was born out of extra marital affair); if whereabouts is unknown, comply the requirements for petition
5. Copy of marriage certificate or Certificate of No Marriage (if necessary)
6. Medical Certificate/ Bone and/or Dental Ageing Result (for foundling cases)
7. Birth Certificate of the child's birthmother (if the DVC was signed by the child's maternal grandparents/s to establish the relationship of the child's birth mother and maternal grandmother)
8. Affidavit of Discrepancy signed by the child's birth mother (if the signature of the birthmother in the birth certificate and DVC are different as well as the child's birth order in the Birth Certificate was incorrect)
9. Affidavit of Two Disinterested Person/s (if the informant in the child's birth certificate is not the child's birthmother)

-Please note that for Field Office level, the documentary requirements received by the FO should be completed already for cases of children under the care of DSWD Residential Care Facilities (separate process is indicated in AO 12 Administrative Order No. 12, Series of 2011 or the Guidelines for the issuance of the DSWD Certification).

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
---------------------	-----------------------	------------------------	-------------------------	---------------------------

Field Office

<p>DSWD residential care facilities/child caring/placing agencies/Local Social Welfare Office endorse the Petition and supporting documents to Field Office</p>	<p>For Abandoned/neglected/ Foundling Children</p>	<p>No fees</p>	<p>3 working days</p>	<p>FO-ARRU social worker</p>		
	<p>1. The Adoption Resource and Referral Unit (ARRU shall review and examines the petition if sufficient in form and substance</p>		<p>5 days posting</p>	<p>Local Social Welfare Office</p>		
	<p>2. Posting of notice of petition & picture in conspicuous places in the locality where the child was found. <u>The Head of Local Social Welfare Office will issue a Certificate of Posting.</u></p>		<p>5 working days</p>	<p>Regional Director</p>		
	<p>3. From completion of Posting, upon finding merit in the Petition, the Regional Director renders recommendation</p>		<p>2 working days</p>	<p>Field Office –Records Section</p>		
	<p>4. From the time the Regional Director signs the recommendation, the Regional Director forward the same with the original supporting documents to the DSWD-Central Office.</p>		<p>For Surrendered Children</p>			
	<p>1. The ARRU shall review the Petition together with the supporting documents</p>		<p>3 working days</p>	<p>FO-ARRU social worker</p>		
	<p>2. The Regional Director shall render recommendation on the Petition</p>		<p>2 working days</p>	<p>Regional Director</p>		
	<p>3. The Regional Director shall transmit the same to Central Office-PMB from the time the Regional Director signs the recommendation</p>		<p>2 working days</p>	<p>Field Office –Records Section</p>		
	<p>For Neglected/Abuse Cases</p>			<p>3 working days</p>	<p>FO-ARRU social worker</p>	
	<p>1. The ARRU shall review the Petition together with the supporting documents</p>		<p>2 working days</p>	<p>Regional Director</p>		
	<p>2. The Regional Director shall render recommendation on the Petition</p>		<p>2 working days</p>	<p>Field Office –Records Section</p>		
	<p>3. The Regional Director shall transmit the same to Central Office-PMB from the time the</p>		<p>2 working days</p>	<p>Field Office –Records Section</p>		

	Regional Director signs the recommendation			
Central Office				
DSWD concerned Field Offices endorse the Petition and supporting documents to DSWD-PMB	<p>A. Program Management Bureau - PMB</p> <ol style="list-style-type: none"> 1. PMB technical staff reviews the dossier for issuance of CDCLAA. 2. Prepare Executive Summary and Endorsement to the Secretary. 3. Admin staff printed the CDCLAA (ensure that the data such as the name of the child, child's date of birth, control no., etc. is consistent in all documents) 4. Admin. staff endorse the documents (Executive Summary, endorsement to the Secretary and printed CDCLAA) to OIC Division Chief of Adoption Resource and Referral (ARRD) Division of PMB for review. 5. OIC Division Chief reviews the documents. 6. Admin staff receives, tract the documents to Document Transaction Management System (DTMS) and endorse to the Admin staff of Assistant Bureau Director (ABD). 	No fees	4 working days	<p>-PMB-ARRD Social Worker</p> <p>-OIC Division Chief</p>

	<p>7. Admin staff of ABD receives, tract and endorse the documents to ABD for review.</p> <p>8. ABD reviews the documents.</p> <p>9. ABD Admin staff tract and endorse the documents to the Admin staff of Bureau Director.</p> <p>10. Bureau Director (BD) Admin staff receives, tract and endorse to the BD for review.</p> <p>11. PMB Director renders decision and recommendation.</p> <p>12. Admin. staff track and endorse the documents to the Office of Undersecretary.</p> <p>B. Undersecretary level</p> <p>13. For approval of the Undersecretary for Operations Group and for endorsement to the Secretary</p> <p>C. Secretary level</p> <p>14. Office of the Secretary (OSEC) Technical staff review the dossier before the endorsement to the Head of Executive Assistant (HEA)</p> <p>15. Secretary signs the Certificate Declaring the Child Legally Available for Adoption, if petition is meritorious.</p>		<p>1 day</p> <p>2 working days</p>	<p>Assistant Bureau Director</p> <p>-PMB Director</p> <p>DSWD-Undersecretary OSEC –Technical staff</p> <p>DSWD-Secretary</p>
--	--	--	------------------------------------	--

-Per Guidelines of Anti-Red Tape Authority, it should be at least 3 signatories (including the initials). However, the existing practice, there are 5 signatories for the issuance of CDCLAA (1 signatory-Secretary and 4 initials which includes the OIC-Division Chief, Assistant Bureau Director, Bureau Director and Undersecretary). Hence, we are recommending that only **Bureau Director, Undersecretary and Secretary- (4 working days for the PMB, 1 working day for Undersecretary and 2 working days for the Office of the Secretary) in order to reduce the process and comply with the guidelines of ARTA of 3 signatories.**

Feedback and Complaints Mechanism

<p>FEEDBACK AND COMPLAINTS MECHANISM</p>	
<p>How to send feedback</p>	<p>-Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)</p>

	-DSWD-Field Office send memo/email to DSWD-PMB.
How feedbacks are processed	-FO send reply to the concerned citizen/agencies. -DSWD-PMB send reply letter/memo to the concerned Field Office.
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned FO PMB-DSWD. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	-The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. -Internal investigation shall be conducted within the Field Office/Bureau, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.
Contact information of DSWD Program Management Bureau- Adoption Resource and Referral Division (ARRD)	Tel. No. - 951-74-38 Email address: adoption@dswd.gov.ph

7. Obtaining Social Welfare and Development (SWD) Data and Information

The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department. Request for the following need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the head of the concerned office:

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

Office or Division	Policy and Plans Division (PPD)			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Department.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request			Provided by the requesting party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Approach the designated administrative staff and fill in all the fields in the researchers' logbook located in the receiving area	1. Give the logbook to researcher.	None	2 Minutes	<i>Administrative staff</i>
2. Submit the required document	2. Receive the required documents and give it to PPD Chief or OIC or Officer of the day to distribute to concerned Sector focal/available Technical Staff. 2.1. Review and assess the research request if the request shall require secondary data or shall undergo the research protocol using the <i>Checklist for Reviewing, Research, Request (Annex A)</i>	Non	1 Minute 15 Minutes 1 Day	<i>Administrative Staff</i> <i>PPD Technical Staff</i> <i>PPD Technical Staff</i>

	<p>2.2. Provide the needed data /information if the data are available within the PPD.</p> <p>-For single data</p> <p>-For multiple data</p> <p>2.3. If not the request shall be endorsed to concerned FO units, centers/institutions using prescribed <i>endorsement (Annex B)</i>.</p> <p>However, if the data/statistics are not available, the researcher shall be informed for other sources of requested data.</p>		<p>2 Days</p> <p>15 Minutes</p>	<p><i>PPD Technical Staff</i></p> <p><i>PPD Technical Staf</i></p>
	2.4. Request the researcher to fill up the <i>Researcher's Feedback Form (Annex J)</i>			
3. Fill up the <i>Researcher's Feedback Form (Annex J)</i> .	3. Collect the accomplished form.	None	5 Minutes	<i>PPD Technical Staff</i>
4. Coordinate with the concerned office where the request was endorsed	<p>4. The concerned division/section/unit shall provide the requested data.</p> <ul style="list-style-type: none"> • For single data • For multiple data 	None	<p>1 Day</p> <p>2 Days</p>	<p><i>Concerned Division/section/ unit Technical Staff</i></p>
TOTAL		None	6 Days and 38 Minutes	

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

Approval is issued to internal and external researchers who intend to conduct research studies related to or involving the Department. Primary data refers to data obtained through first hand investigation. These are collected through face-to-face interview, survey questionnaires, focused group discussion, case study among others. Request to conduct such activities need to undergo research protocol. Research whose target respondents covering one (1) region shall seek

for the approval of the Regional Director. Research request must be submitted to Regional Director at least two (2) weeks before the projected start of data gathering activity.

Office or Division	Policy and Plans Division
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who may avail	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who intend to conduct research studies related to or involving the Department.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Letter of request • Research Request Form (Annex C) • Research Brief (Annex D) and • Research Instruments 	Provided by the requesting party PPD PPD Provided by the requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Approach the designated administrative staff and fill in all the fields in the researchers' logbook located in the receiving area	1. Give the logbook to researcher.	None	2 Minutes	<i>Administrative staff</i>
2. Submit the required documents 2.1. Fill up the <i>Research, Request form (Annex C)</i> and <i>Research Brief (Annex D)</i>	2. Receive the required documents and give it to PPD Chief or OIC or Officer of the day to distribute to concerned Sector focal/available Technical Staff. 2.1. Review and assess the research request if the request shall require secondary data or shall undergo the research protocol using the <i>Checklist for Reviewing, Research, Request (Annex A)</i>	None	1 Minute 15 Minutes	<i>Administrative staff</i> <i>PPD Technical Staff</i>

	<p>2.2. Assist the researcher in the completion of documentary requirements and provide orientation on the research protocol.</p> <p>2.3.2. Request the researcher to fill up the <i>Researcher's Feedback Form (Annex J)</i></p>		15 Minutes	<i>PPD Technical Staff</i>
3. Fill up the Researcher's Feedback form (Annex J)	<p>3.1 Collect the accomplished form</p> <p>3.2 Review and assess the research request in consultation with the concerned FO units, centers/institutions</p> <p>3.3 Coordinate with the researcher in cases where relevant revisions need to be made. Two (2) days will be given to researchers to respond.</p> <p>3.4 Prepare recommendation using the <i>sample recommendations template (Annex E)</i></p> <p>3.5 Approval of research request</p> <p>3.5.1 Approved requests shall be endorsed to the concerned FO units, centers/institutions</p> <p>3.5.2 Inform the researcher once research request have been approved</p>	None	1 Minute 5 Days 1 Day 2 Days	<i>PPD Technical Staff</i> <i>PPD Technical Staff</i> <i>Regional Director</i> <i>PPD Technical Staff</i>

	3.5.3 For requests that were not recommended for approval, the research proponents may seek advice from the PPD.			
4. Coordinate with the concerned office where the research request was endorsed	3. Assist the researcher in matters related to conduct of data-gathering activities	None	1 Day	<i>Concerned FO unit, centers/ institutions Staff</i>

TOTAL	None	9 Days and 34 Minutes	
-------	------	-----------------------	--

9. Issuance of Certificate of Authority to Conduct Regional Fund Raising Campaign to Individual, Corporation, Organization or Association

The process of assessing the applicant person/individual, corporation, organization or association eligibility to conduct fund raising campaign.

Office or Division:	DSWD Field Office XII Policy and Plans Division/Standards Section		
Classification:	Complex		
Type of Transaction:	<ul style="list-style-type: none"> • Government to Client (G2C) • Government to Government (G2G) 		
Who may avail:	All eligible person/individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes in one (1) region		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes			
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	DSWD Field Office XII - Standards Section (SS) Purok Bumana-ag, Barangay Zone III, Koronadal City https://www.dswd.gov.ph/downloadsforms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-001: Application Form		
2. One (1) Certified True Copy of Certificate of Registration and Articles of Incorporation and By-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application *Not applicable to Government Agencies.	1. Securities Exchange Commission Extension Office Atty. Katrina Jamilla Ponco-Estares Officer-in-Charge Securities and Exchange Commission 2 nd Floor, SDC Bldg., Purok 13, Maa. Davao City		

<p>3. One (1) Photocopy of Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. Required if the date of registration with the concerned regulatory agency is more than five (5) years prior to application.</p> <p>*Not applicable to Government Agencies.</p>	<p>Securities Exchange Commission Extension Office</p> <p>Atty. Katrina Jamilla Ponco-Estares Officer-in-Charge Securities and Exchange Commission 2nd Floor, SDC Bldg., Purok 13, Maa. Davao City</p>
<p>4. One (1) Original Copy of Project Proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan (WFP) on the activity to be undertaken.</p>	<p><input type="checkbox"/> https://www.dswd.gov.ph/downloadsforms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-002: Project Proposal</p>

<p>5. One (1) Original Copy of Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer.</p> <p>*Not applicable to Government Agencies</p>	<p><input type="checkbox"/> https://www.dswd.gov.ph/downloadsforms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-003: Profile of Governing Board</p>
<p>6. One (1) Original Copy of Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.</p>	<p><input type="checkbox"/> with intended beneficiary/recipients</p>
<p>7. One (1) Original Copy of Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable:</p> <p>7.1. Director of Private Schools 7.2. Schools Superintendent of Public School 7.3. Head or authorized representative of National Government Agencies (NGAs) 7.4. Head or authorized representative of Local Government Unit (LGU) 7.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination 7.6. Others</p>	<p><input type="checkbox"/> with the agency that allows applicant to undertake solicitation activities in their jurisdiction</p>
<p>8. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, if applying for renewal of permit/authority</p>	<p><input type="checkbox"/> https://www.dswd.gov.ph/downloadsforms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-007: Fund Utilization Report</p>

B. For individual soliciting funds for child/relative suffering from chronic diseases that requires long-term and/or expensive medication

1. One (1) Original Copy of Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility	<input type="checkbox"/> DSWD Licensed or Accredited Social Welfare and Development Agency (SWDA)
2. One (1) Original Copy of Applicant's Social Case Study Report from his/her locality duly signed by the Head of the City/Municipal Social Welfare and Development Office (C/MSWDO)	<input type="checkbox"/> Office of the City/Municipal Social Welfare and Development in the City/Municipal Local Government Unit of applicant's current residence
3. One (1) Copy of Original/Certified True Copy of Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by the Hospital Records Section	<input type="checkbox"/> Hospital's Records Section or Attending Physician or Treatment Protocol
4. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, <i>*if applying for renewal of permit/authority</i>	Applicant <input type="checkbox"/>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
--------------	----------------	-----------------	-----------------	--------------------

A. Assessment Procedures for Walk-in Applicants

1. Secure application form thru the DSWD Website or From the DSWD Field Office XII	Client secures or provided with application form and checklist of requirements	None	*5 minutes	Support Staff - Standards Section-DSWD Field Office XII, Koronadal City
2. Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	₱500.00	*10 minutes	Receiving Staff-Cash Division Finance Service Unit - DSWD Field Office XII, Koronadal City

3. Submit/file application documents	<p>If Complete and Compliant:</p> <p>3.1 Receive the documentary requirements including copy of Official Receipt (OR) for payment of processing fee;</p> <p>If found incomplete or non-compliant,</p> <p>3.2 Return application documents to person/ individual, corporation, organization or association together with the Checklist of Requirements.</p> <p>3.3 Provide necessary technical assistance to the applicant to qualify for the issuance of permit.</p>	None	*15 minutes	Focal Person Standards Section - DSWD Field Office XII, Koronadal City
4. Wait for the result of the assessment	<p>4.1 Review and evaluate application documents for completeness and compliance to requirements;</p> <p>4.2 Conduct agency visit, if necessary.</p>	None	3 days	Focal Person Standards Section - DSWD Field Office XII, Koronadal City
5. Wait for the result of the assessment	<p>If applicant is compliant to requirements:</p> <p>5.1 Forward application form together with the assessment report and the Certificate of Authority to Conduct Regional Fund Raising Campaign to the Regional Director or his/her authorized representative for approval and signature.</p> <p>If found incomplete or non-compliant:</p> <p>5.2 Return application documents to the person/individual, corporation, organization or association with an acknowledgement letter citing reasons for disapproval;</p> <p>5.3 Provide necessary technical assistance to the applicant to qualify for the issuance of permit. <i>As needed.</i></p>	None	3 days	Focal Person -Standards Section/Section Head/Division Chief/Regional Director - DSWD Field Office XII, Koronadal City

6. Issuance of Permit	6.1 Notify the Applicant/ Organization on the availability of the Certificate 6.2 Issues the Certificate of Authority to Conduct Regional Fund Raising Campaign or the Denial Letter	None	1 day	Focal Person Standards Section - DSWD Field Office XII, Koronadal City
	6.3 Provide orientation conforming to the standard operating procedures in the inventory, monitoring and utilization of solicited funds			
TOTAL				
For Complete and Compliant:		₱500.00	7 working days	
If Disapproved:		₱500.00	5 working days	
For Incomplete Submission		None	30 minutes	

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

10. Issuance of Certificate of Authority to Conduct Regional Fund Raising Campaign to Individual, Corporation, Organization or Association

The process of assessing the applicant person/ individual, corporation, organization or association eligibility to conduct fund raising campaign.

Office or Division:	Standards Section - Policy and Plans Division		
Classification:	Complex		
Type of Transaction:	Government to Citizen (G2C)		
Who may avail:	All eligible person/ individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes with in one (1) region		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes			
1. One (1) Duly Accomplished Application Form for Authority to Conduct Fund Campaigns signed by the Agency Head or his/ her authorized representative. (DSWD-SB- PS-F-001: Application Form)		<ul style="list-style-type: none"> Standards Section- Policy and Plans Division, DSWD Field Office XII DSWD Website: www.dswd.gov.ph 	
2. One (1) Certified True Copy of Certificate of Registration and Articles of Incorporation and By-Laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application *Not applicable to Government Agencies		<ul style="list-style-type: none"> Security and Exchange Commission (SEC) 	

<p>3. One (1) Photocopy of Updated Certificate of Good Standing or updated Certificate of Corporate Filing/ Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. Required if the date of Registration with the concerned regulatory agency is more than five (5) years prior to application. *Not applicable to Government Agencies.</p>	<ul style="list-style-type: none"> • Security and Exchange Commission (SEC)
<p>4. One (1) Original Copy of Project Proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan (WFP) on the activity to be undertaken. (DSWD-SB- PS-F-002: Project Proposal)</p>	<ul style="list-style-type: none"> • Standards Section- Policy and Plans Division, DSWD Field Office XII • DSWD Website: www.dswd.gov.ph
<p>5. One (1) Original Copy of Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. (DSWD-SB- PS-F-003: Profile of Governing Board) *Not applicable to Government Agencies.</p>	<ul style="list-style-type: none"> • Standards Section- Policy and Plans Division, DSWD Field Office XII • DSWD Website: www.dswd.gov.ph
<p>6. One (1) Original Copy of Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.</p>	<ul style="list-style-type: none"> • With intended beneficiary/recipients
<p>7. One (1) Original Copy of Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable:</p> <p>7.1. Director of Private Schools</p> <p>7.2. Schools Superintendent of Public School</p> <p>7.3. Head or authorized representative of National Government Agencies (NGAs)</p> <p>7.4. Head or authorized representative of Local Government Unit (LGU)</p> <p>7.5. Bishop/Parish Priest/Minister or Head of Sector Denomination</p> <p>7.6. Others</p>	<ul style="list-style-type: none"> • With the agency that allows applicant to undertake solicitation activities in their jurisdiction
<p>8. One (1) Original Copy of Fund Utilization Report of proceeds and expenditures duly certified by the agency's auditor/bookkeeper (DSWD-SB- PS-F-007: Fund Utilization Report) *if applying for renewal of permit/authority</p>	<ul style="list-style-type: none"> • Standards Section- Policy and Plans Division, DSWD Field Office XII • DSWD Website: www.dswd.gov.ph

B. For individual soliciting funds for child/relative suffering from chronic diseases that requires long-term and/or expensive medication				
1. One (1) Original Copy of Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility			• DSWD Licensed or Accredited Special Welfare and Development Agency (SWDA)	
2. One (1) Original Copy of Applicant's Social Case Study Report from his/her locality duly signed by the Head of the City/Municipal Social Welfare and Development Office (C/MSWDO)			• Office of the City/Municipal Social Welfare and Development in the City/Municipal Local Government Unit of applicant's current residence	
3. One (1) Copy of Original/Certified True Copy of Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by the Hospital Records Section			• Hospital's Records Section or Attending Physician or Treatment Protocol	
4. One (1) Original Copy of Fund Utilization Report of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, *if applying for renewal of permit/authority			• Applicant	
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
A. For Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes				
1. Secure application form thru the DSWD Website or from the DSWD Field Office	Client secures or provided with application form and checklist of requirements	None	*5 Minutes	Support Staff - Standards Section – DSWD Field Office
2. Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	₱500.00	*10 minutes	Receiving Staff – Cash Division Finance Service Unit - DSWD Field Office
3. Submit/file application documents	<p>If Complete and Compliant:</p> <p>3.1 Receive the documentary requirements including copy of Official Receipt (OR) for payment of processing fee;</p> <p>If found incomplete or non-compliant:</p> <p>3.2 Return application documents to person/ individual, corporation, organization or association together with the Checklist of Requirements. 3.3 Provide necessary technical assistance to the applicant to qualify for the issuance of permit.</p>	None	*15 minutes	Focal Person/ - Standards Section - DSWD Field Office

4. Wait for the result of the assessment	4.1 Review and evaluate application documents for completeness and compliance to requirements; 4.2 Conduct agency visit, if necessary.	None	3 days	Focal Person - Standards Section - DSWD Field Office
5. Wait for the result of the assessment	<p>If applicant is compliant to requirements:</p> <p>5.1 Forward application form together with the assessment report and the Certificate of Authority to Conduct Regional Fund Raising Campaign to the Regional Director or his/her authorized representative for approval and signature.</p> <p>If found incomplete or non-compliant:</p> <p>5.2 Return application documents to the person/individual, corporation, organization or association with an acknowledgement letter citing reasons for disapproval;</p> <p>5.3 Provide necessary technical assistance to the applicant to qualify for the issuance of permit. <i>As needed</i></p>	None	3 days	Focal Person - Standards Section/Section Head/Division Chief/Regional Director - DSWD Field Office
6. Issuance of Permit	<p>6.1 Notify the Applicant Organization on the availability of the Certificate</p> <p>6.2 Issues the Certificate of Accreditation or the Denial Letter</p> <p>6.3 Provide orientation conforming to the standard operating procedures in the inventory, monitoring and utilization of solicited funds</p>	None	7 hours	Focal Person - Standards Section - DSWD Field Office
TOTAL:		₱500.00	6 days 7 hours, 30 minutes	

11. Endorsement of Duty-Exempt Importation of Donations to SWDAs

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

Office or Division:	Standards Section- Policy and Plans Division, DSWD Field Office XII	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)	
Who may avail:	Licensed and/or accredited Social Welfare and Development Agencies (SWDAs) who wish to exempt from customs dues the foreign donations consigned to them.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application form (DSWD DFE Form 1)	<ul style="list-style-type: none"> Standards Section- Policy and Plans Division, DSWD Field Office XII DSWD Website: www.dswd.gov.ph (DSWD DFE Form 1) 	
2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin	<ul style="list-style-type: none"> Philippine Consular Office (i.e. embassy or consulate) of the country of origin 	
3. Notarized Deed of Acceptance	<ul style="list-style-type: none"> Notary public 	
4. Copy of valid DSWD Registration, License and/or Accreditation Certificate	<ul style="list-style-type: none"> Issued by the DSWD to the licensed and/or accredited SWDA 	
5. Bill of Lading or Airway Bill	<ul style="list-style-type: none"> Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee 	
6. Packing List	<ul style="list-style-type: none"> Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee 	
7. Plan of Distribution	<ul style="list-style-type: none"> DSWD Website: www.dswd.gov.ph (DSWD DFE Form 2) 	
Optional Requirements		
1. Certification from Food and Drug Administration (FDA), in case of medicines	<ul style="list-style-type: none"> Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781 	
2. Notarized distribution report on latest shipment, if not the first time to import foreign donations.	<ul style="list-style-type: none"> DSWD Website: www.dswd.gov.ph (DSWD DFE Form 3) 	

3. Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines		<ul style="list-style-type: none"> • Appropriate government agencies 		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1.The representative of the SWDA files the application form, together with the supporting documents and other requirements at DSWD-Field Office XII where the intended distribution of goods shall take place.	1.1 Receives the application and provides technical assistance, if necessary.	None	*30 minutes	Technical Staff/ Focal Person (Standards Section) – DSWD Field Office XII
2. The applicant shall pay the required processing fee at the Cash Section; provides a copy to the Standards Section	2.1 Issues an official receipt.	Php1,000.00	*10 minutes	Cashier (Cash Section) – DSWD Field Office XII
3. Awaits results of the assessment.	3.1 Reviews and assesses the submitted requirements. If complete , to determine the necessity of conducting a validation visit. If incomplete , to return all submitted documents to the applicant.	None	3 working days	Technical Staff/ Focal Person (Standards Section) – DSWD Field Office XII
4. Validation Visit	4.1 Conducts area visit, obtains in-depth information concerning administrative and operational aspects of the program. (Optional)	None	2 working days (per agreed schedule)	Technical Staff/ Focal Person (Standards Section) – DSWD Field Office XII
5. Awaits endorsement to DSWD Central Office for Approval	5.1 Secures endorsement of the application by the DSWD Regional Director	None	1 working day	Technical Staff/ Focal Person (Standards Section) – DSWD Field Office XII
	5.2 Approval of Endorsement of the application to the Standards Bureau at the Central Office			Section Head/ Division Chief/ Regional Director (Standards Section) – DSWD Field Office XII

	5.3 If deficient, to return the application to the applicant and provide the necessary technical assistance to comply with the requirement.			
6. Awaits endorsement to DSWD Central Office for Approval	6.1 Send the endorsement to DSWD Central Office.	None	1 working day (Depends on the Courier)	Support Staff (Standards Section) DSWD Field Office XII
TOTAL:		₱1,000.00	Seven (7) Working Days	

12. Accreditation of Social Workers Managing Court Cases (SWMCCs)

This pertains to the process of accreditation of Social Workers for them to manage Court Cases.

Office or Division:	Standards Section – Policy and Plans Division		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Government G2C – Government to Citizen		
Who may avail:	Social Workers and Supervisors who are direct practitioners from DSWD Field Offices, residential and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. New Applicants:			
A.1. For Social Workers			
1. Two (2) copies of application form for Accreditation of Social Workers Managing Court Cases (Annex A)	<ul style="list-style-type: none"> Applicant may proceed to the Field Office XII- Standards Section or access the form through: www.dswd.gov.ph/issuances/AOs/AO_2008-001.pdf 		
2. Two (2) copies of valid Professional Regulations Commission Registration ID card	<ul style="list-style-type: none"> Professional Regulations Commission 		
3. Two (2) copies of Certificate of Attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institution	<ul style="list-style-type: none"> Training provider 		

<p><i>*In case of lost certificate, a certified true copy from the training provider may be presented</i></p>	
<p>4. Summary documentation of Four (4) cases managed (Annex B)</p>	<ul style="list-style-type: none"> • Refer to DSWD website: www.dswd.gov.ph/issuances/AOs/AO_2008-001.pdf
<p>5. Letter of Recommendation attesting to the competence of the Social Worker</p>	<p>Any of the Following:</p> <ul style="list-style-type: none"> • Supervisor of the Applicant • Philippine Association of Social Workers, Inc. (PASWI) • If Court Social Worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)
<p>6. The following cases handled must be made available during onsite assessment:</p> <ul style="list-style-type: none"> • Case Study Report • Progress/ Running Notes • Case Summaries • Case Conference proceedings/ notes 	<ul style="list-style-type: none"> • To be secured by the applicant
<p>A.2. For Supervisors</p>	
<p>1. First three (3) requirements stated under new applicants for Social Workers</p>	<ul style="list-style-type: none"> • Refer to above sources
<p>2. Technical Supervisory Notes of two supervisees as proof of providing technical assistance</p>	<ul style="list-style-type: none"> • To be secured by applicant
<p>3. The following documents on cases handled must be made available during on-site assessment:</p> <ul style="list-style-type: none"> • Case Study reports • Progress/ running notes • Case summaries • Case conference proceedings/ notes 	<ul style="list-style-type: none"> • To be secured by applicant
<p>B. Renewal:</p>	
<p>B.1. For Social Workers:</p>	
<p>1. Certificate of attendance to relevant trainings attended or refresher courses of at least 24 hours</p>	<ul style="list-style-type: none"> • From DSWD or recognized training institutions
<p>2. Summary of documentation (Annex B) of cases managed for the last six months</p>	<ul style="list-style-type: none"> • Refer to DSWD website: www.dswd.gov.ph/issuances/AOs/AO_2008-001.pdf

3. Recommendation from the Supervisor attesting to the competence of the Social Worker in Managing Court Cases	<ul style="list-style-type: none"> To be secured by applicant
4. The following documents on cases handles must be made available during on-site assessment: <ul style="list-style-type: none"> Case Study Reports Progress/ running notes; and Other relevant documentations pertaining to the cases 	<ul style="list-style-type: none"> To be secured by applicant

B.2. For Supervisors

1. First three (3) requirements stated under new applicants for Social Workers	<ul style="list-style-type: none"> Refer to the above sources
2. Technical Supervisory Notes of two supervisees as proof of providing technical assistance	<ul style="list-style-type: none"> To be secured by applicant
3. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> Case Study reports Progress/ running notes Case summaries Case conference proceedings/ notes 	<ul style="list-style-type: none"> To be secured by applicant

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant shall file application (Annex A) to DSWD Field Office XII	1.1 Review the completeness and accuracy of the submitted requirements/documents If found complete, documents shall be forwarded to assigned Technical Staff	None	1 day	Support Staff – Standards Section
	1.2 Conduct of Pre-Assessment by verifying the submitted documents and the original copies of the document	None	1 day	Technical Staff Assigned
2. Endorsement of the Candidate's Application Form and requirements to the DSWD	2.1 If requirements are complete, one copy of the application and requirements shall be forwarded to DSWD Central	None	5 to 7 days	Technical Staff Standards Section head/ Division Chief Regional Director

Central Office- Standards Bureau	Office -Standards Bureau for further assessment. Second copy of the application and requirements shall remain at the Field Office for file and reference.			
3. Receipt of Confirmation Report from DSWD Central Office- Standards Bureau	3.1 Receive approved confirmation report indicating results of on-site assessment conducted by DSWD Central Office- Standards Bureau Technical Staff <i>*If the applicant falls below the standards, the said applicant shall be given appropriate technical assistance on the areas needing improvement. A re-assessment shall be conducted after six months</i>	None	1 day	Technical Staff – Standards Section
4. Receipt of Accreditation Certificate of Qualified Applicant	4.1 Notify qualified applicant on the availability of the Certificate of Accreditation	None	1 day	Support Staff – Standards Section
	4.2 Issuance of Certificate of Accreditation	None	1 day	
TOTAL		None	12 days	

13. Accreditation of CSOs to Implement DSWD Projects and/or Programs Using DSWD Funds

This pertains to the processes of accreditation of Civil Service Organizations (CSOs) to implement projects and programs using the funds of DSWD.

Office or Division:	Standards Section – Policy and Plans Division
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail:	Civil Society Organization (CSO) DSWD-Organized Group

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For DSWD Organized Beneficiary:	
	<ul style="list-style-type: none"> Requesting party may proceed to DSWD Field Office (SLP-RPC)

1. Certified true copy of the Certificate of Eligibility (CoE) issued by the SLP-RPMO 2. Endorsement of SLPAs with CoE signed by the RPC (to include the project/s approved, address of the SLPA, and the budget approved for the project)						
2. For Other CSO Applicants						
2.1. Accomplished and Notarized Application Form (DSWD-SB-CSOA-001A)		<ul style="list-style-type: none"> Requesting party may proceed to Standards Section-DSWD Field Office XII, Koronadal City) 				
2.2. Proof of existence or presence of the CSO in its stated address and area of operation or organization: <ul style="list-style-type: none"> Pictures of the Office and direction sketch; and at least one of the following documents: <ul style="list-style-type: none"> Barangay Certification Certification or endorsement from at least two publicly known individuals in the community other documents showing proof of existence 		<ul style="list-style-type: none"> To be secured by the applicant 				
2.3. Proof of Organization, namely: <ul style="list-style-type: none"> organizational chart or governance structure; and date of organization, list of officers and members with complete named, date of birth (if known or registered), complete address, and contact numbers, if available 		<ul style="list-style-type: none"> To be secured by the applicant 				
2.4. Certificate of good standing from the government agency or agencies from which it has received such public funds, specifically stating liquidation in accordance with COA regulations, all fund transfers due for liquidation		<ul style="list-style-type: none"> To be secured by the applicant 				
2.5. Proof of having undergone Social Preparation by the designated Project Officer of the DSWD Program where the CSO is seeking fund		<ul style="list-style-type: none"> To be secured by the applicant 				
CLIENT STEP		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DSWD-Organized Beneficiary						
1. All DSWD-Organized beneficiary CSO applicants under SLP shall be issued a signed Certificate of Eligibility (COE) by the SLP-RPMO	1.1 A certified true copy of the COE with the endorsement of SLPAs will be endorsed to SS by the SLP RPC after thorough review.	None	1 day	SLP RPC		
	1.2The SS shall review the endorsed documents. If the applicant has met all the requirements, the SS will sign the Endorsement of SLPAs with CoE, which was initially signed	None	2 days	SS Focal Person		

	<p>by the RPC. This will be the basis for the issuance of the Certificate of Accreditation (CoA)</p> <p>If the requirements are found to be incomplete, the application requirements shall be returned to SLP-RPMO for compliance by submitting the needed document/s.</p> <p>1.3 If the Beneficiary CSO Applicant has met all requirements, the SS shall prepare the CoA immediately after the review of the requirements. This will be endorsed, along with the signed Endorsement of SLPAs with CoE, to the Office of the Field Office (FO) Director. The Field Office Director or his/her Officer-in-Charge shall issue the CoA as Beneficiary CSO.</p> <p>1.3.1. The SS shall officially inform the CSO Applicant, through SLP-RPMO, of the final action or decision of the FO Director.</p> <p>1.3.2 The signed CoA shall be forwarded by SS to SLP-RPMO for the latter's onward submission to the Cash Unit for the preparation of checks of SLPAs.</p> <p>1.3.3. After the preparation of checks, the signed CoA maybe awarded to the CSO by the SS in a fitting ceremony or the accredited CSO can also opt to pick-up the signed CoA or have it sent through courier.</p>		<p>2 days</p> <p>2 days</p> <p>1 hour</p> <p>1 hour</p> <p>4 hour</p>	<p>SS Focal/SLP Focal</p> <p>SS Focal Office of the RD</p> <p>SS Focal</p> <p>SS Focal SLP Focal</p> <p>DSWD Cashier SS Focal SLP Focal</p>
TOTAL:		None	6 days and 6 hours	
2. Non-DSWD Organized Beneficiary				
1. CSO Applicant shall file duly notarized Application	1.1 Receipt of the Application Form and other supporting documents	None	1 hour	FOAC Secretariat

	<p>1.2 Desk Review of the documentary requirements to ensure its authenticity and determine completeness in form and substance</p> <p><i>*If found incomplete, CSO applicant shall be immediately informed of the deficiency in its documents and be provided with technical assistance as needed.</i></p> <p><i>*If irregularity, falsehood, fabrication, or forgery is noted or found in the documents, the CSO Applicants shall be required to explain the same not later than three (3) working days from the receipt of notice issued by the Regional Director. Failure to provide satisfactory explanation shall be sufficient ground for the immediate denial of the application, without prejudice to subsequent administrative actions, including blacklisting or filing of complaint to proper authorities</i></p>	None	1 to 2 days	FOAC Secretariat
2. Posting of Notice and Validation	<p>Notice of the application shall be posted in a publicly conspicuous place within the DSWD FO Compound, FO website, DSWD Website for a period of five (5) consecutive days, with invitation to interested parties to submit sworn reports of any derogatory record involving CSO Applicant or any of its officers.</p> <p><i>*If a Derogatory Report is received, CSO Applicant shall be notified within three (3) working days from receipt thereof and require for an explanation or comment within five (5) working days from notice. The Derogatory Report and CSO Applicants written explanation shall form part of the application documents.</i></p>	None	5-7 days	FOAC Secretariat

	Conduct of validation and ocular inspection to verify the existence and/or operation of the Beneficiary CSO Applicant and validate the information in the application documents.	None	1 day	Identified Personnel / Staff from Standards Section
4. Assessment and examination of complete documents and validation report	Prepare an Abstract Report containing the findings and assessment as basis for FOAC deliberation		3 days	FOAC Secretariat
5. Evaluation and deliberation	<p>Deliberation of the CSO Application and supporting documents</p> <p><i>*FOAC may hold hearings, and/ or require the CSO Applicant to submit additional clarifications, information, and/ or documents as may deem necessary.</i></p> <p><i>*FOAC shall, by at least majority vote recommend to the Regional Director the grant or denial of the application, or blacklisting of the CSO.</i></p>		5 days	FOAC
6. Final Action	<p>Issuance of Certificate of Accreditation as CSO Beneficiary.</p> <p><i>*Should the applicant failed to satisfy the requirements or was found fraudulent, the Regional Director shall deny the application indicating the grounds for denial.</i></p>		10 minutes	FOAC Secretariat
TOTAL:		None	17 days, 1 hour, 10 minutes	

14. Registration of Social Welfare and Development Agencies (SWDA)

Office or Division:	Policy and Planning Division- Standards Section
Classification:	Complex
Type of Transaction:	G2B - Government to Business G2C – Government to Citizen
Who may avail:	Social Welfare and Development Agencies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Application Form		DSWD FO XII/ Website		
2. Updated copy of SEC Certificate of Registration and latest Articles of Inc. and by-laws indicating that the organization's primary purpose is w/in the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock, non-profit organization to operate in the Phil.		SEC		
3. Any of the ff.: 3.1. Handbook or Manual Operations of its programs policies and procedures to attain its purposes 3.2. Brochure 3.3. Duly signed Work and Financial Plan for at least 2 years signed by the Head of the agency		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures application form thru the DSWD Website/Field Office	Provides client application form and checklist of requirements	None	30 minutes	Standards Section Admin staff/Technical staff
2. Submit/file application and supporting documents	1. Review and assess documentary requirements submitted a) If application and documentary requirements are not complete, the same are returned to applicant with list of requirements not complete with b) If application and documentary requirements are complete, the Admin staff/Technical staff prepares/issues a billing statement and instructs applicant to proceed to the Financial Management Service	None	30-45 minutes	Standards Section Admin. Staff/Technical staff

Presents the Billing Statement at Accounting and to the Cashier and settles the required fee	Accountant approves the Billing Statement and Cashier receives the payment and issues Official Receipt	Php1,000-	30 minutes	Accountant/Cashier
Submits the filled-up Application Form, requirements and photocopy of the Official Receipt at the Record Section	Records Section encodes and/or forwards documents to Standards Section	None	30 minutes	Records Section
	Records Section forwards the filled-up application form with complete documents to Standards Section for action	None	30 minutes	Records Section Standards Section
	SS Head initially reviews the application	None	30 minutes	Standards Section Head
	Technical Staff reviews the submitted requirements of application as to compliance to the requirements and prepare Confirmation Report with the recommendation of issuance of Registration Certificate	None	2 working days	Technical Staff
	Review and approval of the confirmation Report; Preparation and endorsement for approval of the Registration Certificate	None	2 working days	Standards Section Head/Division Chief
	Approval and signing of Registration Certificate	None	1 working day	Regional Director
	Send the Confirmation Report and notify the availability of the			

	Certificate of Registration for release through various means (direct pick-up or courier)	None	1 working day	Admin Staff
--	---	------	---------------	-------------

15. Issuance of Inter-Country Adoption Clearance

Inter-Country Adoption (ICA) Clearance is a document issued by DSWD indicating that all opportunities of finding a suitable Filipino or qualified Prospective Adoptive Parents (PAPs) in the Philippines have been exhausted, hence, the child is now recommended for ICA, so that they could be adopted in other countries thru the Inter- Country Adoption Board (ICAB).

Office or Division:	Adoption Resource and Referral Division (ARRD)		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens		
Who may avail:	Child Caring Agencies (CCAs), Child Placing Agencies (CPAs), Local Government Units (LGUs) and Field Offices (FOs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<i>Child's Dossier</i>			
1. Endorsement	DSWD FOs		
2. Child Study Report	DSWD FOs, CCAs, CPAs		
3. Birth Certificate/Foundling Certificate (2 SECPA copies original)	Philippine Statistics Authority (PSA)		
4. Deed of Voluntary Commitment (DVC), if any.	DSWD FOs or Central Office (CO)		
5. Two (2) original copies of the CDCLAA (numbered)	DSWD FOs or CO		
6. Health and Medical Profile	DSWD FOs, CCAs, CPAs		
7. Psychological Evaluation Report	DSWD FOs, CCAs, CPAs		
8. Recent Photograph	DSWD FOs, CCAs, CPAs		
9. Child's Profile	DSWD FOs, CCAs, CPAs		
10. Regional Clearance for Inter-country Adoption	DSWD FOs		
11. Consent for Adoption (if 10 years old and above)	DSWD FOs, CCAs, CPAs		
12. Other documents, as necessary.			
<i>Prospective Adoptive Parent's (PAPs) Dossier</i>			
1. Home Study Report (HSR)	DSWD FOs, CCAs, CPAs, LGUs		
2. Birth Certificate of Applicants and Children	Philippine Statistics Authority		
3. Marriage Certificate or Divorce, Annulment, Declaration of Nullity or Legal Separation documents	Philippine Statistics Authority Philippine Courts		
4. Death Certificate, if necessary	Philippine Statistics Authority		

5. Consent for Adoption (if 10 years old and above)	DSWD FOs, CCAs, CPAs, LGUs
6. Photograph of the Child upon Relinquishment/Admission to Agency	Licensed Social Worker handling the case in the DSWD Residential Care Facilities,
	Child Caring/ Placing Agencies or Municipal Social Welfare Office
7. Certificate of Attendance to Adoption Forum	DSWD FOs, CCAs, CPAs, LGUs
8. Physical & Medical Evaluation Certification	DSWD FOs, CCAs, CPAs, LGUs
9. Psychological Evaluation (required for single applicants, for married, when appropriate, as assessed by the Social Workers)	DSWD FOs, CCAs, CPAs, LGUs
10. NBI or Police clearance (at least one (1) year before the preparation of HSR)	National Bureau of Investigation Police Station
11. Latest Income Tax Return or any other documents showing financial capability, e.g. Employment Certificate, Bank Certificate of Statement of Assets and Liabilities;	Bureau of Internal Revenue Bank Company/Organization of Employment
12. 3x5 inch-sized photos of the applicant, their family, and their home (taken within the last 3 months).	Applicant
13. Three (3) letters of character references who have known the applicants for at least 3 years	Character Reference
14. Affidavit of Temporary Custody	Applicant
15. Other document such as: <ul style="list-style-type: none"> • Copy of the ID used by the child's birth parents/relatives • Death Certificate of Birth Parent/s (if deceased) • Psychiatric/ Psychological Evaluation Report (if birthparents/ is/ are/ or diagnosed to be intellectually challenged) • DVC of legal husband (if child was born out of extra marital affair); if whereabouts is unknown, comply the requirements for petition • Copy of marriage certificate or Certificate of No Marriage (if necessary) • Medical Certificate/ Bone and/or Dental Ageing Result (for foundling cases) • Birth Certificate of the child's birthmother (if the DVC was signed by the child's maternal grandparents/s to establish the relationship of the child's birth 	

<p>mother and maternal grandmother)</p> <ul style="list-style-type: none"> • Affidavit of Discrepancy signed by the child's birth mother (if the signature of the birthmother in the birth certificate and DVC are different as well as the child's birth order in the Birth Certificate was incorrect) • 9. Affidavit of Two Disinterested Person/s (if the informant in the child's birth certificate is not the child's birthmother) <p>For relative adoption:</p> <ul style="list-style-type: none"> • Same as the requirements stated in the previous documents for surrendered, abandoned and neglected children • Notarized Oath and Undertaking by the guardian/ relative • Family Genogram with Birth Certificate/s <p>For cases of Children with Finalized Domestic Adoption</p> <ul style="list-style-type: none"> • Same as the requirements stated in the previous documents submitted with the following: <ul style="list-style-type: none"> a. Certified True Copy of the Adoption decree b. Certified True Copy of the Finality/ Entry of Judgment c. New Birth Certificate d. Photograph of the Child with the Adoptive Parents 	
<p>16. In addition, for an applicant who is residing abroad but is otherwise qualified to adopt in the Philippines under the provisions of RA 8552;</p> <ul style="list-style-type: none"> - HSR prepared by an accredited Foreign Adoption Agencies (FAA) -Certification that the said FAA is accredited 	<p>Foreign Adoption Agencies (FAAs) Inter-Country Adoption Board (ICAB)</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
<p>DSWD residential care facilities/ child caring/ placing agencies/ Local Social Welfare Office endorses the Dossier and supporting documents to Field Office for Regional Matching.</p>	<p>1.1 Upon receipt of the child and PAPs' dossiers by the Field Office, the ARRS social workers who act as Secretariat to the matching conference shall review case/home study reports and other documentary requirements and make assessment and recommendation on the case</p>	<p>None</p>	<p>Within two (2) days upon receipt of the child and PAPs dossier</p>	<p><i>Initials of the Division Chief, PSU, Head, ARRS Head, ARDO, Regional Director</i></p>
	<p>1.2 Inform the concerned residential care facility/ CCA/ CPA/ LGU on the comments through an official letter or memorandum in case of discrepancies/ inconsistencies of information in the Child/Home Study Report or any of the requirements.</p> <p>1.3 Submission of the requested/required documents by the social worker shall be within fifteen (15) days from receipt of the memorandum or letter from the Department.</p> <p>1.4 In case the required</p>		<p>within three (3) days from the receipt of the dossier</p>	

	documents will not be available within the prescribed period of submission, a status report on the action taken shall be submitted by the agency/facility to the Regional Director.			
	1.5 Recommend the presentation of a children to the matching committee to exhaust regional placement			
	1.6 Dossiers of children and PAPs not matched at the regional level after second presentation shall be endorsed to the Central Office within three (3) days from the date of the matching conference for review and as recommended for interregional matching.		within three (3) days	
	1.7 Endorse immediately the dossiers of children, cited in this guideline under General Policy No. 11, to the Central Office if not matched during the first presentation.			
	1.8 Prepare roster of children and PAPs available for regional matching conference, if the	No Fees	five (5) days before the matching conference	

	<p>Child/Home Study Report and documentary requirements are sufficient in form and in substance five (5) days before the matching conference.</p>			
	<p>1.9 Inform and invite the managing social worker through an official letter or memorandum to the Head of Agency/ Office, a day after the child/ PAPA's' dossier was reviewed by the matching secretariat or at least three (3) days prior to the schedule of the matching conference for her/his presence and for the presentation of the case/s in the matching conference.</p>	<p>No Fees</p>	<p>A day after the child/ PAPA's' dossier was reviewed by the matching secretariat or at least three (3) days prior to the schedule of the matching conference.</p>	
	<p>1.10 Inform and invite the members of RCWSG to the matching conference at least three (3) days before the matching conference. If the principal RCWSG member would not be available, identify an alternate member to avoid delay or postponement of the matching conference.</p> <p>Ensure a quorum of the RCWSG members (three members out of five), together with an ARRS staff as the secretariat, to proceed with the matching conference.</p>		<p>At least three (3) days before the matching conference</p>	

	1.11 Provide the RCWSG members advance copies of dossiers of children/PAPs for their review at least three (3) working days before the Matching schedule.		At least three (3) working days before the matching schedule	
	1.12 Conduct the regional matching conference at least twice a month, but not exceeding four times a month.		at least twice a month, but not exceeding four times a month	
	1.13 The FO shall provide the Central Office through electronic mail the result of the regional matching conference two (2) days after the said regional conference, including the names of the children and PAPs that were matched for monitoring purposes.		two (2) days after the said regional conference	
	1.14 Facilitate the signing of Certificate of Matching for children matched by the RCSWG members immediately after the matching conference and endorse the same to the Regional Director or his/her duly authorized representative for his/her approval. The result of the matching shall only be final upon approval of the Regional Director.	No Fees	one (1) day after the matching conference	<i>Regional Director (1)</i>

	1.15 For cases of children not matched, a Regional Clearance for interregional matching together with the child's dossier shall be transmitted to the Central Office immediately upon approval of the Regional Clearance by the Regional Director.			
	1.16 All relative inter-country adoption cases shall not be presented in the regional matching conference and shall be issued with Regional Clearance based on a favorable assessment and recommendation by the social worker managing the case.			
	1.17 Facilitate the approval of the PAPA by the Regional Director or his/her duly authorized representative within the day from the receipt of the Acceptance Letter from the PAPA and endorse to DSWD residential facilities/CCA/CPAs/LGUs concerned.		within the day	<i>Regional Director (1)</i>
	1.18 If any party declines/opposes the proposed placement of the child to the PAPA as recommended by the RCWSG, the secretariat shall inform the managing social worker of the PAPA or child to submit a written explanation within two (2) days after receipt of notice on the result of matching from the managing social worker. Acceptability on the reason/s of any party shall		within two (2) days	

	be based on the evaluation of the Regional Director or his/her duly Authorized representative.			
	1.19 Facilitate the issuance of Certificate of Consent to Adoption approved/signed by the FO Regional Director. The Final Post-Placement Supervisory Report shall be attached to the said document, which will be submitted to the court for the finalization of the adoption.			<i>Regional Director</i>
	1.20 There are cases filed in court where the Judge ordered the PAPs to present the original copies of adoption documents they submitted to the Department. To preserve the original documents submitted to the Department, free from any suspicion of alteration or destruction that may occur at the time of possession of the PAPs, a Certificate of Authenticity of documents shall be issued by the Department to the PAPs, to certify that the original documents were indeed submitted and are in the possession of the Department.			

	<p>1.21 Coordinate closely with the PAP/s social worker who monitors the movement of the case until such time that the Adoption Decree and Certificate of Finality are issued from the court. Once the Adoption Decree, Certificate of Finality and new Birth Certificate of the child are secured, the Central Office and the child's social worker shall be furnished a copy of the said Documents to consider the case closed.</p>			
<p>Processing for Domestic Adoption (Inter-regional matching of Child to PAP) Central Office Level</p>	<p>5.1 Upon receipt of the child and PAP's dossiers, the PMB- ARRD staff shall</p> <p>5.2 Review the Child Study Report and other documentary requirements and prepare the roster/profile of child/ren for matching within the day.</p> <p>5.3 Review the Home Study Report and other documentary requirements of recommended PAPs and conduct prioritization for the National Child Welfare Specialist Group's (NCWSG) consideration and assessment.</p>	No Fees	2-3 days	<p><i>Initials of the OIC-Division Chief, PMB Bureau Director, Wilma D. Naviamos (3)</i></p> <p><i>Initials of the OIC-Division Chief, PMB Bureau Director, Wilma D. Naviamos (3)</i></p>

	<p>5.4 Inform the concerned FO, copy furnished the concerned agency, on the comments through an official letter or memorandum within three (3) days from the receipt of the dossier, in case of discrepancies/ inconsistencies of information in the Child/Home Study Report or any of the requirements.</p>			
	<p>5.5 Submission of the requested/required documents by the social worker shall be within fifteen (15) days from receipt of the memorandum or letter from the Department. In case the required documents will not be available within the prescribed period of submission, a status report on the action taken shall be submitted by the FO.</p>			

	<p>5.6 Endorse immediately the Dossiers of children, cited in this guideline under General Policy No. 11, to ICAB if not matched during the first presentation.</p>		<p>1 day a day after the child/PAPs' dossier was reviewed by the matching secretariat or at least three (3) days prior to the schedule of the matching conference</p> <p>at least three (3)</p>	<p><i>Bureau Director</i></p>
			<p>days before the matching conference</p> <p>at least three (3) working days</p>	
	<p>5.7 Endorse immediately the dossiers of children, cited in this guideline under General Policy No. 11, to ICAB if not matched during the first presentation.</p>			

	5.8 Inform and invite the managing social worker through an official letter or Memorandum to the Head of Agency/Office, a day after the child/PAPs' dossier was reviewed by the matching secretariat or at least three (3) days prior to the schedule of the matching conference for her/his presence and for the presentation of the case/in the matching conference.			
	5.9 Inform/invite the members of NCWSG to the matching conference at least three (3) days before the matching conference. If the principal NCWSG member would not be available, identify an alternate member to avoid delay or postponement of the matching conference. Ensure a quorum of the NCWSG members (three members out of five), together with a CPD staff as the secretariat, to proceed with the matching conference.			
	5.10 Provide the NCWSG members advance copies of dossiers of children/PAPs for their review at least three (3) working days before the Matching schedule.			
	5.11 Conduct interregional matching conference atleast twice a month,		at least once a month	
	5.12 Inform and invite the managing social worker through an official letter or Memorandum to the Head of Agency/Office, a day			

	after the child/PAPs' dossier was reviewed by the matching secretariat or at least three (3) days prior to the schedule of the matching conference for her/his presence and for the presentation of the case/s in the matching conference.			
	5.13 Children not matched during the first presentation for interregional matching shall immediately be issued with ICA Clearance except for children below three (3) years old.		right after the matching conference	
	5.14 Facilitate the approval of the PAPA by the PMB Regional Director or his/her duly authorized representative within the day from the receipt of the Acceptance Letter from the PAPs and endorse to DSWD residential facilities/CCA/CPA s/LGUs concerned.		within the day from the receipt of the Acceptance Letter from the PAPs	<i>Dir. Wilma D. Naviamos</i>
	5.15 If any party declines/opposes the proposed placement of the child to the PAPs as recommended by the NCWSG, the secretariat shall inform the managing social worker of the PAPs or child to submit a written explanation within two (2) days after receipt of notice on the result of matching from the managing social worker. Acceptability on the reason/s of any party shall be based on the evaluation of the PMB Bureau Director or his/her duly authorized representative.		within two (2) days	<i>Dir. Wilma D. Naviamos</i>

	<p>5.16 Facilitate the issuance of written Certificate of Consent to Adoption approved by the Bureau Director for Protective and Operations and Programs. The Final-Post Placement Supervisory Report shall be attached to the said documents, which be submitted to the court for the finalization of the adoption.</p>			
	<p>5.17 Coordinate closely with the FO on the movement of the case until such time the Certification t the Adoption Decree, Certificate of Finality and Amended Birth Certificate are issued.</p>			
	<p>5.18 The issuance of intercountry adoption clearance for children shall be based on the interregional clearance issued by the Central Office. The ARRD social worker shall facilitate the issuance of Intercountry Adoption Clearance within two (2) days for cases of children that are not matched in the interregional matching conference.</p>			

	<p>5.19 The dossier will be endorsed to the Administrative Aide (AA) for validation, printing of ICA clearance and tracking, and the AA endorsed the dossier with ICA clearance to the OIC-Division Chief. Otherwise, the Technical Staff (TS) prepares memorandum to the FO indicating the comments and recommendations on the case and endorses it to the AA for tracking</p>	2 to 3 days		
	<p>5.20 The OIC-DC reviews the case summary/memorandum prepared by the Technical Staff (TS). If approved, the OIC-DC affixes her signature/initials in the documents and returns to AA for tracking. The TS will revise the documents based on comments/inputs and returns it to AA for tracking.</p> <p>5.21 The OIC-DC reviews the revised documents. If approved, the AA tracks it in the DTS and forward it to the AA of Assistant Bureau Director (ABD) for approval</p> <p>5.22 The Assistant Bureau Director (ABD) reviews the documents. If approved, the ABD affixes her signature/initials in the documents and returns to AA for tracking.</p> <p>5.23 If disapproved, the AA returns the documents to the TS for revision/finalization and returns it to AA for tracking.</p>		1 day	

	<p>2.19 The Bureau Director (BD) reviews the documents.</p> <p>If approved, the BD affixes her signature in the documents and returns it to the AA for tracking.</p>		1-2 days	<i>Dir. Wilma D. Naviamos</i>
	<p>5.24 If disapproved, returns it to the Division & the AA tracks it and endorses back to the TS for revision/finalization.</p>			
	<p>2.20 For approved ICA clearance, the AA indicates the date of issuance of ICA clearance scans the documents and photocopy the endorsement letter and ICA clearance.</p> <p>5.25</p>			
	<p>5.26 2.21 The AA coordinates with Inter-country Adoption Board (ICAB) and requests for pick-up of documents.</p>			
	<p>5.27 2.22 The AA updates date signed and received by ICAB/status in the databank. The memorandum to the FOs is endorsed to the Records Section for mailing. Email to ACCAP/FO/referring agency the approved ICA clearance</p>			
	<p>5.28 Facilitate the issuance of Inter-country Adoption Clearance signed by the Bureau Director in cases where is no available local PAPs at the time of scheduled matching.</p>		1 day	<i>Initials of the OIC-Division Chief, ABD, Dir. Wilma D. Naviamos</i>

	5.29 All relative intercountry adoption cases shall not be presented in the interregional matching conference and shall be issued with Intercountry Adoption Clearance by the Department's Central Office based on a favorable assessment and recommendation by the Field Office			
	5.30 Endorse immediately to ICAB, the original copy of the child's dossier, along with the original copy of the Intercountry Adoption Clearance, as signed/approved By the Bureau Director of PMB.		1 day	<i>Dir. Wilma D. Naviamos</i>
	5.31 Coordinate with ICAB on the status of cases endorsed/cleared for intercountry adoption on a quarterly basis.			
TOTAL		None	2 months	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	DSWD Field Office send memorandum/email to DSWD Program Management Bureau (PMB)
How feedback are processed	DSW PMB send reply letter/ memo to the concerned Field Office
How to file a complaint	Complaints can be filed through sending a letter or email to PMB DSWD. The concerned person and the circumstances of the grievances should be reflected in the information
How complaints are processed	The concerned office will conduct a case conference/ meeting to discuss the issue/concern. If necessary, set a meeting with the complainant itself and discuss the concerns in detail
Contact Information of CCB, PCC, ARTA	Through Tel No. 951-74-38 Email address: adoption@dswd.gov.ph

16. Community Empowerment Activity Cycle

The KC-NCDDP is implemented through community driven development approach through the CEAC where local communities are provided with grants which they take control in the planning, budget management and execution of the sub-project implementation.

Office or Division:	KC – NCDDP			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	Eligible Local Government Units (Municipalities)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Municipal Memorandum of Agreement on NCDDP.		Municipal Local Government Unit		
Municipal Resolution expressing official acceptance of the implementation of the NCDDP.		Municipal Local Government Unit		
Executive Order creating or reactivating the MIAC and MCT		Municipal Local Government Unit		
Special Order installing the ACT and MCT as special projects unit within the MLGU.		Municipal Local Government Unit		
Special Order designating an LGU staff as the NCDDP focal person.		Municipal Local Government Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Social Preparation Stage				
Participate in the Municipal Orientation	Conducts the Municipal Orientation Prepare enrollment documents (Municipal MOA, resolution, EO, SO)	None	1 day	<i>Regional Program Management Office</i>
Provide information requested during the Social Investigation	2.1Conducts the Social Investigation	None	20 days	<i>Regional Program Management Office</i>
Participate in the 1st barangay assembly (community consultation)	Orient community members on the program design, implementation process and arrangement. Facilitate criteria-based and task-informed identification and selection of volunteers for the Participatory Situation Analysis (PSA) Facilitate formation of the Barangay Grievance Committee	None	15 days	<i>Regional Program Management Office</i>
Participate in the Participatory Situation Analysis (PSA)	Conduct planning and meeting with the MLGU to ensure participation Conduct the municipal meeting Conduct the barangay PSA workshop Present PSA results to the barangay assembly	None	40 – 45 days	<i>Area Coordinating Team</i>

	Facilitate approval of the PSA results, criteria for selecting the barangay representation team (BRT) and the project preparation team (PPT) Conduct meeting with the BRT and PRT to prepare them for the Criteria Setting Workshop and Project Development Workshop (PDW)			
Community Planning and Project Proposal Development Stage				
Participate in the criteria-setting workshop	Facilitate discussion among community volunteers of local and broad municipal-level poverty conditions and their causes, informed by community discussions of local poverty conditions and potential solutions, based on the PSA activities Facilitate agreement on a list of critical poverty issues that need to be addressed at the community level, based on the results of the PSA problem analysis and informed by existing development plans and available local resources. Facilitate consensus on the broad development vision and/or key directions that will guide development investment. Facilitate agreement on (i) a set of development criteria for selecting the most appropriate and responsive development interventions to address identified poverty issues in the MIBF for prioritization, and; (ii) the process, procedures, and rules of decorum on the conduct of the MIBF	None	5 days	<i>Area Coordinating Team</i>
Participate in the 3rd barangay assembly	Provide feedback on the discussion and agreements from the CSW Facilitate agreement on the final community subproject to be proposed for support under the NCDDP	None	15 days	<i>Area Coordinating Team</i>
Participate in the project proposal development	7.1 Facilitate preparation of detailed proposals for priority subprojects to address identified	None	15 – 40 days	<i>Area Coordinating Team</i>

	priority problems and needs, for barangay assembly approval and submission to RPMO.			
Participate in the Municipal Inter Agency Committee (MIAC) Review	Facilitate review by MIAC members of final subproject proposals, designs and cost estimates, and other RFR documents, for endorsement to the MIBF for prioritization.	None	3 days	<i>Area Coordinating Team</i>
Participate in the 4th Barangay Assembly	Facilitate approval and endorsement by the BA of the Project Proposal to the MIBF for participatory resource allocation.	None	15 days	<i>Area Coordinating Team</i>
Participate in the Participatory Resource Allocation at the municipal level (MIBF)	Facilitate prioritization of subprojects for support by the NCDDP, identification of municipal local counterpart project, and programming of interventions proposed to be supported by the NCDDP and other NGAs, to address problems and raised during the PSA (LGU-NGA matrix of PPAs), for succeeding cycles.	None	5 days	<i>Area Coordinating Team</i>
Community-managed Implementation and Organization Formation and Development (Stage 3)				
Participate in meetings called regarding sub-project implementation	Prepare the community for subproject implementation.	None	5 days	<i>Area Coordinating Team</i>
Complete community sub-projects on time and within specified quality and cost.	Monitor completion of the sub-project implementation and provide technical assistance	None	120 – 180 days	<i>Area Coordinating Team</i>
Participate in activities of the community organization for operation and maintenance	Establish community associations for Operations and Maintenance, and Sustainability of completed sub-projects. Undertake Sustainability Evaluation Test (SET) for completed sub-projects	None	40 – 60 days	<i>Area Coordinating Team</i>
Community Monitoring (Stage 4)				
Participate in accountability reporting	Inform the community members on the status of the sub-project and for public disclosure of all aspects of the implementation including synthesis from GRS and actions taken.	None	2 days	<i>Area Coordinating Team</i>

	Review and assessment of commitments made and delivered by the MLGU and other stakeholders.			
Prepare action plan to resolve the adverse findings during the functionality audit and sustainability evaluation testing.	Assess functionality and utilization of completed sub-project, and quality of community sustainability activities including organizational effectiveness, financial management, physical-technical conditions, and benefits of sub-projects.	None	3 days	<i>Area Coordinating Team</i>
TOTAL		None	18 Months and 18 Days	

* Note that client refers to community partner beneficiaries

17. ISSUANCE OF TRAVEL CLEARANCE FOR MINORS TRAVELING ABROAD

TRAVEL CLEARANCE is a permit issued by the Department of Social Welfare and Development for a minor who is below 18 years old, who wants to travel abroad alone, without any of his or her parents, or guardian.

Office or Division:	DSWD Field Office/ Protective Service Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Filipino Minors Traveling Abroad
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Duly accomplished application form	DSWD Field Offices or to download form at www.dswd.gov.ph
2. LSWDO/SWAD Social Worker's assessment, when necessary	Local Social Welfare and Development Office where the minor resides
3. PSA issued Birth Certificate of Minor	Philippines Statistics Authority (PSA)
4. Photocopy of PSA issued Marriage Contract of minor's parents./ Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Brgy. Or religious leader.	Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious
5. Notarized Affidavit of Consent of both parents/legal guardian/solo parent with copy of Valid ID with countersign	Law Office and Notarized at the place where the minor resides/Philippine Embassy (if minors parent/s are abroad)
6. (2) original colored passport size photos of the minor (in Red or Blue Background)	Applicant
7. Affidavit of Support and certified copy of evidence to show financial capability of sponsor e.g Certificate of Employment, Latest Income Tax Return, Bank Statement,	Applicant

etc.)Certified True copy of the Death Certificate (for deceased parent/s) on SECPA	
8. Unaccompanied Minor Certificate from the Airlines	Airline Company where ticket is obtained
9. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child	Applicant

For Succeeding Travel of Unaccompanied minor or Traveling ALONE

1. Duly accomplished application form	DSWD Field Offices or to download form at www.dswd.gov.ph
2. . Notarized Affidavit of Consent of both parents/legal guardian/solo parent with copy of Valid ID with countersign	Law Office and Notarized at the place where the minor resides/Philippine Embassy (if minors parent/s are abroad)
3. Original Copy of the previous Travel Clearance issued	Applicant
4. Unaccompanied Minor Certificate from the Airlines	Airline Company where ticket is obtained
5. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child	Applicant

Minor Traveling for the FIRST TIME with persons other than the Parents or Legal Guardian

1. . Duly accomplished application form	DSWD Field Offices or to download form at www.dswd.gov.ph
2. Copy of the PSA issued birth certificate of the minor	Philippines Statistics Authority (PSA)
3. . Notarized Affidavit of Consent of both parents/legal guardian/solo parent with copy of Valid ID with countersign	Applicant
4. Copy of Marriage Certificate of minors parents (SECPA), Solo Parent ID, for Solo Parents, Court Decree of Separation, Annulment or Divorce, for Illegitimate minors, CENOMAR from PSA; in case of deceased parent/s, copy of the Death Certificate	PSA, Local Social Welfare and Development Office (for the Solo Parents ID; Family Court

Additional Requirements for Minors under Special Circumstances:

For Filipino Minors Migrating to another Country

1. Visa Petition Approval	Applicant
---------------------------	-----------

For Minors Studying Abroad

1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled	Applicant
--	-----------

For Minors who will attend Conference, Stud Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:

1. Certification from Sponsoring Organization	Sponsoring Organization
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency	Sports Agency
3. Signed Invitation from the sponsoring agency/ Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	Sponsoring Organization

Minors going abroad for Medical Purposes

1. Medical Abstract of the Minor	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	Attending Physician
3. Letter from the Sponsor	Sponsor

Minors going abroad for Inter-Country Adoption

1. Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)
2. Authority to Escort issued by ICAB	Inter-Country Adoption Board (ICAB)

Minors under Foster Care

1. Notarized Affidavit of Undertaking by the Foster Parents	Foster Parent
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative	DSWD Regional Director
3. Photocopy of Foster Placement Authority	Applicant
4. Photocopy of Foster Care License of the Family	Applicant
5. DSWD Certification of the CDCLAA Except those under Kinship Care	DSWD
6. Return Ticket	Applicant

Minors under Legal Guardianship

1. Certified True Copy of the Court Order on Legal Guardianship	Court
---	-------

For Minors whose parents are Seafarers

1. Certification from the Manning Agency attesting to the parents employment	Applicant
2. Photocopy of Seaman's Book of Parent/s	Applicant

For Minors with alleged missing parent/s

1. Social Case Study Report from the LSWDO where the alleged missing parent's last known address	Local Social Welfare and Development Office
--	---

2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent	Local police or Barangay of the alleged missing parent/s last known address
3. One (1) returned registered mail to the last known address of the alleged missing parent/s known address.	Applicant
Within the Day Transaction	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1.1 Issuance of Service Sequence Number		5 minutes	Officer of the Day
2. Screening of Documents	2.1 Social Worker will check the presented requirements if the documents are complete. If the documents are not complete the client will be asked to comply		5 minutes	MTA Social Workers
3. Interview/ Assessment	3.1 Social Worker interviews and conducts assessment of the application 3.2 Recommends for the approval or disapproval of the application to the Signing Authority		10 minutes	MTA Social Workers
4. Review and Approval of the Application	4.1 Approves/ Disapproves the application 4.1.a If Approved: Issuance of Claim Stub schedule of release (<i>Minimum of 1 day processing and maximum of 3 days processing</i>) 4.1.b If Disapproved: 4.2 Counseling and Explanation of reason for disapproval 4.3 Notify the Nearby DSWD Field Offices		5 minutes 5 minutes 10 minutes	DSWD Regional Director MTA Social Workers MTA Social Workers

	4.3.a If Exempted, Prepares the Certificate of Exemption for Approval of the Regional Director			
5. Payment of: Php 300.00 for 1 year validity Php 600.00 for 2 years validity	Receives and Issues Official Receipt to the Applicant on the Payment Received	Php. 300.00 Php. 600.00	3 minutes	Cashier
6. Preparation of Travel Clearance	1.2 Encodes/ Types the details of the applicant to the Travel Clearance Certificate		10 minutes	MTA Administrative Assistant II
7. Approval of the Regional Director	7.1 Signs/ Approves the Application or Certificate of Exemption for Exempted applicants		5 minutes	DSWD Regional Director or the Authorized Approved Signatory
8. Issuance of Travel Clearance Certificate	8.1 Releases the Travel Clearance Certificate to the Applicant/ Certificate of Exemption		5 minutes	MTA Administrative Assistant II

* Fees Php 300.00 for one year and Php 600.00 for two years

*Travel clearance will be issued 1 to 3 working days upon submission of pertinent documents

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

18. Admission Process in Center for the Handicapped

The Center for the Handicapped is a DSWD accredited vocational & social rehabilitation facility for Persons with Disabilities (PWD's) to enable them to acquire productive skills geared towards their self-sufficiency, socio-economic independence and eventually to become participating member of their community.

Office or Division	Center for the Handicapped – Center and Rehabilitation Care Facilities / Protective Service Division
Classification	Simple
Type of Transaction	G2G – Government to Government G2C – Government to Citizens
Who may avail:	Person with Disabilities categorized as Deaf, Blind, Down Syndrome, ADHD, Orthopedically Handicapped,

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Psychosocial Disorder and Multiple Disability ages 7 to 39.		
1. Initial Social Case study		- Referring party (Local Social Welfare Office, Non-Government Organizations)		
2. Authenticated Birth Certificate		- Philippine Statistic Authority / National Statistic Office		
3. Barangay Certificate		- Barangay Hall / Barangay Secretary of Clients Respective Residency		
4. Barangay Idengency		- Barangay Hall / Barangay Secretary of Clients Respective Residency		
5. Medical Certificate		- Attending Physician		
6. Pictures (1pc 3R Recent Picture whole body, 2pcs of 1x1 and 2pcs of 2x2)		- Parents / Clients		
CLIENT STEPS	AGENCY ACTIONS	PROCES SING TIME	PERSON RESPONSIBLE	
1. Modes of admission of the clients at the Center can be thru the following circumstances: <ul style="list-style-type: none"> • Walk-in • Outreach • Referrals 	1.1. Conduct intake interview to the client/parents/guardian/referring party.	30 minutes to 1 hour	Center Social Worker / Case Manager	
	1.2. Conduct brief orientation on the programs and services of the Center.			
	1.3. Room visitations of the Client to get acquainted by other PWD trainees and for him/her to become more			
2. Inter-Unit referral	2.1. Simultaneously, the center social worker prepared Inter Unit-referral to the Medical Coordinator, Center Psychologist, and Manpower Development Officer	10 Minutes	Center Social Worker / Case Manager	
3. Medical Check-ups / Vital Statistics	<ul style="list-style-type: none"> ➤ Medical Coordinator - Upon receiving of inter Unit-referral by the medical Coordinator 	15 Minutes	Medical Coordinator	

	<p>3.1. The medical coordinator conduct interview pertaining to the medical history of the Client</p> <p>3.2. Scan his/her medical certificate (to ensure every client applicant must be free from any contagious or communicable diseases.)</p> <p>3.3. Get the vital statistic of the Client like height and weight.</p>		
4. Initial Psychological Assessment	<p>➤ Center Psychologist</p> <p>4.1. The center's Psychologist shall conduct the initial Psychological Assessment of each client</p> <p>4.2. Administer the Vocational Career Guidance examination to all clients to be admitted at the center to determine client's initial Psychological Status and Vocational interest/s and preference/s, respectively.</p> <p>4.3. Likewise, Psychomotor Examination (written and oral) is conducted for applicant client/s in Vocational Rehabilitation Skills Training only, such as the Computer/Cellphone Repair and the Scientific Massage Skills.</p>	20 Minutes	Center Psychologist
5. Home Visitation	5.1. The social worker conducted Home visitation to the client's family's residence to verify information gathered during the intake interviews.	2 hours (excluding the time of travel)	Center Social Worker / Case Manager
6. Preparation of requirements	6.1. The social worker prepared the list of document requirements for the client's family to comply those requirements.	2 Weeks	Clients Family

7. Review of the submitted document requirements	7.1. The social worker as case manager to review the submitted document requirements. If it is complete or not. If not, the social worker to call the attention of the parents to comply this lacking documents and generally it takes 2 to 3 days to comply the lacking documents.	5 Minutes	Center Social Worker / Case Manager
8. Pre-admission Conference	8.1. The handling social worker prepare and inform the Rehabilitation team members for the schedule of mandatory Pre-admission conference. Remind each member of Rehab Team to prepare and present their initial reports during the conference meeting. 8.2. Facilitate the conduct of Pre-admission conference. Prepare attendance sheets and agenda for the meeting. 8.3. Prepare minutes of meeting.	10 Minutes 20 Minutes 3 hours	Center Social Worker / Case Manager Center Social Worker / Case Manager Center Social Worker / Case Manager
9. Exploratory Exposure	➤ Manpower Development officer 9.1. The MDO will endorse the client to the respective instructors (vocational courses where he/she fit in)	10 minutes	Manpower Development Officer (MDO)
	9.2. Concerned Instructor received the endorsement letter of the MDO for the client to undergo exploratory exposure for the course where he/she fit in.	2 Weeks to 1 month	MDO1/Instructors
10. Final Admission Conference	10.1. This will be attended by the regular Rehabilitation Team Members, the concerned client together with his/her parent or guardian, the referring Social Worker (their presence shall be required) who shall be involved and	2 hours	Rehabilitation Team Members

	<p>well informed of the plan & the Center's policies & regulations.</p> <p>10.2. A brief orientation of the center's policies and regulations, programs and services are also provided for basic information and understanding especially on the part of the referring party. During this conference, the client together with the guardian and the referring party will know if the client is qualified to pursue the training or not.</p> <p>10.3. During this admission conference, the team members shall likewise assist in the Formulation of Individual Client's Treatment Plan or the so called Rehabilitation Plan Based on the client's capacity/potentials, interest and willingness to be developed and rehabilitated.</p> <p>10.4. The Center Social Worker will also read the content of "Kasunduan" pertaining the rules and regulation of Center for the Handicapped while the client is undergoing the 10 months training, after that the client together with his parents/guardian, Center Head, Center Social Worker and concerned instructor will signed the "Kasunduan".</p> <p>10.5. If the client is recommended for final admission / pursue his/her training, the handling social worker to facilitate the filling up of admission form duly signed by the Client, Center Social Worker, Center</p>		
--	--	--	--

	<p>Head, Client, Guardian and the concerned Instructor.</p> <p>10.6. If the Client is found out during the final rehabilitation conference of being not qualified to undergo/pursue the training. He will be referred/facilitate by the center social worker for appropriate intervention.</p>		
12. Training Proper	<p>12.1. An inter unit referral shall likewise, be accomplished by the Social Worker, addressed to the Head of the Vocational and Social Rehabilitation Skills/VSRS services for the formal admission of Concerned client to undergo proper training</p> <p>12.2. The client will be fully admitted at Center for the Handicapped to finish the 10 months training with his/her corresponding courses.</p> <ul style="list-style-type: none"> ➤ Deaf – Functional Literacy Course ➤ Psychosocial Disorder – Social Preparatory Course ➤ Blind – Basic Massage Therapy 	10 months	Client with close monitoring of Instructor and Social Worker
13. Monitoring	<p>13.1. In carrying out the Rehabilitation Plan for each client, the Center Social Worker together Center's Psychologist shall conduct the regular monitoring of its implementation to achieve the set goals. A monitoring tool matrix shall be accomplished for the purpose.</p> <p>13.2. Whenever deemed necessary, the social worker shall provide Counseling to clients in an individual or group, aimed at assisting clients clarifies problems and identifies appropriate solutions.</p>	Within the 10 month training period.	Social worker and Center Psychologist

	<p>13.3. While the client is undergoing the training, specific Team Members are regularly monitoring the Progressive Developmental Learning Performance of each client to ensure that appropriate activities are being carried out to achieve the set objectives geared towards the realization of client/s individual Rehabilitation plan. The Monitoring Tool Matrix is to be accomplished as the guide for this.</p> <p>13.4. Any Development or change in the Rehabilitation Plan shall be incorporated in the case record done thru a Progress Report for each client. Such is being updated by concerned instructors in proper coordination with the social worker to keep track of their development towards meeting their Rehabilitation goal & the enhancement of their social functioning</p>		
<p>14.Special Rehabilitation Team Meeting</p>	<p>14.1. Together with the rehabilitation team members special rehabilitation team Meeting is also conducted if there is an unexpected problem arise within the client's training, this is to ensure to immediately formulate a plan to resolve the client's problem that can disturb his/her training.</p> <p>14.2. Special RTMs are conducted in between those schedules, which shall only be attended by selected concerned Team Members who are directly responsible in the resolution of some immediate issues/concerns affecting the</p>	<p>2 hours</p>	<p>Rehabilitation Team Members</p>

	<p>client's training and social functioning.</p> <p>Note: Especial RTM is Applicable depending on the severity of the issues/concern of the client)</p>		
15.Mandatory Rehabilitation Team Meeting	<p>15.1. Mandatory Rehabilitation Team Meeting shall be conducted respectively, on the Pre-Placement and possible Placement of the concerned clients upon the request recommendation of the Head of VSRS to discuss the possible On-the-job training outside the center.</p> <p>➤ The Job Placement Officer (JPO) shall be required or needed to attend the said meeting, together with the client and the RTM regular members: Social Worker, Psychologist, and Head of the VSRS and the Center Head. Incase client/s, after the six months.</p>	1 hour	Rehabilitation team Members
16.OJT / Learning Performance	<p>16.1. Job placement officer together with the social worker and the clients guardian will endorsed the client physically to the massage clinic identified by the JPO with the approval of Center Head.</p> <p>16.2. There will be a meeting between the JPO, Social Worker, Client, Guardian and the manager of the massage Clinic and secure a copy of agreement that duly signed by the both parties including the Client and Guardian.</p>	1 day	Job Placement Officer and Social Worker
17. On the-Job-Training (OJT) Proper	<p>17.1. The client to undergo proper OJT with the target of at least 20 patrons. The JPO and the Social worker conducted monitoring to the clients performance.</p>	2 months	Job Placement Officer and Social Worker

18. Pre-Discharge Conference (Applicable for vocational courses only)	18.1. The center social worker together with Job placement office facilitated the conduct of pre discharge conference. In this meeting, the Job placement officer presented the result of the OJT (for those undertook vocational courses like Basic Massage therapy). Note: If the client did not meet the target requirements he/she maybe undergo refresher course. If the clients with good performance and met the target requirement of OJT then he/she is candidate for graduation. Therefore, proceed to the clearance.	2 hours	Rehabilitation Team Member
19. Refresher Course (For vocational only)	19.1. The social worker prepared inter unit referral based on the recommendation made by the rehabilitation team members during the Pre-Discharged conference.	2 months	Social Worker/
19. Clearance Completion	19.1. Simultaneously, after the conduct of the 4 th Periodical Rating which is the last Rating period, each client shall secure Clearance from the Social Adjustment Services, Vocational & Social Rehabilitation Services and Administrative Services, duly noted and signed by all concerned Rehabilitation Team Members and the Center Head. Such Clearance shall be presented in the next opening Training Year.	1 Day	Rehabilitation Team Members
20. Rehabilitation Discharged/ Exit Conference	20.1. The Fourth and the Last Mandatory RTM for the Training Year- known as the Discharge Conference shall be conducted for all client/s, as called for by the Social Worker (as the Case Manger). Based on appropriate assessment, client/s case is terminated when client/s has finished/completed the particular training undertaken for the given year and or the	2 hours	Rehabilitation Team Member

		Rehabilitation Goals set was met.		
21. Job Placed/School Placed	21.1.	For the Deaf undertook Functional Literacy. The JPO together with the social worker assist the clients and the guardian for the enrollment of the Deaf graduated from the level 6. For the case of Blind trainees of Basic Massage Therapy, They will endorsed to the identified massage clinics (usually where they undergo OJT)	2 days	JPO and Social Worker
22. After Care	22.1.	Conduct periodic monitoring/follow-up of clients on placement (On-the-Job Training, Job/School placed) and after care services in coordination with the Center Social Worker.	Periodic	JPO/MDO/Social Worker

OFFICE ADDRESS:

AGENCY NAME	ADDRESS	CONTACT DETAILS
CENTER FOR THE HANDICAPPED	SAN ISIDRO STREET, RH-10, COTABATO CITY	(064)557-1756 centerforthehandicapped@gmail.com

19. Donors' Certificate of Donation

Office or Division:	Financial Management Division, Accounting Unit
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Donors of cash and in-kind donations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Electronic copy of request form for Certificate of Donation (DSWD-FMS-AD No. 2)	1.1 Download and print the request form from https://www.dswd.gov.ph/Download under forms tab; or 1.2 Personally go to the office of Accounting Division for the request form 1.3 Schedule of request: Monday – Friday, 9:00a.m – 5:00p.m.

2. Electronic copy of the supporting documents: 2.1 Deed of Donation or any document showing proof of donations; 2.2 Official receipt for cash donations; or 2.3 Acknowledgement receipt and delivery receipt for donations		Requesting Party/Donor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and print the request form from https://www.dswd.gov.ph/Download under forms tab; or Personally go to the office of Accounting Division for the request form	1.1 The Accounting Division shall issue the request form	None	1 minute	<i>Donor</i> <i>Administrative Officer II – Accounting Division (RP)</i>
2. Fill –up the printed Electronic copy of Request Form (DSWD-FMS-AD No.2)		None		<i>Donor</i>
3. Scan the filled-up form and email together with the supporting documents to accounting@dswd.gov.ph ; jlmisabandal@dswd.gov.ph ; jvbinas@dswd.gov.ph ; and pcadorable@dswd.gov.ph ; or Personally present the filled-up form	3.1 The Accounting Staff shall receive and secure the completeness of the request form and required supporting documents	None	2 minutes	<i>Donor</i> <i>Administrative Officer II – Accounting</i>

together with the supporting documents to Accounting Division				<i>Division (RP)</i>
4. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate	4.1 The Accounting Staff shall record the details of donation and indicate the schedule to claim the certificate	None	Email: Within the Day Personal: 10 minutes Schedule : (seven (7) working days after receipt of request)	<i>Administrative Officer II – Accounting Division (RP)</i>
5. Present the claim stub on or after the schedule indicated and	5.1 The Accounting Staff shall verify/update to the monitoring excel file ready to release	None	10 minutes	<i>Administrative Officer II – Accounting Division (RP)</i>
accept the requested document	and issue the Certificate to the requesting party			
6. Sign the Logbook for acknowledgement receipt	6. The Accounting Staff shall assist the requesting party to receive and sign the logbook	None	2 minutes	<i>Administrative Officer II – Accounting Division (RP)</i>
TOTAL			7days, 15mins	

20. Releasing of Payment Thru Checks / LDDAP-ADA to Creditors / Suppliers

Office or Division:	Financial Management Division – Accounting Unit
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizens
Who may avail:	All creditors / suppliers and service providers with money claims
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

<ul style="list-style-type: none"> • Principal <p>a. One (1) valid ID of the claimant/ payee (original)</p>		Individual Claimant/ Payee		
<ul style="list-style-type: none"> • Representative <p>For Individual Claims:</p> <p>a. Original Copy of Notarized Special Power of Attorney (SPA)</p> <p>b. Authorization Letter and valid ID of the payee (1 original and 1 photocopy)</p> <p>c. One (1) valid ID of Attorney-In-Fact (1 original and 1 photocopy)</p>		Individual Claimant /Payee		
<ul style="list-style-type: none"> • For Supplier/Service Provider Claims: <p>a. Original Official Receipt</p> <p>b. Authority to collect from Head of Office or his/her authorized representative (original)</p> <p>c. Company ID of the person who signed the Authority to Collect with signature appearing on the ID (1 photocopy)</p> <p>d. Company ID of the collector (1 original and 1 photocopy)</p>		<p>a. Company/Supplier</p> <p>b. Head of Office of the Company being represented</p> <p>c. Company/Supplier</p> <p>d. Company/Supplier</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Before going to DSWD, the creditor / supplier may inquire/confirm payment thru phone	Assist client and provide details on the status of the inquiry	None	2 minutes	Designated disbursing/releasing officer FMD-Cash Section
2. Proceed to FMD Cash Section and present required documents	Receive the required documents and review the completeness and appropriateness	None	5 minutes	Designated disbursing/releasing officer FMD-Cash Section
3. Issue Official Receipt (OR), sign at the box E of the original /duplicate copy of Disbursement Voucher (DV) and Warrant Registry Book to acknowledge receipt of payment	Assist the client to sign I the Box E on the original/ duplicate copy of DV and Warrant Registry Book Provide and issue Certificate of Tax Withheld (BIR Form 3207)	None	5 minutes	Designated disbursing/releasing officer FMD-Cash Section
Total			12 minutes	

21. Issuance of Official Receipt to Payor/ Donor

This covers the issuance of official receipt to pay or/donor to acknowledge receipt of cash/check representing collection of fees, donation, etc.

Office or Division:	Finance and Management Service – Cash Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Businesses G2C – Government to Citizen G2G – Government to Government			
Who may avail:	<ul style="list-style-type: none"> - Social Welfare and Development Agencies (SWDAs) and Service Providers (SPs) - Bidders - Donors - DSWD Officials and Employees (refund of overpayment of salaries, traveling expenses, etc.) - Others (reproduction, etc.) 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment (2 originals)		Accounting Division		
2. Cash/check (all originals)		Payor/ donor		
3. Billing Statement (1 original) Registration, Licensing or Accreditation		Standards Section		
4. Notice of Award (1 photocopy)		Bids and Awards Committee Secretariat		
5. Invitation to Bid (1 photocopy)		Bids and Awards Committee Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to Accounting Section and present required documents to secure Order of Payment.	<p>1.1 Receive the required documents and review for Completeness and appropriateness</p> <p>1.2 Prepare Order of Payment, if document/s is/are in order.</p>	None	6 minutes	<i>FMS-Accounting Division Staff</i>
2. Proceed to FMS Cash Division	2.1. Receive Order of Payment (OP) and cash/check	(Please see	6 minutes	<i>Collecting Officer FMS-Cash</i>

Window 1 and present Order of Payment and cash/check for the issuance of Official Receipt (OR)	from the payor/donor. 2.2 Issue OR acknowledge receipt collection.	table below) to of		Section
TOTALS		(Please see table below)	12 Minutes	

PROCESSING FEE

- 1. Registration, Licensing or Accreditation Fee - PHP 1,000.00
- 2. Reproduction Fee - PHP 15.00 per page
- 3. Bid Document Fee - Please see table below

Approved Budget for Contract	Cost of Bid Documents
a. 500,000 & Below	PHP 500.00
b. 500,000 up to 1 Million	1,000.00
c. More than 1M up to 2.5M	2,500.00
d. More than 2.5M up to 5M	5,000.00
e. More than 5M up to 7.5M	7,500.00
f. More than 7.5M up to 10M	10,000.00
g. More than 10M up to 30M	15,000.00
h. More than 30M up to 50M	25,000.00
i. More than 50 up to 500M	50,000.00
j. More than 500M	75,000.00

22. Procurement of Goods and Services for Shopping and Small Value Procurement (SVP)

Office or Division:	Procurement Section			
Classification:	Simple			
Type of Transaction:	Purchase Request (PR) for Goods and Services			
Who may avail:	Implementing Units/End User's			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Purchase Request (PR)				
Requisition and Issue Slip (RIS)				
Proposals				
Approved sample layout/design				
Distribution list				
Other documentary attachment necessary for the purpose				
Copy of the PPMP/SPMMP				
Soft Copy of the PR				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logbook	1.1 End User record the details in the logbook	None	3-5 mins	End User
2. Screening of documents	2.1 Procurement staff will check the submitted requirements, if the documentary attachment are not complete and duly signed it will be returned and ask to comply with the comments but if complete, the staff will forward to the procurement head for checking if in accordance with their PPMP	None	5-10 mins On the first come first serve basis	Procurement Staff
3. Checking of PR if in accordance with the PPMP and APP	3.1 Procurement Head check the correctness of the PR and if the request are in accordance with the PPMP and	None	10-30 mins depending on the kind of request and on the first come first serve basis	Procurement Head

	APP. However, if not, will be returned to the end user and ask to comply the comment			
4. Return the checked and signed PR for approval	4.1 Procurement Staff call the attention of the end user who submitted the PR to received the the same for approval of the RD.	None	5-10 mins	Procurement Staff
5. Approval of PR	5.1 Signed PR will be forwarded to RD's office for approval.	None	Depending on the end user's fast compliance	End User and RDs Office
6. Control of PR	6.1 Approved PR will be forwarded to the Supply Section for control	None	Depending on the end user's fast compliance	End User and Supply Section
7. Submit approved and controlled PR to procurement.	7.1 Record approved PR to logbook.	None	5 mins	End User
8. Incode approved PR to Data Tracking System (DTS) and preparation of Request for Quotation (RFQ)	8.1 Incode DTS 8.2 Prepare RFQ for Canvass	None	15-30 mins depending on the kind of request and on the first come first serve basis	Procurement Staff
9. Posting to PhilGEPS for ABC of more than P50,000	9.1 PR with an ABC of more than 50,000 will be Posted to PhilGEPS, Agency website, and conspicuous place of agency premises	None	15-30 mins depending on the kind of request and on the first come first serve basis	Procurement Staff
10. Approval of RFQ	10.1 Procurement head approved the RFQ for canvass	None	5 mins	Procurement Head

11. Canvass of RFQ	11.1 Disimination of the RFQ to three legible and capable supplier 11.2 Submiision of Legal eligibility	None	1-2 days depending on the volume of RFQ	Procurement Staff/Canvasser Supplier/Provider
12. Retrieval of RFQ together with the legal eligibility.	12.1 Retrieval of the disiminated RFQs and legal eligibility 12.2 Preparation of the retrieved canvass for opening	None	1-7 days depending on how fast the supplier accomplished the extended RFQ 15-30 mins depending on the volume of the retrieved canvass	Procurement Staff/Canvasser Procurement Staff
13. Opening and awarding of quotations	13.1 BAC evaluate and award retrieved canvass. if failed, returned to end user or re-canvass.	None	1-2 hours depending on the volume of the canvassed RFQ	BAC MEMBERS
14. Preparation of Abstract of Quotation, Resolution and Purchase Order (PO)	14.1 after the evaluation and awarding, procurement staff prepare, process and forward the Abstract of Quotation and resolution to the BAC Members who awarded the contract.	None	30mins-1hour depending the volume of the awarded RFQ	Procurement Staff
15. Signature of Abstract of Quotation and resolution	15.1 Affixing of signature in the Abstract and resolution	None	1-5 days depending on the availability of BAC MEMBERS	BAC MEMBERS
16. Approval of Abstract and resolution	16.1 after the BAC Members affixed their signature , the	None	1-5 days depending on volume of abstract	RDs Office

	abstract and resolution will then forwarded to RDs office for approval			
17. Purchase Order (PO)	17.1 after approval of abstract and resolution, PO will then forwarded to Regional Accountant (RA) for approval as to funding source	None	1-5 days depending on the volume of PO.	Regional Accountant
18. Approval of PO	18.1 After RA affixed her signature, PO will then forwarded to RDs office for approval	None	1-5 days depending on thr volume of PO.	RDs Office
19. Delivery of PO to awarded supplier	19.1 After approval of PO, procurement staff will deliver the PO to the supplier	None	1-3 days depending on the volume of PO and distance of the place of business	Procurement Staff
20. Implementation of Services and Delivery of Goods and Items	20.1 Conduct /or Use of the Services 20.2 Delivery of goods/items 20.3 Facilitation of the acceptance of items delivered	None	On the scheduled date of activity and within the delivery timeline stated in the PO. (usually 20 CD upon receipt of PO)	End User and Supplier Supply Section
21. Inspection and Acceptance	21.1 During the delivery Of goods/items and conduction of activity, inspection and acceptance team inspect and accept the goods/items	None	On the scheduled date	Inspection and Acceptance Team (IAT)

	delivered and/or activity conducted			
22. Processing of Inspection and Acceptance Report (IAR)	22.1 After the delivery of goods/items and conduction of activity, IAR will be forwarded to IAT to affix their signature then forwarded to procurement for processing of payment	None	Depending on the supply section processing system	Supply Section
23. Payment facilitation	23.1 Duly signed and other documentary attachment received from supply will be examined, scanned and recorded then forwarded to finance for payment	None	1-2 days depending on the volume of forwarded papers.	Procurement Head/Staff
24. Payment processing	24.1 Processing of OB and DV for payment in the finance office	None	Depending on the finance processing system	Finance Division

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	
How feedbacks are processed	
How to file a complaint	
How complaints are processed	
Contact Information of CCB, PCC, ARTA	

Office	Address	Contact Information
Office A	Address	Hotline Number
Office B	Address	Hotline Number
Office C	Address	Hotline Number

23. Local In-Kind Donations Facilitation

The Department accepts in-kind donations intended for families or individuals affected by any type of disaster. Upon receipt of these donations, all are recorded and liquidated as its purpose states.

To safeguard the health of the people and maintain the dignity and quality of the items provided to the affected families or individuals, NO RECEIPT policy of the following items is strictly implemented:

- a. Used Clothing (as per Republic Act 4653)
- b. Food Stuff with expiration date below 12 months from the date of acceptance

Office or Division		Property and Asset Management Division		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None Required		None Required		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to the Donations Facilitation Office	1.Lead the Donors to the designated office	None	5 minutes	<i>PAMS Staff</i>
2. Provide details of donations: Name of Donor / Organization Contact Details What to donate?	2.Record the details provided by the donor	None	10 minutes	<i>Supply Officer</i>
3.Present the donations to the assisting officer, witness the inspection and wait until inspection is done.	3.Conduct visual inspection and determine whether to accept or reject donation.	None	30 minutes to One (1) hour <i>(depending on the volume of donated items)</i>	<i>Supply Officer</i>
4.Wait for the Acknowledgement Receipt to be provided as proof of donations.	4.List the donated items and its quantity. Issue Acknowledgment Receipt	None	15 minutes	<i>Supply Officer</i>
TOTAL			1hr, 30mins	

24. Walk-in Name Matching Process

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

Office or Division:		National Household Targeting Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		All Walk-In Clients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Walk-in Name Matching Form			Requesting party may visit DSWD Regional Office XII	
2. Valid Identification Card/Proof of Identity				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will fill out the Walk-in Name Matching Form.	The Administrative Assistant III receives and records the request in the DocuTrack (DSWD Document Tracking System). The request is forwarded to the Project Development Officer IV (PDO IV/RFC) for remarks.	one	5 minutes	<i>Administrative Assistant III</i>
	The PDO IV/RFC of the NHTS will interview the client to assess if the request is valid or necessary.	None	10 minutes	Project Development Officer IV
	The IT-Officer II/RITO will process the request.	None	5 minutes	IT-Officer II/RITO
	The CSV results file from the Manual Verification will review, archiving, and endorsement to the PDO IV/RFC of the NHTS.	None	5 minutes	IT-Officer II/RITO
2. Receive Name Matching Result	The result of name matching will be presented by the PDO IV/RFC of the NHTS.	None	5 minutes	Project Development Officer IV
TOTAL		None	30 minutes	

25. Data Sharing - Name Matching Process

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

Office or Division:	National Household Targeting Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	All NGAs, GOCCs, NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> - Letter of Request (indicating reasons for name-matching) - Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations) - Electronic copy of the names to be matched - Memorandum of Agreement - Physical Setup Certification and Organizational, Technical, and Security Setup Certification - Designated Data Protection Officer (DPO) - Valid Proof of Identities of the agency head and DPO 			Requesting party may visit DSWD Regional Office XII	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	The Director will decide if the request is for processing or not. The request is forwarded to the PPD, Division Chief.	None	2 hours	Office of the Director
	PPD, Division Chief will endorse the request to the National Household Targeting Section.	None	10 minutes	PPD, Division Chief
	National Household Targeting Section will inform the requesting party on the approval/disapproval of the	None	10 minutes	Project Development Officer IV - NHTS

	data request. They shall contact the requesting party on the schedule of the orientation.			
2. Requesting Party will attend the scheduled orientation with the NHTS.	National Household Targeting Section will orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirements.	None	2 hours	National Household Targeting Section
3. Submission of signed Memorandum of Agreement and documentary requirements to the National Household Targeting Section	Scheduling of Inspection Meeting	None	4 hours	Inspection Team
4. Requesting party will present their IT facilities to the NHTS Inspection Team.	Inspection of IT facilities of the requesting party and issuance of Certifications (Physical Setup Certification and Organizational, Technical and Security Setup Certification)	None	1 day	Inspection Team
	Certifications will be attached to the MOA and endorsed to the Department's Data Protection Officer.	None	35 minutes	Director
	Data Protection Officer will assess the MOA, its purpose, and attachments. The MOA will be endorsed for the Department Regional Director's signature.	None	1 day	DSWD Data Protection Officer
	Office of the Regional Director will review and sign the MOA. The MOA will be endorsed to the NHTS for data processing.		3 days	DSWD Office of the Regional Director
	The approved request is endorsed to the IT-Officer II/RITO to assess if the attached electronic copy of names is in accordance with the template required. The IT-Officer II/RITO shall	None	1 hour	IT-Officer II/RITO

	inform the Administrative Assistant III of the schedule of release of the results.			
	Depending on the volume or number of names to be matched, the IT-Officer II/RITO will process the request on set deadline.	None	30 days (maximum 500,000 names)	IT-Officer II/RITO
	The IT-OFFICER II/RITO will secure the data by adding password protection to the file. After securing the data, the IT-OFFICER II/RITO will prepare Data Release Form (DRF), draft memo reply and burn results in a compact disc(CD). The IT-OFFICER II/RITO will counter sign in the DRF, then forward the documents to the Project Development Officer IV/RFC. The Project Development Officer IV/RFC will finalize the memo attached with the DRF and secured data (CD), then forward it to the Administrative Assistant III.	None	1 hour	IT-Officer II/RITO
	The Director will sign the endorsement.	None	1 hour	Office of the Director
	The Administrative Assistant III will track and scan the document before releasing the result to the requesting Party.	None	5 minutes	Administrative Assistant III
5. Call NHTS Office	Upon receiving the result from NHTS, the requesting party will contact (thru phone) IT-Officer II/RITO for the password of the file.	None	5 minutes	IT-Officer II/RITO
TOTAL		None	37 days (with justification and possible extension on the actual data processing - depends on the volume of data and names required)	

26. Data Sharing - List of Data Subjects

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

Office or Division	National Household Targeting Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens			
	G2G – Government to Government			
Who may avail:	All NGAs, GOCCs, NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Request (indicating reasons for name-matching) - Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations) - Electronic copy of the names to be matched - Memorandum of Agreement - Physical Setup Certification and Organizational, Technical, and Security Setup Certification - Designated Data Protection Officer (DPO) - Valid Proof of Identities of the agency head and DPO 		Requesting party may visit DSWD Regional Office XII		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the letter of request with attached e-copy of names for name matching to NHTS.	Administrative Division receives and records the request in the DocuTrack (<i>DSWD Document Tracking System</i>). The request is forwarded to the Director for approval.	None	5 minutes	Administrative Assistant III
	Administrative Assistant III will advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.			

	Director will decide if the request is for processing or not. The request is forwarded to the PPD, Division Chief	None	4 hours	Office of the Director
	The PPD, Division Chief will endorse the request to the National Household Targeting Section	None	10 minutes	PPD, Division Chief
	Inform the client on the approval or disapproval of the data request. If approved, the orientation will be scheduled.	None	30 minutes	PDO IV/RFC - and National Household Targeting Section
2. Requesting Party will attend the schedule orientation with the ACBS.	2. Advocacy and Capacity Building Section will orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirements.	None	2 hours	National Household Targeting Section
3. Submission of signed Memorandum of Agreement and documentary requirements to the National Household Targeting Section	Scheduling of Inspection Meeting	None	4 hours	Inspection Team
4. Requesting party will present their IT facilities to the NHTS Inspection Team.	Inspection of IT facilities of the requesting party and issuance of Certifications (Physical Setup Certification and Organizational, Technical and Security Setup Certification)	None	1 day	<i>Inspection Team</i>
	Certifications will be attached to the MOA and endorsed by the NHTS Director to the Department's Data Protection Officer.	None	2 hours	<i>Director</i>
	Data Protection Officer will assess the MOA, its purpose, and attachments. Once approved, the DPO will endorse the MOA for the Department Regional Director's signature.	None	1 day	<i>DSWD DPO</i>
	Office of the Regional Director will review the MOA. Once signed, the MOA will be endorsed to the NHTS for data processing.		3 days	<i>Office of the Regional Director</i>

	IT-Officer II/RITO will process the request.	None	3 days	IT-Officer II/RITO
	The IT-OFFICER II/RITO will secure the data by adding password protection to the file. After securing the data, the IT-OFFICER II/RITO will prepare data release form, draft memo reply and burn results in a compact disc (CD). The IT-OFFICER II/RITO will counter sign in the DRF, then forward the documents to the PDO IV/RFC.	None	1 day	IT-Officer II/RITO
	The Administrative Assistant III will track and scan the document before releasing the result to the requesting Party.	None	5 minutes	Administrative Assistant III
5. Call NHTS for retrieval of password.	Upon receiving the result from NHTS, the requesting party will contact (thru phone) IT-OFFICER II/RITO for the password of the file.	None	5 minutes	IT-Officer II/RITO
TOTAL		None	9 days, 5 hours, 5	

27. Data Sharing - Statistics/Raw Data Request

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

	National Household Targeting Section – Operations Division			
	Complex			
Type of Transaction:	G2C – Government to Citizens			
	G2G – Government to Government			
	G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request (specify purpose and data requested)			No prescribed template	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB

<p>1. The requesting party (NGAs, CSOs / NGOs, LGUs, academe etc.) sends a communication letter addressed to the NHTS Director for request of statistical data/ raw data generated from <i>Listahanan</i>.</p>	<p>The Administrative Division receives and records the request in the DocuTrack (<i>DSWD Document Tracking System</i>). The request is forwarded to the Office of the Director.</p>	<p>None</p>	<p>10 minutes</p>	<p>Administrative Assisstant III</p>
	<p>The Office of the Director receives the letter of request and shall endorse the letter to the Statistics section.</p>	<p>None</p>	<p>4 hours</p>	<p>Office of the Director</p>
	<p>The Regional Associate Statistician (RAS) shall review the request, if the request is:</p> <p>a. <i>Not clear</i> – In case of vague data request, the Regional Associate Statistician (RAS) will coordinate with the data users to clarify the data requirements. He/ She shall provide recommendations on other possible data that can be requested if the requested data is not available in the <i>Listahanan</i> database.</p> <p>b. <i>Clear</i> – Endorse to the Associates Regional Associate Statistician (RAS) for data generation.</p>	<p>None</p>	<p>4 hours</p>	<p>Associate Regional Associate Statistician (RAS)</p>
	<p>The Associate Regional Associate Statistician (RAS) shall generate the requested data from the <i>Listahanan</i> database. The generated statistical/ raw data can be in <i>excel</i> or in any format available.</p>	<p>None</p>	<p>1 day</p>	<p>Associate Regional Associate Statistician (RAS)</p>

	<p>The generated statistical/ raw data shall be submitted to the Regional Associate Statistician (RAS) for review. If the statistical/ raw data is:</p> <p>a. <i>Not accurate</i> – The generated statistical/ raw data will be submitted back to the Associate Regional Associate Statistician (RAS) for revisions.</p> <p>b. <i>Accurate</i> – The generated data statistical/ raw will be submitted to the PPD, Division Chief.</p>	None	4hours	Regional Associate Statistician (RAS)
	<p>The PPD, Division Chief shall endorse the facilitated data request to the NHTS Director for approval and release</p>	None	4 hours	Division Chief of Policy and Plans Division
	<p>The Regional Director shall further review the facilitated data request for approval to release. If the generated statistics/ raw data is:</p> <p>a. <i>Not accurate and acceptable</i> – The facilitated data request will be submitted back to the Statistics section for revisions.</p> <p>b. <i>Accurate and acceptable</i> – The facilitated data request will be approved for release.</p>	None	4 hours	Office of the Regional Director
2. Receive the data requested	<p>Administrative Assistant III will facilitate the release of the <i>approved</i> data request to the requesting party.</p>	None	10 minutes	Administrative Assistant III
TOTAL:		None	3 days, 4 hours, 20 minutes	

28. Local In-Kind Donations Facilitation

Office or Division	Administrative Division / Property and Asset Management Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST FOR REQUIREMENTS		WHERE TO SECURE		
None Required		None Required		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Donations Facilitation Office	1. Lead the Donors to the designated office.	None	5 minutes	PAMS Staff
2. Provide details of donations: Name of Donor / Organization Contact Details What to Donate?	2. Record the details provided by the donor	None	10 minutes	Property Officer
3. Present the donations to the assisting officer, witness the inspection and wait until inspection is done.	3. Conduct Visual Inspection and determine whether to accept or reject donation..	None	15 minutes	Property Officer
4. Wait for the Acknowledgement Receipt to be provided as proof of donations.	4. List the donated items and its quantity Issue Acknowledgement Receipt	None	15 minutes	Property Officer

29. Licensing of SWDA to Operate

Office or Division:	Policy and Planning Division- Standards Section	
Classification:	Highly Technical	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen	
Who may avail:	Social Welfare and Development Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
FOR APPLICANTS INTENDING TO OPERATE:		
B. BASIC DOCUMENTS		
1. Duly Accomplished Application Form	DSWD FO XII/Website	
2. A certification of plan to hire the required Registered Social Worker or staff complement w/in the duration of the probationary period of the certificate to be issued by the DSWD or Profile of Employees and volunteers, whichever is applicable	Applicant	
3. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others	Applicant	
4. Profile of Board of Trustees		
C. Documents Establishing Corporate Existence and Regulatory Compliance:		
5. Certified true copy of Gen. Intake Sheet issued by SEC	SEC	
D. Documents Establishing Track Record and Good Standing from SEC		
6. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least 2 years	Applicant	
7. Work and Financial Plan for the 2 succeeding years		
FOR APPLICANT ALREADY IMPLEMENTING PRIOR ITS APPLICATION:		
A. BASIC DOCUMENTS		
1. Accomplished Application Form	DWSD FO XII/Website	
2. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others	Applicant	
3. Profile of Board of Trustees	Applicant	
4. Profile of Employees and Volunteers	Applicant	

<p>a. For Social Work Agency, to consider the ff. staff requirement:</p> <p>a.1. At least one RSW to supervise and take charge of its social work functions for residential care agencies and community based agencies that caters to beneficiaries that requires social case management</p> <p>a.2. For Center Based (Residential Based), to observe the caseload requirement of client ratio of the social worker and houseparent</p> <p>a.3. For Center Based (Non-Residential Based), to observe at least one full-time social worker for drop in center, processing center and vocational rehabilitation center while for senior citizen's center and the like, a part-time social worker is considered</p> <p>a.4. For Community Based, implementing community development or community organizing, any of the ff. shall be hired in full/part time basis per region:</p> <p>a.4.1. Graduate of Bachelor Degree in Social Work or Community Development; or</p> <p>a.4.2. Other professionals who have at least 3-year work experiences in the field of social welfare and development</p> <p>b. For Auxiliary SWDA, at least one full time staff who will manage its operations</p>	
<p>B. Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>5. Certified true copy of Gen. Intake Sheet issued by SEC</p> <p>6. Certification of no derogatory information issued by SEC (for those operating more than 6 months upon filing of the application)</p> <p>7. For renewal, ABSNET Membership-Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA</p> <p>8. Declaration of Commitment from the applicant SWDA of no support to tobacco in compliance with provisions of E. O. 26 of 2017 (Providing for the Establishment of Smoke-Free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p>	<p>SEC</p> <p>SEC</p> <p>ABSNET</p>

<p>C. Documents Establishing Track Record and Good Standing</p> <p>9. Duly signed Work and Financial Plan for the 2 succeeding years</p> <p>10. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization's to operate for at least 2 years</p> <p>11. Annual Accomplishment Report of the previous year</p> <p>12. Audited Financial Report of the previous year. Audited Financial Report submitted to SEC and/or Bureau of Internal Revenue (BIR) shall be accepted. However, financial report based on the DSWD template shall also be submitted. For those SWDAs with a total revenue of less than Php 500,000.00, an audited financial statement prepared by the Financial Officer and concurred by the Head of Agency may suffice</p> <p>13. Profile of clients/community being served for the preceding and current year</p> <p>OPTIONAL/ADDITIONAL REQUIREMENTS (BOTH FOR INTENDING AND ALREADY OPERATING)</p>	<p>Applicant</p> <p>Applicant</p> <p>Applicant</p> <p>Applicant</p> <p>Applicant</p>
<p>A. Basic Documents:</p> <p>1. For those operating in more than one region</p> <p>a. List of main and satellite/branch offices, if any</p> <p>b. Certified true copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. Memorandum of Agreement (MOA), Contract of Partnership, among others</p> <p>2. For applicant SWA's implementing Child Placement Services, Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service</p>	<p>Applicant</p> <p>Applicant</p>
<p>B. Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>3. For those operating in more than one region, Validation Report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction</p>	<p>Applicant/DSWD FO XII</p>

<p>4. For Center Based (Residential Based and Non-Residential Based)</p> <p>Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>b. Fire Safety Inspection Certificate</p> <p>c. Water Potability Certificate or Sanitary Permit</p> <p>5. For applicants that are identified that would be serving Indigenous People (IP), appropriate additional documentary requirement will be required in order to ensure that the rights of the IP sectors are protected as per RA 8371 (The Indigenous Peoples' Rights Act of 1997)</p>	<p>Applicant</p> <p>Applicant</p>
<p>C. Documents Establishing Track Record and Good Standing</p> <p>6. For applicant with past and current partnership with the DSWD that involved transfer of funds, Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</p> <p>Notes:</p> <p>For purposes of compliance with RA 11032, The Ease of Doing Business Act, those documentary requirements earlier submitted during the registration process that are also required for licensing and no changes was made as attested by the applicant organization, shall be deemed acceptable during the licensing application process. Similarly, during the renewal process of licensing, on top of the basic documents and those documents that are valid only for one year, and those needed to be updated shall be required. Details of these shall be stated in the manual of operation.</p>	<p>Applicant</p>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures application form thru the DSWD Website/FO	Provides client application form and checklist of requirements	None	30 minutes	DSWD/Standards Section
2. Submit/file application and supporting documents at Standards Section	Review and assess documentary requirements submitted a) If application and documentary requirements are not complete, the same are returned to applicant with list of requirements not complied with b) If application and documentary requirements are complete, SS Admin staff refers the applicant to Accounting and Cashier for the issuance of billing statement	None	45 minutes-1 hour	SS Admin staff
	Prepares Billing Statement and instructs applicant to proceed to the Financial Management Service (Accounting and Cashier)	None	20 minutes	SS Admin Staff
Presents the Billing Statement at Accounting and to the Cashier and settles the required fee	Approves and control process payment and issues O.R.	Php1,000-	30 minutes	Accountant/Cashier
Submits the application with complete documents and O.R. to the Records	Records Section receives the application complete documents and O.R.	None	30 minutes	Records Section

	Records Section forwards the application with complete documents and O.R. to Standards Section	None	30 minutes	Records Section Standards Section
	Initial review of application	None	30 minutes	Section Head
	Assessment of submitted application, acknowledgment as to compliance to the requirements and indicates the schedule of visit	None	3 working days	Technical Staff/Section Head/Division Chief
	Onsite assessment visit based on the Agreed Schedule between SWDA and SS Technical Staff	None	1 working day	SS Technical Staff
	Prepares Confirmation Report a) Recommendation on issuance of License Certificate b) Areas for compliance together with SWDA's Action Plan	None	3 working days	SS Technical Staff
	Review and endorsement of the Confirmation Report to Regional Director	None	5 working days	SS Section Head/Division Chief
	Review and approval of the Confirmation Report	None	3 working days	Regional Director
	Send the Confirmation Report and notify the availability of License Certificate for release thru direct pick-up or courier	None	1 working day	SS Admin Staff/ Technical Staff

30. Pre-assessment of SWDAs Program/ Services for Accreditation (First-Time Applicant)

Office or Division:	Policy and Planning Division- Standards Section			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who may avail:	Social Welfare and Development Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter from SWDA for pre-assessment		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for pre-assessment visit either thru mail, internet or personal delivery	Records Section receives request letter from SWDA for accreditation pre-assessment		30 minutes	Records Section
	Records Section forwards the request to Standards Section		30 minutes	Records Section Staff
	Reviews the letter of request		30 minutes	SS Section Head
	Technical Staff contacts the SWAD and agreed with the schedule for visit		1 working day	Technical
Applicant accommodates the SS staff during the validation visit	SS technical staff conducts on-site pre-assessment visit		1 working day	Standards Section Technical Staff
	Prepares pre-assessment report a) Recommendation for final assessment by Standards Bureau b) Areas for compliance together with SWDA's Action Plan		3 working days	Standards Technical Staff
	Review and endorsement of the Pre-Assessment Report		5 working days	SS Section Head/Division Chief
Applicant awaits for the updates from SS	Division Chief reviews the final report and recommends for approval		30 minutes	Division Chief

Applicant awaits for the updates from SS	SS admin. Staff. receives the report from Division Chief and forward to RD for approval		5 minutes	Standards Section Admin. Staff
Applicant awaits for the updates from SS	RD approves and signs the pre-assessment report		1-2 days	Regional Director
Applicant awaits for the updates from SS	SS admin. staff receives the approved report from ORD admin. staff and encode in the logbook		5 minutes	Standards Section Admin. Staff
Applicant agrees with the SS staff for the schedule of picking up the report or thru mail	SS admin. staff informs SWDA on the availability of the pre-assessment report for pick-up or thru' mail		5 minutes	Standards Section Admin. Staff
Applicant receives the pre-assessment report	SS admin. staff endorses pre-assessment report to SWDA thru courier or personal pick-up		10 minutes	Standards Section Admin. Staff and SWDA

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Clients may send their feedback by accomplishing the client satisfaction survey form
How feedbacks are processed	Client satisfaction survey forms are reviewed quarterly and are included in the client satisfaction survey reported every Semester.
How to file a complaint	Complainants may send a formal letter to the Office of the Regional Director via the records section or email to fo12@dswd.gov.ph or discuss the complaint to Standards Section, DSWD FO XII

31. Accreditation of Local Government Unit's for Senior Citizens Center

This process pertains to the accreditation of Centers for Senior Citizens of Local Government Units.

Office or Division:	Standards Section – Policy and Plans Division
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	All Public Senior Citizens Center

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. One (1) duly accomplished and notarized Application Form</p>	<p>The applicant may proceed to the following:</p> <ul style="list-style-type: none"> Standards Section- Policy and Plans Division, DSWD Field Office XII, Koronadal City DSWD website: https://www.dswd.gov.ph/downloads-2/ Annex 3. DSWD-RLA-F003 Application Form for Accreditation
<p>2. Pre-Accreditation Assessment</p> <ul style="list-style-type: none"> For New Applicant, Pre-Accreditation Assessment shall be conducted by the Field Office- Standards Section Technical Staff For Renewal, self-assessment using the pre-accreditation tool shall be administered by the SWA Applicant and duly signed by the Head of the Agency 	<ul style="list-style-type: none"> Standards Section- Policy and Plans Division, DSWD Field Office XII, Koronadal City
<p>3. Constitution and By-Laws/ Local Ordinance or Resolution</p>	<ul style="list-style-type: none"> City/ Municipal Sangguniang Bayan Office or the City/ Municipal Social Welfare and Development Office of the Local Government Unit
<p>One (1) copy of the following documents establishing Track Record and Good Standing:</p> <p>4. Duly signed Work and Financial Plan (WFP) for two (2) succeeding years</p> <p>5. Annual Accomplishment Report of the previous year</p> <p>6. Financial Report of the previous year signed by the Provincial/ City/ Municipal Accountant of DSWD Regional Accountant</p> <p>*In the absence of the Certified Public Accountant from the LGU or DSWD, financial report from the Commission on Audit (COA) will suffice</p>	<ul style="list-style-type: none"> Applicant (using the DSWD Template) https://www.dswd.gov.ph/downloads-2/Annex 9 DSWD-RLA-F009 Work and Financial Plan Applicant (using the DSWD Template on Annual Accomplishment Report) https://www.dswd.gov.ph/downloads2/Annex 6 DSWD-RLA-F006 Accomplishment Report Applicant (using DSWD Template) https://www.dswd.gov.ph/downloads-2/Annex 8 DSWD-RLA-F008 Audited Financial Report

<p>One (1) copy of the following documents establishing Track Record and Good Standing:</p> <p>7. Center Based (Residential Based and Non-Residential Based, copy of valid safety certificates:</p> <ul style="list-style-type: none"> • Occupancy Permit (only for new buildings) or Annual Building Inspection/ Structural Safety Certificate (for old buildings) • Fire Safety Inspection Certificate • Water Potability Certificate or Sanitary Permit 		<ul style="list-style-type: none"> • City/Municipal Engineering's Office in the Local Government Unit • Office of the Fire Protection Bureau in the Local Government Unit • City/ Municipal Health Office in the Local Government Unit or Private Service Provider 		
<p>8. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP</p>		<ul style="list-style-type: none"> • National Commission of Indigenous People (NCIP) Region XII 		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form thru DSWD Field Office or DSWD website	Issue client application form and checklist of requirements	None		Support Staff – Standards Section
<p>2. Pre- Accreditation Assessment</p> <p>*For first-time application, written request shall be forwarded to the Field Office for the conduct of Pre-Accreditation Assessment</p> <p>*For renewal of accreditation, applicant shall conduct self-assessment to determine their</p>	<p>Using the prescribed accreditation tool, Technical Staff of Standards Section shall administer pre-assessment prior to the actual assessment to determine the readiness of the SWDA to meet the set standards on SWD Programs and Services being</p>	None		Technical Staff – Standards Section

readiness for the actual assessment	delivered to the clients Provide Pre-assessment tool to SWDA Applicant			
3. Submission of requirements and application for registration to DSWD Central Office thru Standards Bureau *Only application for accreditation with complete prescribed requirements shall be officially received by the Standards Bureau	If submission shall be endorsed by the Field Office, Technical Staff shall ensure completeness of documentary requirements. However, the SWDA Applicant may directly submit the application for accreditation to the Standards Bureau, DSWD Central Office Batasan Hill, Quezon City	None		Technical Staff – Standards Section
TOTAL:		None		

32. Accreditation of Pre-Marriage Counselors

This pertains to the accreditation process for Pre-Marriage Counselors.

Office or Division:	Standards Section – Policy and Plans Division	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen (G2C)	
Who may avail:	All Social Workers and other professional; Service providers both at the private and public sectors who have met the required qualifications	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. New Applicant		
1. One (1) duly accomplished and notarized Application Form <i>*Exempted from the DSWD Accreditation: 1. Priest</i>	The applicant may proceed to: <ul style="list-style-type: none"> Standards Section- Policy and Plans Division, DSWD Field Office XII, Koronadal City 	

<p>2. <i>Imam or Minister authorized to solemnize marriage</i></p>	
<p>2. Any of the following as proof that the applicant is a graduate of four (4) year course:</p> <ul style="list-style-type: none"> • Certificate of graduation/ college diploma or transcript of record • Certified photocopy of valid PRC ID 	<p>To be secured by the Applicant from:</p> <ul style="list-style-type: none"> • Last school attended • Professional Regulations Commission
<p>3. Photocopy of Training Certificate from Seminars, conferences, training and other related activities on basic counseling service for at least 24 hours.</p> <p><i>*If Original copy is unavailable, a certified true copy of the Certificate of Participation/ Attendance is accepted.</i></p>	<ul style="list-style-type: none"> • Service/ training Provider
<p>4. Any of the following proof that the applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team:</p> <ul style="list-style-type: none"> • Certification from Immediate Supervisor • An approved resolution 	<ul style="list-style-type: none"> • Immediate Supervisor • SB Secretary
<p>5. Documentation of at least six (6) PMC sessions, which captures the role performed by the applicant as proof that he/she has assisted the PM Counseling session.</p>	<ul style="list-style-type: none"> • To be secured by the Applicant
<p>6. Other documents to be made available during the assessment visit:</p> <ul style="list-style-type: none"> • Accomplished Marriage Expectation Inventory Form of would-be-married couples present during the validation visit. 	
<p>B. For Renewal</p>	
<p>1. One (1) duly accomplished and notarized Application Form</p> <p><i>*Exempted from the DSWD Accreditation:</i></p> <ol style="list-style-type: none"> 1. Priest 2. Imam or Minister authorized to solemnize marriage 	<p>The applicant may proceed to:</p> <ul style="list-style-type: none"> • Standards Section- Policy and Plans Division, DSWD Field Office XII, Koronadal City

<p>2. Certificate of training, seminars, orientation and other related or similar activities on pre-marriage counseling for at least 24 hours within the validity period of the preceding certificate:</p> <ul style="list-style-type: none"> a. Human Maturity b. Value Clarification c. Authentic Love d. Responsible Parenting e. Gender and Development 	<ul style="list-style-type: none"> • Service/ Training Provider 			
<p>3. Accomplishment reports for the past year with at least a minimum of ten (10) PMC sessions conducted preceding the application</p>	<ul style="list-style-type: none"> • To be secured by the Applicant -<i>must use DSWD Template (Annex D – Accomplishment Report)</i> 			
<p>4. Summary of documentation of PMC sessions conducted for the past year</p>	<ul style="list-style-type: none"> • To be secured by the Applicant -<i>must use DSWD Template (Annex C – Document Report for Counseling)</i> 			
<p>5. Other documents to be made available during validation visit:</p> <ul style="list-style-type: none"> a. Accomplished marriage expectations inventory form of would-be-married couple/s present during the validation visit b. Accomplished and consolidated result of client feedback/satisfaction survey of about 50% of the total number of counselled couple for the past year; c. A summary/ record on the number of Certificate of Marriage Counseling issued 	<ul style="list-style-type: none"> • To be secured by the Applicant – <i>must use DSWD Template (Annex F – Feedback Survey Template and Form)</i> 			
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Pre-Validation – Applicant shall submit the duly accomplished application form and requirements to DSWD</p>	<p>a. Review the veracity of the submitted documents;</p>	<p>None</p>	<p>1 day</p>	<p>Technical Staff – Standards Section</p>

	<p>b. Coordinate and acknowledge the application conformed with the following circumstances: and supporting documents</p> <p>*Should the submitted documents suffice and qualify for accreditation, the acknowledgement shall specify the date of the on-site accreditation visit in coordination with the applicant;</p> <p>*Should there be lacking documents however, the applicant has met the minimum qualification, the acknowledgement should indicate the date of the on-site accreditation visit and the list of requirements to be submitted during the said visit;</p> <p>*Should the documents found to be insufficient and the applicant was unable to meet the set qualifications, the acknowledgement shall contain regrets and thereby inform the applicant with the needed qualifications and requirements for accreditation.</p>	None	5 days	Section Head/ DC/ Regional Director
2. Validation Proper	a. Courtesy call to the Local Chief Executive	None	1 day	

<p><i>*In cases where the applicant has not met set standards per assessment of the accreditor, the said applicant shall be provided with technical assistance on areas needing improvement and shall be re-assessed after three (3) months for accreditation.</i></p> <p><i>*Should the applicant still not qualify, he/she shall be advised to submit new application for accreditation assessment after six (6) months from the date of the re-assessment.</i></p>	<p>(LCE) or his/her designated representative;</p> <p>b. Conduct brief orientation to the PM Counselor applicant relative to the guidelines and provide mechanics for the accreditation assessment;</p> <p>c. Review other documents such as logbook and MEI during the on-site assessment and/or additional submitted requirements;</p> <p>d. Observation assessment during the actual conduct of PMC session;</p> <p>e. Conduct a post assessment session with the PMC applicant to discuss observations, if any, or to come-up with an action plan to comply with the remaining requirements for submission, if necessary or t provide technical assistance on areas needing improvement, if applicable;</p> <p>f. Conduct an exit conference with the PMC Applicants and LCE or his/her designated representative or supervisor.</p>			<p>Technical Staff – Standards Section</p>
---	--	--	--	--

3. Post-Validation	a. Prepare a confirmation report on the assessment result of the PM Counselor.	None	7 days	Technical Staff Section Head/DC Regional Director
	b. If the result of the assessment is favorable, the preparation and approval of the certificate shall be facilitated <i>*Accreditation Certificate for newly accredited PM Counselors shall be valid for a period of three (3) years.</i> <i>**Accreditation Certificate for renewed application shall be valid for a period of five (5) years.</i>	None	5 days	Technical Staff Section Head/DC Regional Director
	c. Update the Directory of Accredited PM Counselors at the Regional Website.	None	10 minutes	Technical Staff Section
TOTAL:		None	19 days, 10 minutes	

33. Social Pension for Indigent Senior Citizens (SPISC)

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

Office or Division:	Protective Services Division
Classification:	Complex
Type of Transaction:	G2G- Government to Government; G2C- Government to Citizen

Who may avail?	Indigent senior citizens who are: <ol style="list-style-type: none"> 1. Indigent Senior Citizens 60-year-old and above 2. Frail, sickly or with disability 34. No pension from the Government Service Insurance System (GSIS), Social Security System (SSS), Philippine Veterans Affairs Office (PVAO), Armed Forces and Police Mutual Benefit Association, Inc. (AFPMBAI) or any other insurance Company 4. No permanent Source of Income; and 5. No regular support from family or relatives for his/her basic needs 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Senior Citizen ID or any valid government-issued ID indicating the age of the senior citizens.		Local Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Bring the original and Photocopy of valid ID to be attached to the application Form	Accepts the filled-out Social Pension Application Form and photocopy of the valid ID	None	5 minutes	Senior Citizen
<ol style="list-style-type: none"> 1. Get the form from BSCA, OSCA, C/MSWDO to be filled-out 2. The latter will assist in the filling-out of forms 3. Return the filled form to the latter for consolidation 	Assist the senior citizens in filling-up of the Social Pension Application Form	None	10 minutes	<ol style="list-style-type: none"> 1. Brgy. Senior Citizens Association 2. OSCA 3. C/MSWDO 3. Protective Services Division Social Pension Staff (SWO/PDO) for walk-in applicants
Submit Consolidated and certified potential beneficiaries to DSWD FO	Consolidate the list of potential beneficiaries along with the filled-out Social Pension Application Form with GSI	None	Monthly	OSCA Head and LSWDO
DSWD Staff will conduct validation	Conduct validation and assessment of	None	Monthly	Protective Services

and assessment to the address indicated in the list of potential beneficiaries	list of potential beneficiaries using the Social Pension Beneficiary Update Format (GIS)Validation and assessment of submitted potential beneficiaries to FO			Division Social Pension Staff (SWO/PDO)
Encoding to SPIS and submission to DSWD CO	All qualified applicants for the program will be encoded to SPIS and submit to DSWD CO for name matching and further downloading to FO with the remarks (eligible) if qualified for the program.	None	Monthly	Protective Services Division Social Pension Staff (SWO/PDO)
Dissemination to the LGUs on the result of name matching	FO to inform the LGUs on the result of the name matching and the list of senior citizens qualified for the program for further confirmation if they are existing and still present in the area	None	Monthly	Protective Services Division Social Pension Staff (SWO/PDO)
Approval the master list list for pay-out	All the master list and payroll will be approved by the Regional Office	None	Semestral	Regional Director
DSWD FO will inform the City/Municipal Mayor through the OSCA Head and LSWDO of the schedule of pay-out. The OSCA Head shall then inform the beneficiaries of the date and venue of pay-out	Conduct of cash distribution to the beneficiaries	None	3 weeks to one month before the date of Payment	Protective Services Division Social Pension Staff (SWO/PDO) Partner LGU

Division	Disaster Response Management Division			
Classification	Highly Technical			
Type of Transaction	G2G- Government to Government			
Who may avail	Government Agencies			
Checklist Requirement	Where to secure			
C. Government- written request letter and signed by the head of the agency or its duly authorized representative together with the Disaster Report/DROMIC Report; in case of representative of the head agency, proof of authority is required.	N/A			
Payment will be done thru direct pay-out through the special disbursing officer of the region	Conduct of cash distribution to the beneficiaries	None	Semestral	DSWD Field Office
Conduct Monitoring of	Constant monitoring to the beneficiaries through home visit, meetings and spot schecking	None	Monthly	Protective Services Division Social Pension Staff (SWO/PDO)

34. AUGMENTATION/PREPOSITIONING OF WELFARE GOODS

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The LGU will submit Request Letter and Disaster Report/ DROMIC Report	1.1 Receiving of request documents	None	5 minutes	DRMD Admin Staff
	1.2 Reviewing on the completeness of the documents.	None	30 minutes	DRMD Admin Staff
	1.3 Validate & assess the disaster report	None	1-3 days	DRR Head/PDOS

	1.4 Prepare a dromic report	None	1 day	DROMIC Focal
	a. Recommend the amount of NFI to be released in coordination with RRO Section based on the result of validation and assessment	None	10 minuted	DRR Head/RRO Head
	1.6 Forward request letter through executive summary to Assistant Regional Director for Review attaching the copy of DROMIC report and inventory of stockpile and standby funds for RDs approval	None	15 minutes	DRMD Admin Staff/ARDOs Admin Staff
	1.7 Preparation Requisition Issued Slip once RD approved.	None	30 minutes	DRMD Admin Staff
	1.8 In case of disapproval, the RD shall write the LCE for the reason of disapproval;	None	1 day	Regional Director
	1.9 Inform through phone call the affected LGU/s on the approval of their request for augmentation	None	10 minutes	DRR PDOs
	Coordinate with Regional Resource Operation Section for the releasing of welfare goods from the DSWD warehouse, rented warehouse	None	5 minutes	RRO Head/DRR PDOs
	2.2 Releasing of family food packs or non-food items	None	1 day	RRO Head
	2.3 Delivery or withdrawal of goods to the affected LGUs.	None	1 day	RRO Head and Staff
	2.4 Record to inventory of stockpiles and standby funds of the goods release	None	1 hour	RROs/DRIMs

	b. Coordinate with LGU on the schedule of distribution to witness	None	5 minutes	DRR Staff
	2.7 Follow up the submission of RDS to FOs for liquidation purposes	None	15 minutes	DRMD Admin Staff