****

**DEPARTMENT OF**

**SOCIAL WELFARE AND DEVELOPMENT**

**CITIZEN’S CHARTER HANDBOOK**

**6TH EDITION**

**2022**



**DEPARTMENT OF**

**SOCIAL WELFARE AND DEVELOPMENT**

**CITIZEN’S CHARTER**

**6th Edition version 02**

**2022**

# **Quality Policy**

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

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

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

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

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

# **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.

# **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.

# **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.

# **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.

# **TABLE OF CONTENTS**

[I. Mandate: iv](#_Toc99534273)

[II. Vision: iv](#_Toc99534274)

[III. Mission: iv](#_Toc99534275)

[IV. Service Pledge: iv](#_Toc99534276)

v. [LIST OF SERVICES xiv](#_Toc99534277)

[FRONTLINE SERVICES](#_Toc99534278)

[ADMINISTRATIVE SERVICE](#_Toc99534279)

[1. Issuance of Gate Pass for Service Providers and Suppliers 24](#_Toc99534280)

[2. Issuance of Property Clearance for Separated Officials and Employees 26](#_Toc99534281)

[3. Receiving Request for Information 28](#_Toc99534282)

[AGENCY OPERATIONS CENTER](#_Toc99534283)

[1. Handling of 8888 Complaints and Grievances (Group: Program wide / Division wide) 32](#_Toc99534284)

[DISASTER RESPONSE MANAGEMENT BUREAU](#_Toc99534285)

[1. DSWD Disaster Data Request Processing 35](#_Toc99534286)

[DISASTER RESPONSE MANAGEMENT GROUP](#_Toc99534287)

[1. Processing of Relief Augmentation Request by DSWD Field Offices 38](#_Toc99534288)

[2. Processing of FNI Augmentation Request from DSWD Field Offices 40](#_Toc99534289)

[3. Resource and Logistics Mobilization of FNIs to the DSWD Field Offices 42](#_Toc99534290)

[FINANCE AND MANAGEMENT SERVICE](#_Toc99534291)

[1. Processing of BIR Form 2322 (Certificate of Donation) 46](#_Toc99534292)

[2. Processing of Request for Accounting Certification of Former DSWD Employees 49](#_Toc99534293)

[HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT SERVICE](#_Toc99534294)

[1. Issuance of Service Record to Separated Officials and Employees 55](#_Toc99534295)

[2. Issuance of Completed Office Clearance Certificate for Money, Property, and Legal Accountabilities to Separated Officials and Employees 57](#_Toc99534296)

[3. Issuance of Certificate of Employment to separated Officials, Employees and Contract of Service Workers 59](#_Toc99534297)

[4. Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to Separated Officials and Employees 61](#_Toc99534298)

[INTERNAL AUDIT SERVICE](#_Toc99534299)

[1. Provision of Internal Audit Reports (IARs) for External Stakeholders 65](#_Toc99534300)

[2. Benchmarking by Other Government Agencies 66](#_Toc99534301)

[INTERNATIONAL SOCIAL SERVICES OFFICE](#_Toc99534302)

[1. Social Welfare Services to Distressed Overseas Filipinos and their Families in the Philippines 69](#_Toc99534303)

[**a.** **Social Welfare Services to Overseas Filipinos at Post** 69](#_Toc99534304)

[**b.** **Social Welfare Services to Returned Overseas Filipinos at Philippine Airports** 72](#_Toc99534305)

[**c.** **Social Welfare Services to Returned Overseas Filipinos and Their Families and Relatives in the Philippines at the Regional and Local Levels** 76](#_Toc99534306)

[KAPIT-BISIG LABAN SA KAHIRAPAN COMPREHENSIVE AND INTEGRATED DELIVERY OF SOCIAL SERVICES NATIONAL COMMUNITY-DRIVEN DEVELOPMENT PROGRAM](#_Toc99534307)

[1. Eligibility Assessment for the Balik Probinsya, Bagong Pag-asa Program 80](#_Toc99534308)

[LEGAL SERVICE](#_Toc99534309)

[1. Rendering Legal Opinion and Advice on Matters Brought by External Clients 83](#_Toc99534310)

[NATIONAL HOUSEHOLD TARGETTING OFFICE](#_Toc99534311)

[1. Walk-in Name Matching Data Process 89](#_Toc99534312)

[2. Data Sharing - Name Matching 90](#_Toc99534313)

[3. Data Sharing - List of Data Subjects 94](#_Toc99534314)

[4. Data Sharing - Statistics/Raw Data Request 98](#_Toc99534315)

[NATIONAL RESOURCE AND LOGISTICS MANAGEMENT BUREAU](#_Toc99534316)

[1. Local In-Kind Donations Facilitations 102](#_Toc99534317)

[PANTAWID PAMILYA PILIPINO PROGRAM](#_Toc99534318)

[1. Grievance Intake and Response 105](#_Toc99534319)

[2. Request for 4Ps Data 108](#_Toc99534320)

[POLICY DEVELOPMENT AND PLANNING BUREAU](#_Toc99534321)

[1. Approval for the conduct of Research Study & Acquiring Primary Data from DSWD Officials/ Personnel, beneficiaries, and clients (Approval for the conduct of research studies in DSWD Offices, Centers, and Institutions) 113](#_Toc99534322)

[2. Obtaining Social Welfare and Development (SWD) Data and Information 116](#_Toc99534323)

[PROGRAM MANAGEMENT PROGRAM](#_Toc99534324)

[1. Securing Travel Clearance for Minors Travelling Abroad 121](#_Toc99534325)

[2. Application for Solo Parent Welfare Program 126](#_Toc99534326)

[3. Auxiliary Social Services to Persons with Disabilities: 132](#_Toc99534327)

[4. Case Management in Center and Residential Care Facility 134](#_Toc99534328)

[5. Facilitation of Referral on Child in Need of Special Protection (CNSP) to Field Offices and other Intermediaries 142](#_Toc99534329)

[6. Implementation of Assistance to Individual in Crisis Situations (AICS) at Central Office and to Field Offices 145](#_Toc99534330)

[7. Implementation of Assistance to Individual in Crisis Situations in Social Welfare Assistance Desk Offices 154](#_Toc99534331)

[9. Implementation of the Supplementary Feeding Program 164](#_Toc99534332)

[10. For Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA) 169](#_Toc99534333)

[11. Licensing of Foster Parents 177](#_Toc99534334)

[12. Placement of Children to Foster Parents 181](#_Toc99534335)

[13. PLHIV Referral for Care and Support Services 185](#_Toc99534336)

[14. Processing of Adoption Application and Placement 188](#_Toc99534337)

[15. Provision of Assistance to Clients of the Vocational Rehabilitation Centers 198](#_Toc99534338)

[16. Provision of Assistance to Person living with HIV (PLHIV) 206](#_Toc99534339)

[17. Procedure for Social Pension Provision to Indigent Senior Citizens (SPISC) 212](#_Toc99534340)

[18. Provision of Assistance under the Recovery and Reintegration Program for Trafficked Persons (RRPTP) 217](#_Toc99534341)

[19. Provision of Centenarian Gifts to Centenarian 220](#_Toc99534342)

[STANDARDS BUREAU](#_Toc99534343)

[1. Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation and Organization: Temporary Permit During State of Emergency/Calamity 226](#_Toc99534344)

[2. Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation and Organization: National Regular Permit 231](#_Toc99534345)

[3. Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation and Organization: Regional Temporary Permit During State of Emergency/Calamity 237](#_Toc99534346)

[4. Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation, Organization and Association: Regional Regular Permit 246](#_Toc99534347)

[5. Registration of Private Social Welfare and Development Agencies (SWDAS) - Operating in more than one Region 257](#_Toc99534348)

[6. Registration of Social Welfare and Development Agencies (SWDAS) Operating in One Region 262](#_Toc99534349)

[7. Licensing of Private Social Welfare and Development Agencies (SWDAS) - Operating in more than One Region 267](#_Toc99534350)

[8. Licensing of Private Social Welfare and Development Agencies (SWDAs) – Operating in One Region 278](#_Toc99534351)

[9. Accreditation of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs) 288](#_Toc99534352)

[10. Pre-Accreditation Assessment of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs) - Operating within the Region 295](#_Toc99534353)

[11. Accreditation of Civil Society Organizations to Implement DSWD Projects and/or Programs using DSWD Funds 307](#_Toc99534354)

[12. Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - Organized by the Sustainable Livelihood Program (SLP) 311](#_Toc99534355)

[13. Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - Non-SLP Organized 312](#_Toc99534356)

[14. Accreditation of Pre-Marriage Counselors 315](#_Toc99534357)

[*15.* Endorsement of Duty-Exempt Importation of Donations to SWDAS 320](#_Toc99534358)

[16. Accreditation of Social Workers Managing Court Cases (SWMCCS) 325](#_Toc99534359)

[17. Implementation of Government Internship Program (GIP) 331](#_Toc99534360)

[SUSTAINABLE LIVELIHOOD PROGRAM](#_Toc99534361)

[1. Referral Management Process for SLP - NPMO 335](#_Toc99534362)

[2. Grievance Management Process for SLP - NPMO 337](#_Toc99534363)

[3. Referral Management Process for SLP - RPMO 340](#_Toc99534364)

[4. Grievance Management Process for SLP - RPMO 343](#_Toc99534365)

[SOCIAL MARKETING SERVICES](#_Toc99534366)

[1. Facilitation of Media Interview 350](#_Toc99534367)

[SOCIAL TECHNOLOGY BUREAU](#_Toc99534368)

[1. Provision of Technical Assistance on Social Marketing for the Institutionalization of Completed Social Technologies (STs) 354](#_Toc99534369)

[*2.* Provision of Technical Assistance Along Social Technology Development or Sectoral Concerns 357](#_Toc99534370)

[3. Sharing of Data, Information, and Knowledge Products on Social Technologies (STs) 360](#_Toc99534371)

[SOCIAL WELFARE INSTITUTIONAL DEVELOPMENT BUREAU](#_Toc99534372)

[1. Availment of Accommodation at SWADCAP Guest Rooms 365](#_Toc99534373)

[2. SWADCAP Function Room Reservation by External Stakeholders 367](#_Toc99534374)

[3. Provision of Resource Person to DSWD Intermediaries and Stakeholders 368](#_Toc99534375)

[NON- FRONTLINE SERVICES](#_Toc99534376)

[ADMINISTRATIVE SERVICE](#_Toc99534377)

[1. Issuance of Sticker Pass 373](#_Toc99534378)

[2. Transfer of Property Accountability 374](#_Toc99534379)

[3. Surrender / Turnover of Property and Cancellation of Property Accountability 376](#_Toc99534380)

[4. Recording, Documentation, and Issuance of Expendable or Consumable Supplies 378](#_Toc99534381)

[5. Re-issuance of Equipment and Semi-Expendable Supplies 379](#_Toc99534382)

[6. Provision of Technical Assistance on Property and Supply Management 381](#_Toc99534383)

[7. Facilitation of Request for Relief from Property Accountability from Commission on Audit 382](#_Toc99534384)

[8. Facilitation of Request for Relief from Property Accountability Through Reimbursement/Replacement 386](#_Toc99534385)

[9. Request for Air Transport Service 388](#_Toc99534386)

[10. Request for Use and Monitoring of Vehicle 389](#_Toc99534387)

[11. Request for DSWD Dormitory Accommodation 390](#_Toc99534388)

[12. Request for Use of DSWD Conference Room 392](#_Toc99534389)

[13. Request for Technical Assistance Related to Building and Facility Maintenance 393](#_Toc99534390)

[14. Request for Technical Assistance for Special Sanitation and Disinfection of the Offices 397](#_Toc99534391)

[15. Facilitation of Request for Relief from Property Accountability from Commission on Audit 406](#_Toc99534392)

[HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT SERVICE](#_Toc99534393)

[1. Issuance of Service Record to Current Officials and Employees 422](#_Toc99534394)

[2. Issuance of Certificate of Employment to Current Officials, Employees and Contract of Service Workers 423](#_Toc99534395)

[3. Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to Current Officials and Employees 424](#_Toc99534396)

[4. Issuance of Certificate of Leave Credits (CLC) to Current Officials and Employees 426](#_Toc99534397)

[5. Certification of Performance Ratings 427](#_Toc99534398)

[INTERNAL AUDIT SERVICE](#_Toc99534399)

[1. Provision of Internal Audit Reports (IARs) for Internal Stakeholders 430](#_Toc99534400)

[2. Use of Conference Room 431](#_Toc99534401)

[INFORMATION COMMUNICATION TECHNOLOGY MANAGEMENT SERVICE](#_Toc99534402)

[1. ICT Support Services 434](#_Toc99534403)

[**a.** **Information Systems Development** 434](#_Toc99534404)

[**b.** **Project Management and Facilitation** 435](#_Toc99534405)

[**c.** **Management of Change Request** 436](#_Toc99534406)

[**d.** **VPN Connection Issue Resolution/Escalation** 438](#_Toc99534407)

[**e.** **Virus or Malware Issue** 439](#_Toc99534408)

[**f.** **Application Vulnerability Assessment** 441](#_Toc99534409)

[**g.** **Information Security Incident Management** 441](#_Toc99534410)

[**h.** **Website and Domain Provision** 443](#_Toc99534411)

[**i.** **Server Provisioning** 444](#_Toc99534412)

[**j.** **Active Directory Account Provisioning** 445](#_Toc99534413)

[**k.** **Active Directory Account VPN Access** 448](#_Toc99534414)

[**l.** **Systems Patching** 449](#_Toc99534415)

[**m.** **Datacenter Entry** 450](#_Toc99534416)

[**n.** **DNS Update** 452](#_Toc99534417)

[**o.** **Master Data Management (Database Development)** 453](#_Toc99534418)

[**p.** **Master Data Management Change Management (Add/Change/Delete Master Data or Existing Databases)** 455](#_Toc99534419)

[**q.** **Data Visualization** 455](#_Toc99534420)

[**r.** **Database Support** 457](#_Toc99534421)

[**s.** **GIS Support** 457](#_Toc99534422)

[**t.** **Incident Requests on ICT Hardware and Software** 459](#_Toc99534423)

[**u.** **ICT Technical Specification Request** 460](#_Toc99534424)

[**v.** **Request for Evaluation ICT Hardware and Software** 460](#_Toc99534425)

[**w.** **Assessed as Activity/Training Support** 461](#_Toc99534426)

[**x.** **Technical Assistance for VOIP** 462](#_Toc99534427)

[**y.** **Technical Assistance for Webconference/Livestream** 462](#_Toc99534428)

[**z.** **Wide Area Network** 463](#_Toc99534429)

[**aa.** **Network (Wired and Wireless)** 464](#_Toc99534430)

[**bb.** **ICT Support Ticketing System** 465](#_Toc99534431)

[**cc.** **Wireless Service (Wiserv)** 467](#_Toc99534432)

[INTERNATIONAL SOCIAL SERVICES OFFICE](#_Toc99534433)

[1. Provision of Technical Assistance to SWAtts, One Stop-Shop DSWD NAIA Team, and DSWD ISSO FO Focal Persons 469](#_Toc99534434)

[KAPIT-BISIG LABAN SA KAHIRAPAN COMPREHENSIVE AND INTEGRATED DELIVERY OF SOCIAL SERVICES NATIONAL COMMUNITY-DRIVEN DEVELOPMENT PROGRAM](#_Toc99534435)

[1. Request for Procurement Approval for KC-NCDDP 473](#_Toc99534436)

[2. Request for Technical Approval for KC-NCDDP 475](#_Toc99534437)

[3. Concurrence of LGU Engagement 478](#_Toc99534438)

[LEGAL SERVICE](#_Toc99534439)

[1. Issuance of Online Certificate of No Pending Administrative Cases Certificate of No Pending Administrative Cases (CENOPAC) 482](#_Toc99534440)

[NATIONAL HOUSEHOLD TARGETTING OFFICE](#_Toc99534441)

[1. Data Sharing with DSWD OBSUs - Name Matching 486](#_Toc99534442)

[2. Data Sharing with DSWD OBSUs - List of Data Subjects 489](#_Toc99534443)

[3. Data Sharing with DSWD OBSUs - Statistics/Raw Data Request 491](#_Toc99534444)

[PANTAWID PAMILYA PILIPINO PROGRAM](#_Toc99534445)

[1. Provision of Assessment on the Request for the Declaration of Force Majeure / State of Calamity 495](#_Toc99534446)

[PROGRAM MANAGEMENT PROGRAM](#_Toc99534447)

[1. Securing Travel Clearance Blue Cards 498](#_Toc99534448)

[2. Enhancement of Policy Development for Program Management Bureau’s Programs and Services: 499](#_Toc99534449)

[3. Provision of Technical Assistance of Program Management Bureau to Field Offices 502](#_Toc99534450)

[PROCUREMENT MANAGEMENT SERVICE](#_Toc99534451)

[1. Competitive Bidding / Public Bidding 512](#_Toc99534452)

[2. Procurement under Small Value Procurement 521](#_Toc99534453)

[3. Procurement under Lease of Real Property and Venue 526](#_Toc99534454)

[4. Procurement under Shopping under Section 52.1 (B) 530](#_Toc99534455)

[5. Procurement under Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services 535](#_Toc99534456)

[6. Procurement under Highly Technical Consultant 539](#_Toc99534457)

[7. Procurement under Agency to Agency 543](#_Toc99534458)

[8. Procurement under Direct Contracting 547](#_Toc99534459)

[9. Procurement under Repeat Order 552](#_Toc99534460)

[10. Procurement under Two (2) Failed Biddings 556](#_Toc99534461)

[11. Procurement under Emergency Cases 561](#_Toc99534462)

[12. Procurement under Direct Retail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets 566](#_Toc99534463)

[RESOURCE GENERATION MANAGEMENT OFFICE](#_Toc99534464)

[1. Timely and harmonized accessing of TA and other resources 572](#_Toc99534465)

[SOCIAL MARKETING SERVICES](#_Toc99534466)

[1. Provision of Technical Assistance 575](#_Toc99534467)

[**a.** **Technical Assistance for Branding Designs** 575](#_Toc99534468)

[**b.** **Technical Assistance For Messages and Foreword** 577](#_Toc99534469)

[SOCIAL WELFARE INSTITUTIONAL DEVELOPMENT BUREAU](#_Toc99534470)

[1. Endorsement of Continuing Professional Development Application and Completion Report 580](#_Toc99534471)

[2. SWADCAP Activity Reservation by DSWD Employees 584](#_Toc99534472)

[3. KEC Function Room Reservation and Use 586](#_Toc99534473)

[4. Borrowing of KEC Materials and Collections 587](#_Toc99534474)

[FEEEDBACK AND COMPLAINTS MECHANISM 589](#_Toc99534475)

[LIST OF OFFICES 612](#_Toc99534476)

1. **List of Services**

| **Office/ Bureau/ Service** | **SERVICE TITLE** | **IMPLEMENTATION TAGGING (COVERAGE)** | **List of selected offices providing the service** | **TYPE** |
| --- | --- | --- | --- | --- |
| **AS** | Physical Count of Property, Plant and Equipment (PPE) | Service provided both in central office and field offices | n/a | NFL |
| Recording, Documentation and Issuance of Expendable or Consumable Supplies | Service provided both in central office and field offices | n/a | NFL |
| Recording, Documentation and Issuance of PPE and Semi-Expendable Properties | Service provided both in central office and field offices | n/a | NFL |
| Request for Technical Assistance for Repair and Maintenance | Service provided both in central office and field offices | n/a | NFL |
| Request for Use and Monitoring of Vehicle | Service provided both in central office and field offices | n/a | NFL |
| Surrender/Turnover of Property and Cancellation of Property Accountability | Service provided both in central office and field offices | n/a | NFL |
| Transfer of Property Accountability | Service provided both in central office and field offices | n/a | NFL |
| Facilitation of Request for Relief from Property Accountability from Commission on Audit | Service provided both in central office and field offices | n/a | NFL |
| Facilitation of Request for Relief from Property Accountability through Reimbursement/Replacement | Service provided both in central office and field offices | n/a | NFL |
| Issuance of Gate Pass for Service Providers and Suppliers | Service provided both in central office and field offices | n/a | FL |
| Issuance of Property Clearance for Separated Official and Employees | Service provided both in central office and field offices | n/a | FL |
| Issuance of Sticker Pass | Service provided both in central office and field offices | n/a | NFL |
| Provision of Technical Assistance on Property and Supply Management | Service provided both in central office and field offices | n/a | NFL |
| Receiving Request for Information | Service provided in central office only | n/a | FL |
| Re-issuance of Equipment and Semi-expendable Supplies | Service provided both in central office and field offices | n/a | NFL |
| Request for Air Transport Service | Service provided both in central office and field offices | n/a | NFL |
| Request for DSWD Dormitory Accommodation | Service provided both in central office and field offices | n/a | NFL |
| Request for Technical Assistance for Special Sanitation and Disinfection of the Offices | Service provided both in central office and field offices | n/a | NFL |
| Request for the Use of DSWD Conference Room | Service provided both in central office and field offices | n/a | NFL |
| **AOC** | Handling of 8888 Complaints and Grievances (Group: Program wide/Division Wide) | Service provided both in central office and field offices | n/a | FL |
| **DRMB** | DSWD Disaster Data Request Processing | Service provided in central office only | n/a | FL |
| **DRMG** | Processing of Relief Augmentation Request by DSWD Field Offices | Service provided in all field offices | n/a | FL |
| Processing of FNI Augmentation Request from Field Offices | Service provided in central office only | CO-DRMB | FL |
| Resource and Logistics Mobilization of FNIs to the DSWD Field Offices | Service provided in selected offices in central office and field offices | CO- DRMB / NRLMB | FL |
| **FMS** | Processing of BIR Form 2322 : Certificate of Donation | Service provided both in central office and field offices | n/a | FL |
| Processing of Request for Accounting Certifications for Former DSWD Employees | Service provided both in central office and field offices | n/a | FL |
| **HRMDS** | Certification of Performance Rating | Service provided both in central office and field offices | n/a | NFL |
| Issuance of Completed Central Office Clearance Certificate from Money, Property and Legal Accountabilities (CO Clearance) to Separated Officials and Employees | Service provided both in central office and field offices | n/a | FL |
| Issuance of Certificate of Employment to current officials, employees and Contract of Service Workers | Service provided both in central office and field offices | n/a | NFL |
| Issuance of Certificate of Leave Credits to current officials and employees | Service provided both in central office and field offices | n/a | NFL |
| Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to current officials and employees | Service provided both in central office and field offices | n/a | NFL |
| Issuance of Service Record to current Officials and Employees | Service provided both in central office and field offices | n/a | NFL |
| Issuance of Service Record to Separated Officials and Employees | Service provided both in central office and field offices | n/a | FL |
| Issuance of Certificate of Employment to Separated Officials, Employees, and Contract of Service Workers | Service provided both in central office and field offices | n/a | FL |
| Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to Separated Officials and Employees | Service provided both in central office and field offices | n/a | FL |
| **IAS** | Benchmarking by Other Government Agencies | Service provided in central office only | n/a | FL |
| Provision of Internal Audit Reports for External Stakeholders | Service provided in central office only | n/a | FL |
| Provision of Internal Audit Reports for Internal Stakeholders | Service provided in central office only | n/a | NFL |
| Use of Conference Room | Service provided in central office only | n/a | NFL |
| **ICTMS** | ICT Support Services | Service provided both in central office and field offices | n/a | NFL |
| **ISSO** | Extension of Social Welfare Services to Distressed Overseas Filipinos and their families in the Philippines | Provided to FO, SWAtt, and OSS | FO, OSS, and SWAtt | FL |
| Provision of Technical Assistance to SWAtts, One-Stop-Shop DSWD NAIA Team, and ISS FO Focal Persons | Service provided in central office only | n/a | NFL |
| **KALAHI CIDDS** | Concurrence of LGU Engagement | Service provided in central office only | n/a | NFL |
| Request for Procurement Approval for KC - NCDDP | Service provided in central office only | n/a | NFL |
| Request for Technical Approval for KC - NCDDP | Service provided in central office only | n/a | NFL |
| EligibiliTy Assessment for the Balik Probinsya Bagong pag-asa Program | Service provided in central office only | n/a | FL |
| **LS** | Issuance of Online Certificate of No Pending Administrative Cases (CENOPAC) | Service provided in central office only | n/a | NFL |
| Rendering Legal Opinions and Advice on Matters Brought by External Clients | Service provided in central office only | n/a | FL |
| **NHTO** | Data-sharing- list of data Subjects | Service provided both in central office and field offices | n/a | FL |
| Data-sharing- name matching | Service provided both in central office and field offices | n/a | FL |
| Data-sharing. Statistics/Raw Data Request | Service provided both in central office and field offices | n/a | FL |
| Data Sharing with DSWD OBSUs – List of Data Subject | Service provided both in central office and field offices | n/a | NFL |
| Data Sharing with DSWD OBSUs- Name Matching | Service provided both in central office and field offices | n/a | NFL |
| Walk-in name matching data process | Service provided both in central office and field offices | n/a | FL |
| Data Sharing With DSWD OBSUs – Statistics/Raw Data Request | Service provided in all field offices | n/a | NFL |
| **NRLMB** | Local In-Kind Donations Facilitations | Service provided in central office only | n/a | FL |
| **4Ps** | Request for 4Ps Data | Service provided both in central office and field offices | n/a | FL |
| Grievance Intake and Response | Service provided both in central office and field offices | n/a | FL |
| Provision of Assessment on the Request for the Declaration of Force Majeure / State of Calamity | Service provided in central office only | n/a | NFL |
| **PDPB** | Approval for the conduct of research study & acquiring primary data from DSWD officials/personnel, beneficiaries, and clients | Service provided both in central office and field offices | n/a | FL |
| Obtaining Social Welfare and Development (SWD) Data and Information | Service provided both in central office and field offices | n/a | FL |
| **PMB** | Securing Travel Clearance Blue Cards | Service provided in central office only | n/a | NFL |
| Securing Travel Clearance for Minors Traveling Abroad | Service provided in all field offices | n/a | FL |
| Provision of Assistance to Solo Parents | Service provided both in central office and field offices | n/a | FL |
| Auxiliary Social Services to Persons with Disabilities | Service provided in all field offices | n/a | FL |
| Case Management in Center and Residential Care Facility | Service provided in all field offices | n/a | FL |
| Enhancement of Policy Development for Program Management Bureau's Programs and Services | Service provided in central office only | n/a | NFL |
| Facilitation of Referral on Child in Need of Special Protection (CNSP) to Field Offices and other Intermediaries | Service provided both in central office and field offices | n/a | FL |
| Implementation of Assistance to Individuals in Crisis Situation at Central Office and Field Offices | Service provided both in central office and field offices | n/a | FL |
| Implementation of Assistance to Individuals in Crisis Situation in Social Welfare Assistance Desk Offices | Service provided in all field offices | All FOs except FO NCR | FL |
| Implementation of Government Internship Program (GIP) to Central Office and Field Offices | Service provided both in central office and field offices | n/a | NFL |
| Implementation of the Supplementary Feeding Program (SFP) | Service provided in all field offices | n/a | FL |
| Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA) | Service provided both in central office and field offices | n/a | FL |
| Licensing for Foster Parents | Service provided in all field offices | n/a | FL |
| Placement of children to foster parents | Service provided both in central office and field offices | n/a | FL |
| PLHIV Referral for Care and Support Services | Service provided both in central office and field offices | n/a | FL |
| Processing of Adoption Application and Placement | Service provided both in central office and field offices | n/a | FL |
| Provision of Assistance to Clients of the Vocational Rehabilitation Centers | Service provided in all field offices | n/a | FL |
| Provision of Assistance to People Living with HIV (PLHIV) | Service provided both in central office and field offices | n/a | FL |
| 21B. Procedure for Social Pension Provision to Indigent Senior Citizens | Service provided in all field offices | n/a | FL |
| Provision of Assistance under the Recovery and Reintegration Program for Trafikked Persons (RRPTP) | Service provided in all field offices | n/a | FL |
| Provision of Centenarian Gift to Centenarians | Service provided both in central office and field offices | n/a | FL |
| Provision of Technical Assistance of Program Management Bureau to Field Offices | Service provided in central office only | n/a | NFL |
| **PMS** | Competitive Bidding of Goods and Services | Service provided both in central office and field offices | n/a | NFL |
| Procurement under Agency to Agency | Service provided both in central office and field offices | n/a | NFL |
| Procurement under Direct Contracting | Service provided both in central office and field offices | n/a | NFL |
| Procurement under Direct Retail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets | Service provided both in central office and field offices | n/a | NFL |
| Procurement under Emergency Cases | Service provided both in central office and field offices | n/a | NFL |
| Procurement under Highly Technical Consultant | Service provided both in central office and field offices | n/a | NFL |
| Procurement under Lease of Real Property and Venue | Service provided both in central office and field offices | n/a | NFL |
| Procurement under Repeat Order | Service provided both in central office and field offices | n/a | NFL |
| Procurement under Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services | Service provided both in central office and field offices | n/a | NFL |
| Procurement under Shopping under Section 52.1 (B) | Service provided both in central office and field offices | n/a | NFL |
| Procurement under Small Value Procurement | Service provided both in central office and field offices | n/a | NFL |
| Procurement under Two (2) Failed Biddings | Service provided both in central office and field offices | n/a | NFL |
| **RGMO** | Timely and harmonized accessing of TA and other resources | Service provided in central office only | n/a | NFL |
| **SB** | Accreditation of Civil Society Organizations: To Implement DSWD Projects and/or Program using DSWD Funds | Service provided in central office only | n/a | FL |
| Accreditation of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs) | Service provided in central office only | n/a | FL |
| Endorsement of Duty-Exempt Importation of Donations to SWDAs | Service provided both in central office and field offices | n/a | FL |
| Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation and Organization: Temporary Permit During State of Emergency/Calamity | Service provided in central office only | n/a | FL |
| Licensing of Private Social Welfare and Development Agencies (SWDAs) - Operating in more than one Region | Service provided in central office only | n/a | FL |
| Registration of Private Social Welfare and Development Agencies (SWDAS) - Operating in more than one Region | Service provided in central office only | n/a | FL |
| Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - Organized by the Sustainable Livelihood Program (SLP) | Service provided in all field offices | n/a | FL |
| Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - Non-SLP Organized | Service provided in all field offices | n/a | FL |
| Accreditation of Pre - Marriage Counselors | Service provided in all field offices | n/a | FL |
| Accreditation of Social Workers Managing Court Cases | Service provided both in central office and field offices | n/a | FL |
| Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation and Organization: National Regular Permit | Service provided in central office only | n/a | FL |
| Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation, Organization and Association: Regional Regular Permit | Service provided in all field offices | n/a | FL |
| Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation and Organization: Regional Temporary Permit During State of Emergency/Calamity | Service provided in all field offices | n/a | FL |
| Licensing of Private Social Welfare and Development Agencies (SWDAs) - Operating in one Region | Service provided in all field offices | n/a | FL |
| Pre-Accreditation Assessment of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs) - Operating within the Region | Service provided in all field offices | n/a | FL |
| Registration of Private Social Welfare and Development Agencies (SWDAS) - Operating in one Region | Service provided in all field offices | n/a | FL |
| **SLP** | Referral Management Process for SLP | Service provided in central office only | n/a | FL |
| Grievance Management Process for SLP | Service provided in central office only | n/a | FL |
| Referral Management Process for SLP-RPMO | Service provided in all field offices | n/a | FL |
| Grievance Management Process for SLP-RPMO | Service provided in all field offices | n/a | FL |
| **SMS** | Facilitation of Media Interview | Service provided in central office only | n/a | FL |
| Provision of Technical Assistance (on Messages and Forewords) | Service provided in central office only | n/a | NFL |
| Provision of Technical Assistance (on Branding Designs) | Service provided in central office only | n/a | NFL |
| **STB** | Technical Assistance on Program / Project Development or Enhancement | Service provided in all field offices | n/a | FL |
| Technical Assistance on STB-developed Programs and Projects | Service provided in all field offices | n/a | FL |
| **SWIDB** | Availment of Accomodation at SWADCAP Guest rooms | Service provided in central office only | n/a | FL |
| Borrowing of KEC Materials and Collections | Service provided in selected offices in central office and field offices | CO, FO CAR, I, XI, XII, Caraga | NFL |
| Endorsement of Continuing Professional Development Application and Completion Report | Service provided in selected offices in central office and field offices | CO, Caraga | NFL |
| KEC Function Room Reservation and Use | Service provided in selected offices in central office and field offices | CO, FO CAR, I, VII, XI, XII, Caraga, NCR | NFL |
| Provision of Resource Person to DSWD Intermediaries and Stakeholders | Service provided in all field offices | n/a | FL |
| SWADCAP Activity Reservation by DSWD Employees | Service provided in central office only | n/a | NFL |
| SWADCAP Function Room Reservation by External Stakeholder | Service provided in central office only | n/a | FL |



**DEPARTMENT OF**

**SOCIAL WELFARE AND DEVELOPMENT**

# **FRONTLINE SERVICES**

# **ADMINISTRATIVE SERVICE**

**(AS)**

**FRONTLINE SERVICES**

1. **Issuance of Gate Pass for Service Providers and Suppliers**

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office/Division:** | | Administrative Service – Property Supply and Asset Management Division (AS-PSAMD) | | | | |
| **Classification:** | | Simple | | | | |
| **Type of Transaction :** | | G2C – Government to Citizen; G2G - Government to Government; G2B - Government to Business Entities | | | | |
| **Who may avail:** | | Department of Social Welfare and Development (DSWD) Employees who are:   1. DSWD employees and officials 2. DSWD service providers 3. DSWD suppliers | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| 1. Three (3) original copies of duly accomplished Gate Pass 2. Number of Property/ies to be brought outside 3. Two (2) copies of duly accomplished Equipment Borrower Slip/ printed email from accountable person authorizing the borrower to bring the property 4. One (1) photocopy of Special Order for order of succession | | | 1. To be prepared by the client OBSUs’ Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format 2. To be prepared by the client without any prescribed format 3. To be prepared by the client OBSUs’ DPSC through PREMIS with prescribed format 4. Records and Archives Management Division (RAMD) | | | |
| **CLIENT STEPS** | **AGENCY ACTION** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit duly accomplished gate pass with attachments and present property for Checking | 1. Received and review submitted duly accomplished gate pass and attachments vis-à-vis property presented.   1.1 Update the Property Records and Equipment Monitoring Inventory System (PREMIS) regarding the gate pass through scanning the barcode of the Gate Pass to record the time of receipt of request in and endorse the same to the AS-PSAMD Division Chief for approval. | | | None | 15 Minutes | *PSAMD staff* |
| 1.2 Approve Gate Pass | | | None | 5 Minutes | *PSAMD Division Chief* |
| 1.3 Scan the Gate Pass barcode to record the time of approval. | | | None | 2 Minutes | *AS-PSAMD Staff* |
| 1.4 Forward copy of the approved Gate Pass to:   1. Original copy –   Security Guard   1. Duplicate copy – Person who shall take the equipment out of DSWD premises to present to Security Guard On-Duty/Property Officer   Triplicate – PSAMD copy | | | None | 5 Minutes | *AS-PSAMD Staff* |
| 2.Present property together with the duplicate copy of the approved Gate Pass to the security guard | borrower/person who shall take the equipment out of the DSWD premises and instruct the latter to secure new gate pass reflecting the correct details of the property to be borrowed/brought outside the DSWD premises | | | None | 10 Minutes | *Security Guard On-Duty* |
| b. Without discrepancy  – Security Guard On- Duty shall sign the gate pass, both the original and duplicate copy, return signed duplicate copy to the borrower/personnel | | |  |  |  |
| 2.2 Scan the barcode of the Gate Pass to record the time of bringing out of the equipment in the PREMIS. | | | None | 2 Minutes | *Security Guard On-Duty* |
| 3. Upon return of property brought outside the DSWD premises, present to the Security Guard On-Duty signed duplicate copy of gate pass together with the property | 1. Review and validate returned property vis-à- vis signed duplicate copy of gate pass    1. With discrepancy – Go to AS-PSAMD and inquire on how to proceed    2. Without discrepancy   – sign the gate pass, both the original and duplicate copy and indicate the date of return | | | None | 10 Minutes | *Security Guard On-Duty* |
| 3.1 Scan the barcode in the Gate Pass to record the time of return of equipment | | | None | 2 Minutes | *Security Guard on Duty* |
| 3.2 Surrender original copies of gate pass for returned property  to AS-PSAMD | | | None | 5 Minutes | *Security Guard on Duty* |
| 3.3 Update record of gate pass in PREMIS indicating the actual the date of return of the property | | | None | 10 Minutes | *AS-PSAMD staff* |
| 3.4 File gate pass for safe keeping and future reference | | | None | 10 Minutes | *AS- PSAMD staff* |
| **TOTAL:** | | | | **None** | 1. **HOUR, 16 MINUTES** | |

1. **Issuance of Property Clearance for Separated Officials and Employees**

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office/Division:** | | Administrative Service – Property Supply and Asset Management Division (AS-PSAMD) | | | | |
| **Classification:** | | Simple | | | | |
| **Type of Transaction :** | | G2C – Government to Citizen | | | | |
| **Who may avail:** | | Department of Social Welfare and Development (DSWD) Employees who are:   1. Resigned 2. Transferred to other Government Offices 3.Non-renewal of Contract   4.Terminated 5.Retired | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| 1. **Without Property Accountability**    1. Three (3) copies of Clearance Form 2. **With Property Accountability**    1. Three (3) copies of Clearance Form   One (1) Original Copy of Duly Accomplished Furniture and Equipment Transfer Slip (FETS) to transfer/turnover of property accountabilities   1. With request for relief from property accountability due to loss - one (1) copy of COA decision 2. With request for replacement of lost property - One (1) photo copy of request for replacement approved by the Undersecretary for General Administration and Support Services Group | | | 1. **Without Property Accountability**    1. Personnel Administration Division with prescribed format. 2. **With Property Accountability**    1. Personnel Administration Division prescribed format    2. To be prepared by the client OBSUs Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format    3. DSWD Commission on Audit without any prescribed format    4. Property Supply and Asset Management Division without any prescribed format | | | |
| **CLIENT STEPS** | **AGENCY ACTION** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit duly approved request for transfer, resignation and/or retirement 2 months before the effectivity of retirement, 30 days of resignation or transfer | 1. Receive and record the submitted duly approved request for transfer, resignation and/or retirement | | | None | 15 Minutes | *PSAMD Technical Staff* |
| 1.1 Review and validate recorded accountability/ies on file using Property Records and Equipment Monitoring Inventory System (PREMIS) and individual folder | | | None | 1 Hour, 30 Minutes | *PSAMD Technical Staff* |
|  | 1.2 **No**  **Accountabilities** Process the clearance by affixing initial and forward to the Division Chief for approval  **With Accountabilities** Inform OBSU of the applicant on the remaining accountabilities to process cancellation of accountabilities through Memorandum | | | None | 15 Minutes | *PSAMD Technical Staff* |
| 2. Submit  documents and other requirements as proof of cancelled property accountability | 2. Receive and validate submitted documents and other requirements as proof of cancelled property accountability | | | None | 30 Minutes | *PSAMD Technical Staff* |
| 2.1. If property  accountability were cancelled, initial clearance and forward to the Division Chief (DC) for signature | | | None | 5 Minutes | *PSAMD technical staff* |
| 2.2. Sign Clearance | | | None | 5 Minutes | *PSAMD Division Chief* |
| 2.3. Scan and  record signed clearance in logbook and forward to the next office concerned | | | None | 10 Minutes | *Incoming / Outgoing PSAMD Staff* |
| 2.4. Upload  scanned signed clearance in PREMIS | | | None | 10 Minutes | *PSAMD technical staff* |
| **TOTAL:** | | | | **None** | **3 HOURS** | |

1. **Receiving Request for Information**

The Administrative Service – Records and Archives Management Division (AS – RAMD) shall be receiving and conducting an initial evaluation of requests on Freedom of Information (FOI) being received by the Department. This process covers requests for information/data of Department through FOI pursuant to Executive Order No. 02, series of 2016, on FOI.

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | AS-RECORDS AND ARCHIVE MANAGEMENT DIVISION | | | | | |
| **Classification:** | | Covered by special law (Executive Order No. 02, s. of 2016) | | | | | |
| **Type of Transaction:** | | G2C – Government to Citizens | | | | | |
| **Who may avail:** | | Individuals with Filipino Citizenship | | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** | | | |
| 1. **Standard Request**    1. One (1) Request letter addressed to Secretary Rolando Joselito D. Bautista at DSWD-Central Office, IBP Road Batasan Pambansa Complex, Constitution Hills, Quezon City.    2. Attach one (1) FOI Request Form       1. Must state your complete name, contact information and purpose of your request       2. Attach one (1) photocopy of government issued I.D or school I.D (for registered students) with photo       3. One (1) Receiving copy (for client reference) | | | | | Requesting party may visit: [https://www.dswd.gov.ph/issuances/MCs/M](https://www.dswd.gov.ph/issuances/MCs/MC_2017-009.pdf) [C\_2017-009.pdf](https://www.dswd.gov.ph/issuances/MCs/MC_2017-009.pdf) for the FOI Request Form  or  Secure FOI Request Form in the DSWD- AS-RAMD | | |
| 1. **Online Requests or through eFOI portal**    1. Visit the eFOI website       1. Choose Make a Request icon       2. Select Department of Social Welfare and Development       3. Click on Write My Request          1. Ensure all the mandatory fields are filled out       4. Attach a copy of government issued I.D or school I.D (for registered students) with photo | | | | | Requesting party may visit the FOI website to place their request: <https://www.foi.gov.ph/> | | |
| 1. **If unable to make a written request, because of illiteracy or disability**    1. Visit the nearest DSWD Office or contact Ms. Myrna H. Reyes in DSWD-Central Office at (02) 8- 951-7119 for inquiries    2. Make verbal request to the DSWD FOI Receiving Officer (FRO) who shall reduce the request to FOI Request Form    3. Provide one (1) copy of government issued I.D or school I.D (for registered students) with photo and authorization | | | | | Requesting may visit the nearest DSWD Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO**  **BE PAID** | | | **PROCESSING**  **TIME** | **PERSON RESPONSIBLE** |
| 1. Submit FOI  Request with attached photocopy of any government issued  I.D or school I.D (for registered students) with photo | 1. DSWD FRO shall receive and conduct initial evaluation to FOI Request   Check if requested information is already posted and available online:  1.1.1. If available, inform the requesting party and provide the link of posted information through the  indicated contact details of the requesting party.   * 1. Check if the requested information is substantially similar or identical to previous requests by the same requesting party.      1. If the same, then request shall be denied.   1.2.2 Issue a letter signed by the DSWD FDM indicating the full denial and the reason for such denial to the requesting party.  1.3. If correct and complete, transmit the FOI request to the DSWD FOI Decision Maker (FDM) for further evaluation and onward submission to concerned OBS. | | None | | | 1 hour | Myrna H. Reyes  *OIC – Division Chief / DSWD FRO* |
| 2. Will  received notification/ requested info/data from the contact info provided | * 1. DSWD FRO shall receive the info/ data from the respective office   2. Release of requested info/data to the requesting party through email or courier service | | None | | | 15 mins. | Myrna H. Reyes  *OIC – Division Chief / DSWD FOI Receiving Officer* |
| **TOTAL** | | | **None** | | | **1 hour and 15 minutes** | |

# **AGENCY OPERATIONS CENTER**

**(AOC)**

**FRONTLINE SERVICES**

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

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | Agency Operation Center – 8888 Action Center | | | | |
| **Classification:** | Simple | | | | |
| **Type of Transaction:** | Government – to – Citizens (G2C); Government – to – Government (G2G) | | | | |
| **Who may avail:** | Person who has concerns and complaints to the Department of Social Welfare and Development received thru 8888 Citizen’s Complaint Hotline. | | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| To process 8888 Citizen’s Complaint Hotline Concerns;   1. Referral Letter / Reference number from 8888 Citizen’s Complaint Center; 2. Client’s Information if any (Name, Address, Telephone number, E-mail Address); 3. Complete details of concern. | | Agency Operation Center – 8888 Action Center | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. 8888 Citizen’s Complaint Hotline refer / send the referral letter to DSWD through the 8888 web system. | 1. Receive, assess, record, and endorse the ticket to the concerned OBSU, FOs and AA. | | None | 20 Minutes | *Technical Staff*  (AOC – 8888 Action Center) |
| 2. Hotline 8888 client to receive response / action on the concern. | * 1. Designated   OBSU, FOs and AA receive, review and send ticket requests to their designated Division/Unit for action.  2.2 The Division / Unit act on the concern of the client.   * 1. The concerned office to provide a signed official document / proof of action on the ticket request to AOC – DSWD 8888 Action Center. | | None | 71 Hours, 10 Minutes | *Technical Staff*  Designated Division / Unit in DSWD  (OBSU/FO/AA) |
| 3. 8888 Citizen’s Complaint Center to receive response / update / feedback. | 3.1 DSWD AOC receive, review and acknowledge the signed official document of responses.  3.2 For not concrete and specific response – return the letter to the concerned office and inform them to act on the concern.  3.3 For concrete and specific response – request the closure of the ticket to Hotline 8888 Administrator. | | None | 25 Minutes | *Technical Staff*  (AOC – 8888 Action Center) |
|  | 4. Update the database and mark it as closed. | | None | 5 Minutes | *Technical Staff*  (AOC – 8888 Action Center) |
| **TOTAL:** | | | **None** | **72 Hours** | |

# **DISASTER RESPONSE MANAGEMENT BUREAU**

**(DRMB)**

**FRONTLINE SERVICES**

1. **DSWD Disaster Data Request Processing**

Request for data relative to the mandate of the Agency in Disaster Response shall be processed by the Disaster Response Management Bureau (DRMB) through the Disaster Response Operations Monitoring and Information Center (DROMIC). The Bureau provides disaster statistical data on affected and displaced population which can be used for academic and research purposes, and other valid and relevant purposes as per the Bureau’s review and assessment, and can only be obtained through request. This service only includes request for data that are coursed directly to the Bureau through email, snail mail and hand-carried documents.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Disaster Response Management Bureau – Disaster Response Operations Monitoring and Information Center | | | |
| **Classification:** | Complex | | | |
| **Type of Transaction:** | G2C – Government to Client  G2G – Government to Government | | | |
| **Who may avail:** | Students, Researchers, Non-Government Organizations, Other Government Agencies | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| One (1) 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 for information | | NA | | |
| One (1) valid proof of identification from one of the following:  Driver’s License, PRC ID, TIN, Postal ID, Voter’s ID, Barangay ID, PWD ID, Senior ID, Solo Parent ID, Police Clearance, NBI Clearance, Passport, Birth Certificate/National ID, SSS/UMID, GSIS ID, PAG-IBIG, PhilHealth ID, School/University ID, Company/Agency ID | | LTO, PRC, BIR, Post Office, COMELEC, Barangay, Municipal/City LGU, Police Station, NBI, DFA, PSA, SSS, GSIS, PAG-IBIG, PHIC, School/University, Company/Agency, | | |
| For request made through email, a scanned copy of the request letter and proof of identification must be attached | | NA | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Send request letter with complete details and information together with one (1) valid proof of identification | Review and assess request for information. | None | 15 minutes | DROMIC Technical Staff |
|  | If the Bureau cannot provide the data being requested, a reply letter must be forwarded informing the client that the Bureau does not have the data being requested. | None | 2 days | DROMIC Technical Staff |
|  | If the data being requested is not readily available, send a reply letter informing the client of the time required in processing the request. | None | 2 days | DROMIC Technical Staff |
|  | If the data requested is readily available, generate data and send a reply letter providing the client with the data being requested. | None | 4 days | DROMIC Technical Staff |
|  | If more time is needed to process request, undertake necessary action to generate data. Send a reply letter providing the client with the data being requested. | None | 6 days | DROMIC Technical Staff |
| **TOTAL** | | **NONE** | Maximum processing time is 6 days | |

# **DISASTER RESPONSE MANAGEMENT GROUP**

**(DRMG)**

**FRONTLINE SERVICES**

1. **Processing of Relief Augmentation Request by DSWD Field Offices**

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

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

|  |  |  |
| --- | --- | --- |
| **Office or Division:** | DSWD Field Offices (FO) | |
| **Classification:** | Complex | |
| **Type of Transaction:** | G2G – Government to Government | |
| **Who may avail:** | Local Government Units | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** |
| LGU Request, with either of the following attachments: *Situational Report / Assessment Report / Disaster Incident Report and its relative attachments based on existing guidelines* | | c/o the Concerned LGU |
| Response Letter to LGUs | | DSWD FO |
| Delivery Receipt | | DSWD FO |
| Relief Distribution Sheet (RDS) | | DSWD FO |

| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| --- | --- | --- | --- | --- |
| 1. Send request letter with either of the following attachments: Situational Report / Assessment Report / Disaster Incident Report and its relative attachments based on existing guidelines | 1. Receive the request and logs the documents, and route LGU request to DRMD Chief | none | 5 minutes | DRMD Admin Staff and DRMD Chief |
| 1. DRMD Chief endorses request to DRRS Section Head for review | None | 10 minutes | DRMD Chief |
| 1. Conduct desk review / assessment and validation of request: review, validate and assess the request by the concerned Section Head through the LDRRMC of requesting LGUs, or through review of the following reports, if available: 2. latest DROMIC Report 3. RDANA Report 4. DSWD Predictive Analytics | none | 2 hours | DRRS Head |
| 1. DRMD Chief coordinates with the RROS Head / Staff to validate availability of FNI Resources for augmentation to LGUs, and to determine other logistics requirements | none | 30 minutes | DRRS Head / Staff |
| 1. If FNIs are not available, prepare Request Letter for Augmentation of FNI Resources from OUSDRMG, attention DRMB | none | \* 30 minutes | RROS Head |
| 1. If FNIs are available, prepare RIS/IF (c/o RROS) and Response Letter to LGUs (c/o DRRS), and endorse to the DRMD chief | none | 1 hour | DRRS / RROS Head |
| 1. Division Chief reviews all documents; provide recommendation; initial pertinent documents; and endorse to the ARDO. If documents are not in order, return to Agency Action (AA) #3. | none | 1 hour | DRMD Chief |
| 1. Review all documents and provide recommendations; sign RIS/IF and initial on other pertinent documents. If documents are not in order, return to AA #7 | none | 1 hour | Assistant Regional Director for Operations (ARDO) |
| 1. If documents are in order, endorse to the RD for approval / disapproval | none | 1 hour | Regional Director  (RD) |
| 1. Receive letter of approved request on the release of goods to LGUs | 1. Send Response Letter to LGUs through DRMD Admin Staff and forward RIS/IF, Assessment Report, LGU Request Letter to RROS Head / Staff for release of Goods | none | 1 hour | DRMD Chief |
| 3) Receive requested goods through hauling or delivery | 1. Coordinate with concerned LGUs for release of goods through delivery or hauling, and facilitate the following:    1. coordination on the schedule of delivery / hauling of goods from DSWD warehouse to LGU;    2. Facilitate preparation and signature of Delivery Receipt by RROS Head; and    3. Facilitate release of goods to LGUs and ensure signed receipts of RIS/IF and Delivery Receipt by receiving LGUs | none | 2 hours | DRRS/RROS  Head / Staff  RROS  Head / Staff  RROS / DRRS Staff |
| 4) Fill up Client Satisfaction Measurement Form (CSMF) | 1. Conduct survey on Client Satisfaction thru release of CSMF to recipient LGUs | none | 30 minutes | RROS / DRRS Staff |
|  | 1. Report on the release of FNIs thru submission of any of the following –   \* Summary Report  \* Feedback Report  \* Signed RIS  \* Delivery Receipts  \* FNI Augmentation and Delivery Report  – reflecting release of goods to the DRMD Head and DROMIC | none | 1 hour | RROS / DRMD Staff |
| 5) Submit signed Relief Distribution Sheet | 1. Gather all RDS submitted by the LGUs for liquidation and accountability purposes. | none | within 60 days after receipt of goods  (*not included in the processing time)* | RROS / DRMD Staff |
| **TOTAL** | | **NONE** | **11 Hours,**  **15 Minutes** |  |

1. **Processing of FNI Augmentation Request from DSWD Field Offices**

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

This procedure is a sub-process of DSWD-DRMG-SOP-001A, particularly the Procedure #5 on row 4 of page 4 which states: “Request for Augmentation of FNI Resources from OUSDRMG”. However, special requests from Legislators are not covered by this SOP. Assistance through congressional requests are considered direct assistance from the DSWD to the disaster victims subject to usual accounting and auditing rules. Further, requests for FNIs that are not disaster related are not covered in this process.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | DSWD Disaster Response Management Bureau (DRMB) | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2G – Government to Government | | | |
| **Who may avail:** | | DSWD Field Offices | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| FO Request Letter addressed to OUSDRMG, attention DRMB, indicating the LGU beneficiaries, types of Disaster occurrence, requested FNIs, delivery site and delivery date | | | c/o the Concerned DSWD FO | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| FO to send request letter for FNI augmentation addressed to OUSDRMG, attention DRMB, indicating the LGU beneficiaries, types of Disaster occurrence, requested FNIs, delivery site and delivery date | 1. Receive and log the FO request for FNI augmentation received from Records Division / through email / OUSDRMG / Office of DRMB Director; endorse to DROMD for appropriate action 2. Endorse to DROMD for appropriate action | | none | 15 minutes | DRMB Admin Staff |
| 1. Receive by DROMD Chief and endorse to FNI Section for appropriate action | | none | 15 minutes | DROMD Chief |
| 1. Desk Review / Assessment and Validation of Request: Section Head / Staff to validate request through FO Focal or through review of any report if available, such as: 2. latest DROMIC Report 3. latest NDRRMC Situational Report 4. RDANA Report 5. DSWD Predictive Analytics | | none | 1 ½ hours | DROMD – FNI Section Head / Technical Staff |
| 1. Validate FNI Inventory through Online Database 2. Coordinate with NRLMB (NROC/VDRC) Focal Person on availability of FNI Resources 3. Prepare Assessment Report to be signed by the FNI / Section Head | | none | 30 minutes | DROMD – FNI Section Head / Technical Staff |
| 1. If FNIs are not available, prepare communication letter or email to concerned FO on unavailability of FNI resources | | none | 30 minutes | DROMD – FNI Section Head / Technical Staff |
| 1. Review and initial pertinent documents and endorse to DRMB Director for approval | | none | 20 minutes | DROMD Chief |
| 1. DRMB Director to sign communica-tion letter | | none | 20 minutes | DRMB Director |
| 1. Log, scan to email, and send communication letter to RAMD for mailing to requesting FO | | none | 20 minutes | DRMB Admin |
| 1. **If FNIs are available**, prepare RIS/IF and endorse to DROMD Chief 2. Review and initial RIS/IF 3. Sign RIS/IF | | none | 30 minutes | * DROMD – FNI Section Head / Technical Staff * DROMD Chief * DRMB Director |
| 1. Forward signed RIS to NRLMB for processing and approval: log, email or send communication letter to NRLMB | | none | 30 minutes | DRMB Admin |
| **TOTAL** | | | **NONE** | **5 Hours** |  |

1. **Resource and Logistics Mobilization of FNIs to the DSWD Field Offices**

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

This procedure is a continuation process of DSWD-DRMG-SOP-001B undertaken after Issuance of Request for Issuance Slip (RIS) from the Disaster Response Management Bureau (DRMB); facilitation of the National Resource and Logistics Management Bureau (NRLMB); up to the delivery and acceptance of FNIs by the DSWD FOs, for continuation of their DSWD-DRMG-SOP-001A, Procedure #6. However, special requests from Legislators are not covered by this SOP. Assistance through congressional requests are considered direct assistance from the DSWD to the disaster victims subject to usual accounting and auditing rules. Further, requests for FNIs that are not disaster related are not covered in this process.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | DSWD National Resource and Logistics Management Bureau (NRLMB) | | | | |
| **Classification:** | Complex | | | | |
| **Type of Transaction:** | G2G – Government to Government | | | | |
| **Who may avail:** | DSWD Field Offices, through the Disaster Response Management Bureau | | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| * Approved RIS/IF * FO Request * Copy of FNI Inventory through online database * Assessment Report from DRMB-DROMD | | DRMB - DROMD | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. FO to send request letter for FNI augmentation addressed to OUSDRMG, attention DRMB; and DRMB to send signed RIS/IF to NRLMB | 1. Receive signed RIS/IF from DRMB: log the approved RIS/IF received from DRMB and/or thru email 2. Endorse approved RIS/IF to the Office of the Director | | none | 15 minutes | NRLMB Admin Staff |
| 1. NRLMB Director to provide instruction to NROC/VDRC Chief 2. Endorse to NROC / VDRC Division Chief (DC) for appropriate action | | none | 20 minutes | NRLMB Admin |
| 1. NROC / VDRC Division Chief to provide instructions to the Resource and Logistics Section | | none | 20 minutes | NROC / VDRC Division Chief |
| 1. Coordinate with FO on hauling or delivery of goods from NROC / VDRC to FO warehouse 2. Check on availability of contracted Transport Service or DSWD Trucks | | none | 1 hour | NROC / VDRC Logistics Section Head / Staff |
| 1. If transport is not available, coordinate with N/RDRRMC or other partners for logistical support | | none | 1 hour | NROC / VDRC Logistics Section Head / Staff |
| 1. Prepare communication letter or email to identified NDRRMC / Logistics Partners for logistical support | | none | 30 minutes | NROC / VDRC Logistics Section Head / Staff |
| 1. Endorse to NROC / VDRC Chief for review and initial | | none | 10 minutes | NROC / VDRC Division Chief |
| 1. Endorse to NRLMB Director for approval: sign communication letter on request for logistics augmentation (Letter / Notice to Contracted Transport Service Provider) | | none | 10 minutes | NRLMB Director |
| 1. Log, scan to email, and send communication letter; mail to Contracted Transport Service Provider, if necessary | | none | 10 minutes | NRLMB Admin |
| 1. **If transport is available**, mobilize transport service and provide escorts for the delivery of goods: prepare Travel Authority / SO of identified escort for transport of goods 2. Prepare required documents for signature of the receiving FO | | none | 20 minutes | NROC / VDRC Logistics Section Head / Staff |
| 1. Loading and release of FNIs from NROC / VDRC warehouse: facilitate and monitor loading of goods to transport vehicles / assets 2. Monitor / document releases of goods from warehouse | | none | 1 ½ hours | NROC / VDRC Logistics Section |
| 1. Prepare Delivery Receipt and Issuance Receipt signed by LMD Division Chief / LMS Head and approved by NRLMB Director / DRC Head | | none | 30 minutes | NROC / VDRC Logistics Section / Head |
| 1. Deliver goods and ensure proper acknowledgement of RIS/IF by requesting FO   (revert to DSWD-DRMG-SOP-001A, Procedure #6 for continuation of FO Augmentation Procedures to LGUs) | | none | 20 minutes | NROC / VDRC Logistics Section / Escort |
| 1. Fill up Client Satisfaction Measurement Form (CSMF) | 1. Conduct survey on Client Satisfaction thru release of CSMF to requesting FOs | | none | 30 minutes | NROC / VDRC Logistics Section / Escort |
|  | 1. Preparation of Feedback Report on completed RIS to OUSDRMG: prepare, review, vet and initial Feedback Report on completed RIS/IF / Summary of FNI Releases for vetting and approval of the NRLMB Director | | none | 30 minutes | NROC / VDRC Chief / Logistics Section Head |
| 1. Approval of the NRLMB Director on the Feedback Report on completed RIS/IF / Summary of FNI Releases 2. Transmittal of Feedback report: log, email or send report to OUSDRMG | | none | 15 minutes | NRLMB Director  NRMLB Admin |
| **TOTAL** | | | **NONE** | **7 Hours & 50 Minutes** |  |

# **FINANCE AND MANAGEMENT SERVICE**

**(FMS)**

**FRONTLINE SERVICES**

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

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Accounting Division – Regular Program | | | |
| **Classification:** | Complex | | | |
| **Type of Transaction:** | Processing of Certificate of Donations | | | |
| **Who may avail:** | Donors of cash and in-kind donations | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Electronic or hard copy of request form for Certificate of Donation (DSWD-FMS-GF-002) | | * 1. The Donor may download and print the request form from <https://www.dswd.gov.ph/about-us-2/citizens-charter/> form is located under General Administration and Support Services Group, select Request form for Certificate of Donation;   -or-  1.2 Personally visit the Accounting Office to fill-up and submit the request form.  **Schedule of request:**  Monday – Friday, 9:00 AM – 5:00 PM  **Note: Online requests beyond 5 PM will be responded/acknowledge the following working day.** | | |
| Electronic or hard copy of the supporting documents:  A. Donor must submit:  1. Filled up request form;  1. Signed and Notarized Deed of Donation;  2. Official receipt for cash donations; or  3. Acknowledgement receipt **and** delivery receipt for Donations in Kind.  B. Authorized representative must submit:  1. Filled up request form and above mention requirements;  2. Authorization letter from the donor;  3. Photocopy of government issued ID of the donor and the authorized representative (1 copy) | | Requesting Party/Donor | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| * 1. The Donor may download and print the request form (DSWD-FMS-GF-002) from <https://www.dswd.gov.ph/about-us-2/citizens-charter/> (the form is located under General Administration and Support Services Group, select Request Form for Certificate of Donation);   -or- | None | None | 5 minutes- walk-in/email | Donor |
| 1.2 Personally visit the Accounting Office to fill-up and submit the request form | Accounting Office shall issue the request form | None |  | Accounting Staff |
| 2.1 Scan the filled-up form and email together with the supporting documents to [accounting@dswd.gov.ph](mailto:accounting@dswd.gov.ph);  -or-  Personally submit the filled-up form together with the supporting documents to Accounting Office. | For E-mail - The Accounting staff shall acknowledge and review the received documents as to completeness and request for original copy upon claiming.  For Walk-in- The Accounting Staff shall receive and check the completeness of the request form and required supporting documents  Note: Only request with complete requirements will be accepted and processed. All request with incomplete requirements shall be returned to client. | None | 5 minutes- walk-in/email | Accounting Staff |
| 1. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate | The Accounting Staff shall record the details of donation and indicate the schedule of release of BIR Form 2322: Certificate of Donation.  Preparation of Certificate of Donation for Signature of the Secretary or the Authorized Representative | None | 6 minutes walk-in/email  Schedule: Six **(6**) days and seven (7) hours | Accounting Staff |
| 1. Present the following:   4.1 Donor must present the following  (Walk in) Claim stub  (Email) printed Email of Acknowledgement Receipt and original copy of supporting documents.  *4.2 The Authorized representative must present the following:*  *Above mention supporting documents*  Authorization letter for the representative, if claimed by person other than the former employee, together with the photocopy of the latter’s | The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release shall be issued to the requesting party/ies | None | 10 minutes | Accounting Staff |
| 1. Accept the requested certificate and sign the logbook for acknowledgement | The Accounting Staff shall issue and assist the requesting party to receive the certificate and sign the logbook for acknowledgement of the BIR Form 2322: Certificate of Donation. | None | 1. minutes | Accounting Staff |
| 1. 6. Provide Customer Feedback Form to the requesting party | The Accounting staff shall provide the customer feedback to the requesting party for the service provided. | None | 1. minutes | Accounting Staff |
| **TOTAL :** | | **None** | **6 days, 7 hours and 30 minutes** | |

1. **Processing of Request for Accounting Certification of Former DSWD Employees**

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | Accounting Division – Regular Program | | | | |
| **Classification:** | Complex | | | | |
| **Type**  **of Transaction:** | Processing of Request for Accounting Certification of Former DSWD Employees | | | | |
| **Who may avail:** | Former employees of the Department; or His/Her authorized representative | | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Electronic or hard copy of the request form for Accounting Certification of Former DSWD Employees (DSWD-FMS-GF-001) | | * 1. . The former DSWD employee or his/ he authorized representative may download and print the request form via <https://www.dswd.gov.ph/about-us-2/citizens-charter/>(form is located under General Administration and Support Services Group, select Request Form for Accounting Certification of the Former DSWD Employees);   1.2. Personally visit the Accounting Office of Central Office and/or Field Offices and submit the request form    Schedule of request:  Monday – Friday, 9:00 AM – 5:00 PM  ***Note: On-line requests beyond 5 pm will be responded/acknowledge the following working day.*** | | |
| 1. Supporting documents:   A. Former DSWD employee must submit:  • Filled-up request form;  • Photocopy of the former employee government-issued ID (1 copy)  B. Authorized representative must submit:  • Filled-up request form:  • Authorization letter for the representative, if claimed by person other than the former employee;  • Photocopy of the former employee government-issued ID and the authorized representative (1 copy)   1. Upon claiming of the certification:   •Claim Stub or Printed Email Acknowledgement Receipt must be presented;  • Identification card (ID) of the former employee or authorized representative;  • Authorization letter for representative, if claimed by person other than the former employee, together with the photocopy of the latter’s ID | | Former DSWD employees of the Department; or  His/Her authorized representative | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** | |
| * 1. The former DSWD employee or his/ he authorized representative may access, download and print the request form (DSWD-FMS-GF-001) via <https://www.dswd.gov.ph/Download> (form is located under General Administration and Support Services Group, select Request Form for Accounting Certification of the Former DSWD Employees);   -or-  Personally visit the Accounting Office of Central Office and/or Field Offices and submit the request form | None  ***Accounting Certifications***   * 1. Cost of Service (COS) worker:   • Last Cost of Services Processed;  1.2 Permanent, Casual and Contractual employee:  • Last Salary Processed;  • Pag-IBIG Loan Amortization Withheld and Remittances;  • GSIS Loan Amortization Withheld and Remittances   * Philhealth Contribution and Remittances (maximum of one year) | None | 5 minutes | Former employees of the Department; or  His/Her authorized representatives  Accounting staff | |
| * 1. The former employee of the Department; or his/her authorized representative may send the scanned form and supporting documents to Accounting Office address ([accounting@dswd.gov.ph](mailto:accounting@dswd.gov.ph))   or  ([fo\_@dswd.gov.ph](mailto:fo_@dswd.gov.ph) for Field Offices)  Personally submit the filled-up form together with the supporting documents to the Accounting Office of Central Office and/or Field Offices concerned. | Email) - The accounting staff shall acknowledge and review the received documents as to completeness and request for original copy or print the emailed scanned documents;  (Walk-in) - The Accounting Staff shall receive and secure the completeness of the request form and required supporting documents.  ***Note:***  ***Only request with complete requirements will be accepted and processed. All request with incomplete requirements shall be returned to the client.*** | None | 10 minutes | Former employees of the Department; or  His/Her authorized representatives  Accounting staff | |
| * 1. Wait for the **acknowledgement receipt** through email or ask for the **claim stub** for walk-in requests with schedule to claim the certificate | The Accounting Staff shall record to the monitoring sheet the details of the request and indicate the schedule to claim the certificate with control number.  *.*  The accounting staff shall respond to the email of the former DSWD employee for the schedule of the release with reference number of the document or claim stub for the walk-in | None | 15 minutes – walk-in/ email | Accounting staff | |
|  | Preparation of Certificate for Accounting Certification for former DSWD Employees:  The Accounting Staff shall collect the data to the concerned Division/Section/Unit (Cash and HR-PAD) and prepare the request for Accounting Certification of Former DSWD-Employees.  The Unit Head shall review the certification and the Head of Accounting shall sign the reviewed certification. | None | 6 days and 35 minutes | Accounting,  Cash and HR-PAD Staff | |
| * 1. Present the following:      + Former DSWD Employees:        - Claim stub or Printed Email        - Acknowledgement Receipt   *The Authorized representative must present the following:*  Authorization letter for the representative, if claimed by person other than the former employee, together with the photocopy of the latter’s government- issued ID (1 copy) | The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release and shall be issued to the requesting party/ies | None | 15 minutes | Accounting Staff | |
| * 1. Accept the requested certificate and sign the logbook for acknowledgement | The Accounting Staff shall issue and assist the requesting party to receive and sign in the logbook for acknowledgement of the Certificate for Accounting Certification of Former DSWD Employees. | None | 5 minutes | Accounting Staff | |
| * 1. Provide Customer Feedback Form to the requesting party | The Accounting staff shall provide the customer feedback to the requesting party for the service provided. | None | 2 minutes | Accounting Staff | |
| **TOTAL:** | | **None** | **6 days, 1 hour and 27 minutes** | |

# **HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT SERVICE**

**(HRMDS)**

**FRONTLINE SERVICES**

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

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

.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Personnel Administration Division (PAD) | | | |
| **Classification:** | Complex | | | |
| **Type of Transaction:** | G2C – Government to Transacting Public | | | |
| **Who may avail:** | Separated Central Office (CO) Officials and Employees | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| HRMDS-PAD Request Form or  formal letter or e-mail request | | PAD Receiving Area  Client | | |
| CO Clearance Certificate | | Client or if none, FILE 201 / PER 16 | | |
| Special Power of Attorney (If authorized representative) | | Client | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form (write contact details as well if preferred mode of receipt is via courier purposes, as needed) and submit to PAD **together with complete supporting documents.** | 1. Receive the complete documents submitted | none | 10 minutes | ***Incoming / Outgoing Clerk***  *PAD Receiving Area* |
| 1. Wait for advice of the assigned PAD Focal Person | * 1. Review the Service Card data, if updated   review documents submitted and check the FILE 201 / PER 16 if needed. | none | 6 Days, 2 hours (depending on the period of retrieving the files) | ***PAD Focal Person***  *CO & FOs Personnel Transactions Section* |
| * 1. Encode/check details of SR, print the issuance and attach the necessary documents | none | 30 minutes | ***PAD Focal Person***  *CO & FOs Personnel Transactions Section* |
| * 1. Review and Sign/initial the SR | none | 4 hours  (depending on the availability of signatories) | ***Section Head or Personnel Officer***  *CO & FOs Personnel Transactions Section*  ***OIC/Chief Admin. Officer***  *Personnel Admin. Division* |
| 1. Inform PAD on method of receiving the duly-signed SR. | 1. Inform the client that the SR is ready and ask if for pick-up or for courier service (either through chat, e-mail or phone call) | none | 5 minutes | ***PAD Focal Person***  *CO & FOs Personnel Transactions Section* |
| * 1. If the SR is to be sent via courier service, wait until the parcel is sent to given address. | * + 1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed SR and one Customer Feedback Form for accomplishment | none | 1. minutes |
| * + 1. Review and Sign/Initial the transmittal letter | none | 20 minutes | ***Section Head or Personnel Officer***  *CO & FOs Personnel Transactions Section*  ***OIC/Chief Admin. Officer***  *Personnel Admin. Division* |
| * + 1. Encode tracking details in the e-DTMS | none | 15 minutes | ***Incoming / Outgoing Clerk***  *PAD Receiving Area* |
| * + 1. Forward the document to the AS-RAMD for courier service | none | 10 minutes | ***Incoming / Outgoing Clerk***  *PAD Receiving Area*  ***Incoming / Outgoing Clerk***  *AS-RAMD* |
| * 1. If the SR is for pick-up, proceed to PAD and get the requested document. | * + 1. Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form | none | 10 minutes | ***Incoming / Outgoing Clerk***  *PAD Receiving Area* |
| **TOTAL:** | | **none** | **7 Days** | *May be extended depending on the volume of transactions handled* |

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

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Personnel Administration Division (PAD) | | | |
| **Classification:** | Complex | | | |
| **Type of Transaction:** | G2C – Government to Transacting Public | | | |
| **Who may avail:** | Separated Central Office (CO) Officials and Employees who already has a duly-accomplished CO Clearance Certificate on file/submitted to PAD and without any money, property, and legal accountabilities. | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| HRMDS-PAD Request Form or  formal or e-mail request | | PAD Receiving Area  Client | | |
| Letter of Separation and its Acceptance | | Client or if none, FILE 201 / PER 16 | | |
| Special Power of Attorney (If authorized representative) | | Client | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form (write contact details as well for courier purpose) and submit to PAD, **together with complete supporting documents** | 1. Receive the documents submitted | none | 5 minutes | ***Incoming / Outgoing Clerk***  *PAD Receiving Area* |
| 1. Wait for advice of the assigned PAD Focal Person | * 1. Review the documents submitted and check the FILE 201 / PER 16 to retrieve the CO Clearance Certificate on file. | none | 6 days, 6 hours  (may take longer hours depending on the period of retrieving the files) | ***PAD Focal Person***  *Leave Administration Section* |
| * 1. If there is an extra original copy of the CO Clearance Certificate on file, remove it from the FILE 201 / PER 16.   If there is only one (1) original copy of the CO Clearance Certificate on file, have it photocopied then put a “Certified True Copy” stamp on it. | none | 10 minutes | ***PAD Focal Person***  *Leave Administration Section* |
| * 1. Sign the photocopied CO Clearance Certificate as to the “Certified True Copy” | none | 30 minutes | ***Section Head***  *Leave Administration Section*  *Or*  ***OIC/Chief Admin. Officer***  *Personnel Admin. Division* |
| 1. Inform PAD of preferred method of receiving the original/CTC copy of the CO Clearance Certificate | 1. Inform the client that the original/CTC copy of his/her CO Clearance Certificate is ready and ask if for pick-up or for courier service (either through chat, e-mail, or phone call) | none | 5 minutes | ***PAD Focal Person***  *Leave Administration Section* |
| 1. If the original/CTC copy of the CO Clearance Certificate is to be sent via courier service, wait until the parcel is sent to given address | * 1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one original/CTC copy of the CO Clearance Certificate and one Customer Feedback Form for accomplishment | none | 20 minutes | ***PAD Focal Person***  *Leave Administration Section* |
| * 1. Review and Sign/initial the transmittal letter | none | 30 minutes | ***Section Head or Personnel Officer***  *Leave Administration Section*  ***OIC/Chief Admin. Officer***  *Personnel Admin. Division* |
| * 1. Encode tracking details in the e-DTMS | none | 10 minutes | ***Incoming / Outgoing Clerk***  *PAD Receiving Area* |
| * 1. Forward the document to the AS-RAMD for courier service | none | 10 minutes | ***Incoming / Outgoing Clerk***  *PAD Receiving Area*  ***Incoming / Outgoing Clerk***  *AS-RAMD* |
| **TOTAL:** | | **none** | **7 days** | *May be extended depending on the volume of transactions handled* |

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

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Personnel Administration Division (PAD) | | | |
| **Classification:** | Complex | | | |
| **Type of Transaction:** | G2C – Government to Transacting Public | | | |
| **Who may avail:** | Separated Central Office (CO) Officials and Employees | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| HRMDS-PAD Request Form or  formal letter or e-mail request | | PAD Receiving Area  Client | | |
| CO Clearance Certificate | | Client or if none, FILE 201 / PER 16 | | |
| Special Power of Attorney (If authorized representative) | | Client | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form (write contact details as well for courier purposes, if needed) and submit to PAD, **together with complete supporting documents.** | 1. Receive the complete documents submitted | none | 10 minutes | ***Incoming / Outgoing Clerk***  *PAD Receiving Area* |
| 1. Wait for advice of the assigned PAD Focal Person | * 1. Review the documents submitted and check the FILE 201 / PER 16 if needed. | none | 2 days, 4 hours  (may take longer hours depending on the period of retrieving files, if needed) | ***PAD Focal Person***  *CO & FOs Personnel Transactions Section* |
| * 1. Encode/ check details to COE, print the issuance and attach the necessary documents | none | 1. inutes |
| * 1. Review and Sign/initial the COE | none | 2 hours | ***Section Head or Personnel Officer***  *CO & FOs Personnel Transactions Section*  ***OIC/Chief Admin. Officer***  *Personnel Admin. Division* |
| 1. Inform PAD of preferred method of receiving the duly signed COE | 1. Inform the client that the COE is ready and ask if for pick up or for courier service (either through chat, e-mail, or phone call) | none | 5 minutes | ***PAD Focal Person***  *CO & FOs Personnel Transactions Section* |
| * 1. If COE is to be sent via courier service, wait until the parcel is sent to given address. | * + 1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed COE and one Customer Feedback Form for accomplishment. | none | 1. inutes |
| * + 1. Review and Sign/Initial the transmittal letter | none | 20 minutes | ***Section Head or Personnel Officer***  *CO & FOs Personnel Transactions Section*  ***OIC/Chief Admin. Officer***  *Personnel Admin. Division* |
| * + 1. Encode tracking details in the e-DTMS | none | 15 minutes | ***Incoming / Outgoing Clerk***  *PAD Receiving Area* |
| * + 1. Forward the document to the AS-RAMD for courier service | none | 10 minutes | ***Incoming / Outgoing Clerk***  *PAD Receiving Area*  ***Incoming / Outgoing Clerk***  *AS-RAMD* |
| * 1. If COE is for pick-up, proceed to PAD and get the requested document. | * + 1. Provide one originally signed COE to the client and have it properly received by him/her. Ask the client to accomplish Customer Feedback Form | none | 10 minutes | ***Incoming / Outgoing Clerk***  *PAD Receiving Area* |
| **TOTAL:** | | **None** | **3 days** | *May be extended depending on the volume of transactions handled* |

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

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Personnel Administration Division (PAD) | | | |
| **Classification:** | Complex | | | |
| **Type of Transaction:** | G2C – Government to Transacting Public | | | |
| **Who may avail:** | Separated Central Office (CO) Officials and Employees | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| HRMDS-PAD Request Form or  formal letter or e-mail request | | PAD Receiving Area  Client | | |
| CO Clearance Certificate | | Client or if none, FILE 201 / PER 16 | | |
| Special Power of Attorney (If authorized representative) | | Client | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form (Write contact details as well for courier purposes, if needed) and submit to PAD together with complete supporting documents. | 1. Receive the complete documents submitted | none | 5 minutes | Incoming / Outgoing Clerk  PAD Receiving Area |
| 1. Wait for advice of the assigned PAD Focal Person | * 1. Review the documents submitted and encode the details of the Leave Ledger in the ELARS. | none | 3 days  (may take longer hours depending on the period of retrieving files, if needed, and on the length of service of the separated Official/employee) | PAD Focal Person  Leave Administration Section |
| * 1. Review the ELARS vis-à-vis the Leave Ledger | none | 1 day and 4 hours  (may take longer hours depending on the volume of transactions being reviewed and on the length of service of the separated Official/ employee) | PAD Focal Person  Leave Administration Section |
| * 1. Reprinting of the corrected ELARS, if errors are found.   Encode details to the Certificate, print the issuance and attach the necessary documents | none | 2 hours and 30 minutes |
| * 1. Review and Sign/initial the ELARS and the Certificate | none | 2 days | Section Head or Personnel Officer  Leave Administration Section  OIC/Chief Admin. Officer  Personnel Admin. Division |
| 1. Inform PAD of preferred method of receiving the duly-signed Certificate. | 1. Inform the client that the Certificate is ready and ask if for pick-up or for courier service (either through chat, e-mail or phone call) | none | 10 minutes | PAD Focal Person  Leave Administration Section |
| * 1. If the Certificate is to be sent via courier service, wait until the parcel is sent to given address. | * + 1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed Certificate and one Customer Feedback Form for accomplishment. | none | 20 minutes | PAD Focal Person  Leave Administration Section |
| * + 1. Review and Sign/Initial the transmittal letter | none | 20 minutes | Section Head or Personnel Officer  Leave Administration Section  OIC/Chief Admin. Officer  Personnel Admin. Division |
| * + 1. Encode tracking details in the e-DTMS | none | 15 minutes | Incoming / Outgoing Clerk  PAD Receiving Area |
| * + 1. Forward the document to the AS-RAMD for courier service | none | 10 minutes | Incoming / Outgoing Clerk  PAD Receiving Area  Incoming / Outgoing Clerk  AS-RAMD |
| * 1. If the Certificate is for pick-up, proceed to PAD and get the requested document. | * + 1. Provide one originally signed Certificate to the client and have it properly received. Ask the client to accomplish Customer Feedback Form | none | 10 minutes | Incoming / Outgoing Clerk  PAD Receiving Area |
| **TOTAL:** | | **none** | **7 days**  May be extended depending on the volume of transactions handled and the length of service of the separated Official/employee as recorded in the Leave Ledger | |

# **INTERNAL AUDIT SERVICE**

**(IAS)**

**FRONTLINE SERVICES**

1. **Provision of Internal Audit Reports (IARs) for External Stakeholders**

The approved IAR is a formal document issued by the Internal Audit Service (IAS) which offers service to other citizens/users through the provision of IAR procedures. It allows the public to understand the result of an internal audit or evaluation performed on the different DSWD Offices/Bureaus/Services (OBSs). In keeping with the Ease of Doing Business rules, hereunder is the IARs Provision Process. For this transaction, it can be issued to the borrower within a minimum of 1 day to a maximum of 2 1/2 days to 2 hours and 40 minutes.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | All Divisions of IAS- Management/Operations/Special Audit | | | | |
| **Classification:** | Simple | | | | |
| **Type of Transaction:** | Government-to-Government (G2G) | | | | |
| **Who may avail:** | DSWD Central OBSs, Regional Offices, Attached and Supervised Agencies and COA. | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| 1.   Proof of Identification (at least one (1) certified or photocopy), i.e., passport, driver’s license, SSS ID, Voter’s ID *(per Freedom of Information/FOI requirement)*; and | | | 1. Concerned agencies/offices | | |
| 2.   Approved request from the Office of the Secretary (OSEC)/IAS Director at least one (1) original copy with description of requested information and preferred mode of communication, i.e., how to be alerted about the status of request *(per FOI requirement).* | | | 2. Office of the Secretary (considering that the documents are confidential and sensitive in nature)   IAS Director | | |
| **CITIZEN’S STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.  Submits approved request (from the OSec/IAS Director) to IAS office; | 1.  Upon receipt of the requests from the RP to provide IAR, asks the RP to accomplish two (2) copies of Request Issue Slips (RISs), and records the request in the IAS Logbook | None | | 10 minutes | *Administrative Assistant (AA)* |
| 2.  Secures 2 copies of Request Issue Slip (RIS) for accomplishment and signature/ Registers in the Log Book (LB) for FOI requests, and sign; and | 2.Checks the completeness of accomplished RIS | None | | 10 minutes | *AA* |
| 2.1 Supplies the Control Number to accomplish RIS and forwards to the IAS Director | None | | 5 minutes | *Designated Records Custodian* |
| 2.2   Endorses the RIS with ES, for approval of the Secretary | None | | 30 minutes | *IAS Director* |
| 2.3 Upon receipt of the approved RIS, evaluates and assigns the request to the concerned division in-charge of the IARs. | None | | 30 minutes | *IAS Director* |
| 2.4 Prepares the requested IAR and endorses the same to the IAS Director | None | | 2 1/2 days | *Division Chief/ Audit Team Leader* |
| 2.5 If in order, signs the transmittal. | None | | 1 hour | *IAS Director* |
| If not, returns to the division concerned for revision |
| 3.    Receives the requested report. | 3. Issues the requested IAR to the Requesting Party | None | | 15 minutes | *AA* |
| **TOTAL** | | **NONE** | | **2 1/2 DAYS, 2 HOURS AND 40 MINUTES** | |
| **Note: For the borrower, only one (1) report at a time**. Similarly, depending on the nature of the OSEC’s request, the IAS may allow either a room-only access to IARs or the issuance of certified photocopies of said records. | | | | | |
| **Provision of IARs - Only One Report (3 Days) – qualified for multi-stage processing** | | | | | |

1. **Benchmarking by Other Government Agencies**

Benchmarking is the process of comparing and measuring an organization’s performance and practices against those of other organizations. The Internal Auditing Standards for the Philippine Public Sector (IASPPS) states that benchmarking may be considered to assess current and emerging needs of the internal audit profession. It also identifies internal opportunities for improvement in order to achieve effective internal controls in one’s agency. The DSWD-IAS accepts request for benchmarks coming from or being used by other government agencies.

For this transaction, the request by the requesting agency can be approved within a minimum of 1 day and 40 minutes to a maximum of 3 days.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | All Divisions of IAS- Management/Operations/Special Audit | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | Government-to-Government (G2G) | | | |
| **Who may avail:** | Citizens/Parties/Offices from other Government Agencies | | | |
| ***CHECKLIST OF REQUIREMENTS*** | | | ***WHERE TO SECURE*** | |
| 1.    Proof of Identification (at least one (1) certified or photocopy), i.e., Employee’s ID (FOI requirement per individual); and | | | Requesting agencies/ offices | |
| 2.    Approved request from the OSEC/IAS Director (at least one (1) original copy) with description of requested information and preferred mode of communication, i.e., how to be alerted about the status of request (per FOI requirement). | | | IAS Director | |
| **CITIZEN’S STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON**  **RESPONSIBLE** |
| 1.Submits request letter to IAS to conduct benchmarking activity | 1.Forwards request to IAS Director | None | 5 minutes | *AA* |
| 2.Responds to IAS queries | 2. Consults Division Chiefs and recommends for Approval and Disapproval | None | 20 minutes | *IAS Director* |
| **If yes:** Issues response letter to requesting party informing them that the request was approved with following actions to do. |
| **If no:** Issues response letter to requesting party informing them that the request was disapproved with justifications for the disapproval. | None | 15 minutes | *IAS Director* |
| 3. Attends benchmarking activity with DSWD-IAS personnel | 3. Assists/provides Requesting Party the selected/identified area of focus | None | 1 day | *DSWD-IAS and other NGA* |
|
| **TOTAL** | | **NONE** | **1 DAY & 40 MINUTES** | |
| **Benchmarking By Other Government Agencies (3–Day Transaction) - qualified for multi-stage processing** | | | | |

# **INTERNATIONAL SOCIAL SERVICES OFFICE**

**(ISSO)**

**FRONTLINE SERVICES**

* + 1. **Social Welfare Services to Distressed Overseas Filipinos and their Families in the Philippines**
  1. **Social Welfare Services to Overseas Filipinos at Post**

The Department deployed social workers as Social Welfare Attaches (SWAtts) in Philippine Embassies and Consulates to uphold and protect the rights and welfare of overseas Filipinos (OFs) especially the distressed and undocumented. This is done through provision of psychosocial, material/cash, and other support welfare services that are facilitated through the following:

1. Actual visit of client to the Office of SWAtt in the Embassy/Consulate;
2. Reach-out or actual visit of SWAtt to client in their homes/shelters/safe houses, detention centers, prisons, and hospitals, et al; and
3. Referral to SWAtt of distressed OFs by the Home Office, their families/relatives, and concerned agencies/entities in the Philippines and at post.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | International Social Services Office – Foreign Post (ISSO-FP) | | | | | |
| **Classification:** | Simple | | | | | |
| **Type of Transaction:** | G2C – Government to Citizen | | | | | |
| **Who may avail:** | Distressed Overseas Filipinos Especially the Undocumented | | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** | | |
| 1. Original and a photocopy of Passport/Travel Doc./Govt.’s issued ID 2. Original and a photocopy of Medical Records/Bills (When necessary) 3. A Photocopy of Birth Certificate (When necessary) 4. A photocopy of Marriage Contract (When necessary) 5. Original and a photocopy of Referral letter (When applicable) | | | | * Client/ATN Unit of the Embassy * Hospital * Client * Client * Client, FO, OSWA-HO, DSWD OSS, Partner agencies, and other concerned entities | | |
| **CLIENT STEPS** | | **AGENCY ACTIONS** | **FEES TO BE PAID** | | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Initial Contact:  1.1. Requests for Assistance  1.2. Discloses the nature/details of the problem | | 1. Initial interview (Verbal)  1.1. Walk-in  1.2. Referred (From various sources)  1.3. Reached-out | None | | 3 Minutes | SWAtt and Client |
| 2. Filling out and Signing of Intake Interview Form | | 2. Initial assessment of client’s eligibility including review of personal documents (when necessary, as requested by SWAtt depending on the nature of case) | None | | 3 Minutes | SWAtt and Client |
| 3. Helping Process Disposition  3.1. Response to probing questions  3.2. Present additional supporting documents when required by SWAtt | | 3. Worker assessed and decides of the client’s need/s falls under the DSWD/ ISSO mandate.  3.1. If not eligible, give advice on appropriate action to take and end the helping process, then filling out of CSSF  3.2. If eligible, proceed to the next step | None | | 5 Minutes | SWAtt |
| 4. Response to Indebt Interview | | 4. Intake Interview (written) | None | | 15 Minutes | SWAtt |
| 5. Submit to SWAtt requested personal documents | | 5. Needs Assessment/ Problem Identification  2.1. Reviews and assesses the authenticity/ completeness of submitted docs.  2.2. Determines if client qualifies to SWAtt’s services  2.3. Identifies appropriate SWAtt services | None | | 5 Minutes | SWAtt and Client |
| 6. Answer further questions if applicable | | 6. Intervention Identification including photocopying of client’s documents | None | | 5 Minutes | SWAtt |
| 7. Receives Services and fills out and signs CIU Forms, i.e., Certificate of Eligibility Form (when necessary) | | 7. Service Delivery  7.1. Psychosocial, Material, and other Welfare Services  7.2. Signs the CIU Forms (when necessary) | None | | 13 Minutes | SWAtt and Client |
|  | | * End of Helping Process when assessed that there is no need for further intervention, and to proceed with encoding client’s details to clients’ profile, including administration of CSMF.   Continue to the next step when assessed that client needs further assistance within and outside the Department’s mandate. | None | | 2 Minutes | SWAtt |
| 8. Receives further instructions/advice when necessary. | | * 8. Instruction/advice-giving on follow-up actions to be taken by SWAtt and the client to complete the helping process at post | None | | 1 Minute | SWAtt |
| 9. Fills-out Client Satisfaction Survey Form | | * 9. Requesting client to fil-out Client Satisfaction Measurement Form | None | | 1 Minute | Client |
| * Consolidate filled out CSMF and include in monthly report to Home Office with analysis | None | | 1 Minute | SWAtt |
| * 11. Referral to OSWA-HO, OSS, and FO for provision of other support services (e.g., reintegration) | None | | 1 Hour | SWAtt |
| * 12. Inclusion to the profile of clients served | None | | 3 Minutes | SWAtt |
| * 13. Preparation and keeping of liquidation of expenses documents. | None | | 5 Minutes | SWAtt |
| * 14. Monitoring/follow up case (both formal and informal) w/ OSS/CO/FO (whichever is applicable) | None | | 15 Minutes | SWAtt |
| * Prepare and send feedback to the referring entity (When Applicable) * Case Close includes filing of client’s documents | None | | 5 Minutes | SWAtt |
| **Total** | | | None | | **49 Minutes to 2Hours and 37 Minutes** | |

Note:

* + - * Steps for minor cases will only be 7, with an average time requirement of 49 minutes.
      * Processing time for service delivery using case management process has no exact number of minute/hours/days as it is dependent on: a) nature and complexity of problem; b) distance from the embassy/consulate general of the client; c) client’s submission of required documents; and d) situation of client (e.g. serving sentence in jail/detention for months/years) where helping process cannot be completed in 49 minutes.
      * The procedure presented is a generic process for simple cases, i.e. for specific problem and needs from a number of problems and needs of a client.
      * The 49 minutes is an actual average processing time, which may extend to days, weeks, months, and years, as explained in item number 1.
      * The presented process does not include online helping process, e.g., advice-giving and counseling online/through various media platforms.

* 1. **Social Welfare Services to Returned Overseas Filipinos at Philippine Airports**

The social welfare services for returned distressed OFs are being implemented by the DSWD social workers deployed in NAIA terminals. They form the One-Stop Shop (OSS) DSWD NAIA Team that represents the Department to the Inter-Agency OSS in NAIA Terminals.

The OSS DSWD NAIA Team’s clientele in NAIA terminals include returned minors below 18 years old and distressed adults who travelled alone or with their spouse/families/children who are not qualified for the services of other inter-agency OSS member agencies. They are either walk-in ROFs who proceeded to the team’s desk in NAIA terminals or referred by SWAtts, DSWD Central Office, and partner agencies. Services provided to them include airport assistance, material assistance through the Assistance to Individuals in Crisis Situation (AICS), and escort services.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | One-Stop Shop DSWD NAIA Team - International Social Services Office | | | | |
| **Classification:** | Simple | | | | |
| **Type of Transaction:** | G2C – Government to Citizen | | | | |
| **Who may avail:** | Returned Distressed Undocumented Overseas Filipinos at the Philippine Airports | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| * + - 1. A photocopy of Passport/Travel Doc./Govt.’s issues ID       2. A photocopy of Medical Records       3. A photocopy of Birth Certificate (When applicable)       4. A photocopy of Marriage Contract (When applicable)       5. Original and a photocopy of Referral Letter (When applicable)       6. A photocopy of Parenting Capability Assessment (When applicable)       7. Original and a photocopy of Parent’s Affidavit of Consent (When applicable)       8. Original and a photocopy of LGU Acceptance Certificate (When necessary)       9. Original Plane Ticket       10. A photocopy of RT-PCR Result and COVID vaccination record (When applicable)       11. A photocopy of BOQ Certification (\When applicable)   A photocopy of Case Referral (when applicable) | | | * Returned OF/Flight companion * Returned OF/Flight companion * Returned OF/Flight companion * Returned OF * LGU/FO * Parents/Returned OF/Flight companion * Parents/Returned OF/Flight companion * LGU/Returned OF/Flight companion * Returned OF * Concerned Laboratory/Returned OF * Bureau of Quarantine   Referring entity/Client | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **AT THE NAIA TERMINALS – DSWD ONE STOP-SHOP OPERATION** | | | | | |
| 1. Initial Contact with the DSWD OSS member:   * 1. Walk-in where ROF proceeded to OSS DSWD Desk   ROF Referred by SWAtt and Inter-Agency OSS partner agencies | 1. Receives/entertains and processed Returning Distressed OFs.    1. Informs the ROF of airport protocol/requirements for their eventual return to their hometowns; checks the completeness and appropriateness of ROF’s documents; and listen to their immediate concerns.    2. Provides packed meals (from OWWA when available and informed of/assessed the necessity)   Provides immediate psychosocial services/advice when necessary or refer to URSW for provision of more intense psych. services. | None | | 60 minutes (1 Hour Average) | OSS DSWD NAIA Team |
| 2. Fills-out the Intake Form  2.1. Requests for Assistance  2.1. Discloses the nature/details of the problem  2.2.Fills out and signs the filled-out intake interview form | 2. Intake Interview | None | | 15 minutes | OSS DSWD NAIA Team |
| 3. Responds to additional questions | 3. Needs Assessment/ Diagnosis  Determine quarantine and travel requirements’ needs, e.g., payment for quarantine facility, swab test, and transportation to hometown among other material needs. | None | | 7 Minutes | OSS DSWD NAIA Team |
|  | * Close the case if the adult ROF is capable of shouldering all requirements up to their hometown and if there are no identified further needs that can be responded by the team, except for minor who need continuous OSS Team assistance even if all requirements are settled.   Encode the ROF’s detail in the OSS profile of clients served. |  | | 3 Minutes | OSS DSWD NAIA Team |
| 4. Receives the assistance, fills out CIU Forms   * 1. Certificate of Eligibility Form   Acknowledge-ment Form | 4. Service Delivery  Those who are financially incapable of paying the quarantine and travel requirements:  4.1. Refer ROF to concerned Inter-Agency OSS member agencies for provision of needed assistance.    In case they are not qualified for services of OSS member agencies:  4.2. Call up or request the ROF to contact their NOKs for assistance.  In case NOKs are financially incapable to help:    4.3. Refer the ROF to CIU-CO for financial assistance and arrange Pay out procedure.  4.4. Conduct the payout by CIU  For Minors:  4.5. Escort them to QF, and witness the turnover to NOK if the NOK is present. If not, arrange the reunification with the NOK  4.6. Referral of the ROF to FO and concerned agencies for extension off further assistance/reintegration services. | None | | 10 Minutes  20 Minute  10 Minutes  4 Hours  2 Hours per ROF (Back and forth depending on the distance of the ROF QF to base  15 Minutes | OSS DSWD NAIA Team and CIU-CO |
| 5. Fills out CSMF | 5. Requesting client to fil-out Client Satisfaction Measurement Form | None | | Minutes | Client |
|  | Consolidate filled out CSMF and include in monthly report to Home Office with analysis | None | | Minute | OSS DSWD TEAM |
| **Total** | | None | | **60 Minutes (1 Hour) to 296 Minutes (5 hours)** | |

Note: 1) DSWD OSS Team is the overall case handler of the returned undocumented Overseas Filipinos.

2) Length of engagement for purposes of service provision will depend on the required number of days of quarantine, release of swab test result, and/or completion of client’s travel requirements to hometown.

30 Total number of steps concerned with direct service delivery is five (5).

1. **Social Welfare Services to Returned Overseas Filipinos and Their Families and Relatives in the Philippines at the Regional and Local Levels**

The ISSO, though the focus of its services is at the foreign posts, is also concerned and working on facilitating the family and community reintegration of returned OFs through referral to concerned FOs that mobilized local entities special the LGUs for the same purpose. To facilitate all these, the ISSO Central Office provided staff augmentation support to all DSWD field Offices by hiring SWO II per region to focused on facilitating the delivery of needed social services to said clientele at the regional and local level.

In support to the effort of ensuring and maintaining high level of competencies in effective and efficient service delivery, this SOP at the regional level has been established for adoption of all FOs.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | DSWD Field Office (ISS FO Focal Persons) | | | | |
| **Classification:** | Simple | | | | |
| **Type of Transaction:** | G2C – Government to Citizen | | | | |
| **Who may avail:** | Returned Distressed Undocumented Overseas Filipinos and their Families Relatives in the Philippines at the Regional and Local Levels | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| * + - 1. A photocopy of Passport/Travel Doc. (when necessary)/Govt.’s issues ID       2. A photocopy of Medical Records including Medical Certificate (when necessary)       3. Original/photocopy of Referral Letter (when applicable)       4. Barangay Indigency Certificate   Filled out intake and Crisis Intervention Forms | | | * Client * Client/Hospital/Clinic * Client/SWAtt/LGU/CO, and other concerned agencies/entities * Barangay Hall   FO/provincial Sub-Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **FIELD OFFICE SERVICE DELIVERY (ISS FOCAL PERSONS)** | | | | | |
| 1. Client visits FO or ISSO FO Focal contacted the client through various means | 1. Initial contact.    1. With security guard on duty (walk-in/ referred) for service sequence number.   Security guard endorses the client to SW on duty. | None | | 2 Minutes | FO ISS Focal |
| 2. Expressed request for assistance and submit FO requested documents | Initial screening of client’s documentary requirements | None | | 2 Minutes | FO ISS Focal |
| 3. Client fills out intake form or responds to the questions of social worker | 3. Intake interview and assessment | None | | 20 Minutes | FO ISS Focal |
| 4. Clients responds to probing or additional questions | 4. Intervention Identification | None | | 5 Minutes | FO ISSO Focal |
|  | 5. Identification of concerned unit/service that will handle the client  5.1. ISS Alternate Focal Person provides needed service if under his/her responsibility  5.2. ISS Alternate Focal Person refers the case to concerned unit/service if not under his/her responsibility | None | | 3 Minutes | ISSO FO Focal |
| 5. Receives services provided and fill out Crisis Intervention Forms | 6. Service Delivery  6.1. ISSAFP direct services - psychosocial, airport assistance, home visitation, and referral to other agencies)  6.2. Other unit/service using their established SOPs | None | | 20 Minutes | ISS FO Focal |
| 6. Clients fills out CSMF | When there is no need for further assistance:   * Case closure in case it was assessed that there is no need for further assistance/ intervention * Administration of CSMF   Encode the details of the ROF to FO profile of clients | None | | 3 Minutes  3 Minutes | ISSO FO Focal  Client |
|  | If there is a need for further assistance  In case it was assessed the need for further intervention, continue to the next step. | None | |  |  |
| 7. Notes and follows instruction of social worker | 7. Provision of continuous services in the ROF’s hometown.    Includes referral (when necessary) of the returned OF and his/her family to concerned FO units/LGUs/partner agencies for support services/ reintegration services. | None | | 20 Minutes | ISS FO Focal |
| 8. Fills out CSMF | 8. Administration of CSMF. | None | | 3 Minutes | Client |
|  | 8.1 Inclusion to clients’ profile | None | | 3 Minutes | ISSO FO Focal |
| 8.2 Monitoring, and Feed backing to referring parties/agencies/entities. | None | | 20 Minutes | ISSO FO Focal |
| 8.3 Case Closure | None | |  | ISS FO Focal |
| **Total** | | **None** | | **55 Minutes to 98 Minutes** | |

Note:

1. Average number of steps for simple case is 6, while 8 steps for more complex cases.
2. Average duration of helping process for simple case is 55 minutes, but may be extended to 98 minutes and more for complex cases.

# **KAPIT-BISIG LABAN SA KAHIRAPAN COMPREHENSIVE AND INTEGRATED DELIVERY OF SOCIAL SERVICES NATIONAL COMMUNITY-DRIVEN DEVELOPMENT PROGRAM**

**(KALAHI-CIDSS NCDDP)**

**FRONTLINE SERVICES**

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

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Balik Probinsya, Bagong Pag Asa | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C – Government to Citizen | | | |
| **Who may avail:** | | Low-Income Families who will opt to move out of urban poor communities and return to or relocate to other provinces due to but not limited to the following circumstances:   * Affected by government projects and activities; * Eviction and demolitions allowed by the law; * Families living on the street and*/*or living in unsafe dwelling places; * Affected by human-induced and*/*or natural hazards or disasters, including health hazards; * Affected by loss of job and/or income opportunities; * Disadvantaged, vulnerable, and*/*or marginalized individuals or families; * Other situations are deemed acceptable and valid based on the assessment of the Social Worker. | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| One (1) Copy of any valid identification of the client/person applying for the Balik Probinsya Program | | | Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others. | | |
| One (1) Copy of the Birth Certificate of the Traveling Minors *(Authorization Letter from the minor’s parents if the accompanying adult is not a biological parent/s, as applicable)* | | | Philippine Statistics Authority (PSA) | | |
| **CLIENTS STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **RESPONSIBLE PERSON** |
| 1. a. Applicant accomplishes the application through the *balikprobinsya.ph* registration portal. | 1. a. The National Housing Authority (NHA) is the agency in charge of the processing of all online application through the Balik Probinsya portal | | N/A | N/A | *National Housing Authority* |
| 1. b. Walk-in applicants proceed to the KALAHI CIDSS office to accomplish the application. | 1.b.1 Provide forms to be filled up by the applicant and/or facilitate the online registration in the *balikprobinsya.ph* portal | | None | 30 Minutes | *Social Welfare Officer II* |
| 2. Client undergoes eligibility assessment and waits for the results.  ***Note****: The endorsement of applicants is sent by the National Housing Authority (NHA) in batches and will take time to be consolidated before. the actual eligibility assessment.* | 2.1 Receive and acknowledge the endorsed list of applicants from the NHA. | | None | 3 Minutes | *Administrative Officer II* |
| 2.2 Assign applicants to designated Social Workers. | | None | 10 Minutes | *Social Welfare Officer III* |
| 2.3 Conduct of eligibility assessment thru phone call. | | None | 1 Hour and  30 minutes | *Social Welfare Officer II* |
| 2.4 Preparation of Social Case Study Report. | | None | 2 Hours per eligible family | *Social Welfare Officer II* |
| 2.5 Conduct of assessment using the Unified Livelihood Assessment Tool. | | None | 1 Hour per eligible family | *Social Welfare Officer II* |
| 2.6 Review and approval of Social Case Study Report | | None | 2 hours per eligible family | *Social Welfare Officer III*  *Division Chief/Deputy National Program Manager* |
| 2.7 Consolidate List of Applicants who are not eligible to the BP2 Program for Referral to other OBSUs and Agencies | | None | 20 minutes | *Social Welfare Officer II* |
| 2.8 Preparation of Endorsement Letter | | None | 20 minutes | *Social Welfare Officer III* |
| 2.9 Review, Approval and Endorsement of Letter to other OBSUs and Partner Agencies | | None | 20 minutes | *Division Chief/Deputy National Program ManageR/*  *Administrative Officer II* |
| 2.10 Consolidate Assessment Result of Endorsed List of Applicants | | None | 1 hour and 30 minutes | *Social Welfare Officer III* |
| 2.11 Review and Approval of DSWD Assessment Results  2.11 a. If Approved proceed to Endorsement to NHA at Step 2,12  2.11 b. If Disapproved return to Step 2.6 for review of Social Welfare Officer III | | None | 20 minutes | *Division Chief / Deputy National Program Manager* |
| Endorsement of approved assessment results to NHA for processing | | None | 2 hours | *Administrative Officer II* |
| **TOTAL** | | | **None** | **10 hours and 13 minutes** | |
| **Note***: Processing time does not include waiting time for batch consolidation and processing by the NHA and the scheduling of send-off activities.* | | | | | |

# **LEGAL SERVICE**

**(HRMDS)**

**FRONTLINE SERVICES**

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

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

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

Review of Contract;

Review of Bills and IRR;

Technical Assistance;

Review of Guidelines;

Provision of Legal Advice; and

Provision of Legal Opinion

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Legal Assistance Division | | | |
| **Classification:** | | Highly Technical | | | |
| **Type of Transaction:** | | G2G – Government to Government/ G2C – Government to Citizens/ G2B – Government to Business | | | |
| **Who Can Use the Service:** | | Individual or Organization | | | |
| **LIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| * + 1. Request Letter     2. Answered Client Feedback Form | | | DSWD Central Office | | |
| **CLIENT STEPS** | **AGENCY ACTION** | | **FEES** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
|  | 1. Receives and screen the completeness of the documents and details of the client: name, address, contact details, electronic mail address    1. If the documents are complete, receive the request and stamp “RECEIVED” with date, time and name of the receiving officer, then record in the EDTMS/Monitoring Tool.    2. Otherwise, return the request to the client and advise them to submit the complete documents.      * 1. AA-ID shall stamp the request “RECEIVED” then write the date and time.      * 1. AA-ID shall return the receiving copy to the requesting party/client.   2. AA-ID shall record the request in the EDTMS and Legal Case Portal monitoring tool, including the sender, subject, date, and time received.   3. AA-ID shall scan/digitize the documents.   4. AA-ID shall forward the request via electronic mail to LS Director. | | None | 10 minutes | Administrative Aide IV |
|  | 1. LS Director assigns the request.    1. LS Director reads and assesses what is needed for the request.    2. The LS Director assigns a Lawyer or LA to act on the request.   2.2.1 LS Director gives the Lawyer or Legal Assistant further instructions, if any.  2.2.2 LS Director instructs AA to update the Legal Case Portal and the LS EDTMS. | | None | 20 minutes | Lawyer or Legal Assistant |
|  | 1. Lawyer or Legal Assistant studies the request.    1. The Lawyer or LA reads and studies the request.   3.2 The Lawyer or LA follows the instructions given by the LS Director.  3.3. The Lawyer or LA conducts research necessary for the request.  3.3.1 The Lawyer or LA reviews pertinent laws and regulations.  3.3.2 The Lawyer or LA determines if further supporting documents are needed from the requesting party.  3.3.2.2 If complete, proceed to step 3.4.  3.3.3 The Lawyer or LA asks the client for further document, either by sending a letter or verbal request.  3.3.3.1 The Lawyer or LA informs the AA to monitor the request for additional documents.  3.3.3.2. Upon receipt of the requested documents, the Lawyer or LA reviews the additional documents.  3.3.3.3. If the requested documents are NOT received after a reasonable time, the Lawyer or LA returns the documents to the requesting party through a letter. | | None  None | Complex: 7 days, or Highly Technical: 20 days  In practice, the Legal Service provides prompt legal advice to the client but the length of time needed in rendering legal opinion may vary depending on the nature and complexity of the legal issues involved.  8 hours | Lawyer/ Legal Assistant  Lawyer/ Legal Assistant |
|  | 1. Lawyer or Legal Assistant formulates the legal opinion, advice or assistance sought.   4.1 Lawyer or Legal Assistant drafts the appropriate response document (e.g., reply letter/endorsement letter).  4.1.1 If necessary, Lawyer or Legal Assistant endorses the request to appropriate OBSU and/or input from other OBSUs may be requested.  4.2. Lawyer or Legal Assistant submits the draft to LS Director.  4.3 Lawyer or Legal Assistant shall update the Legal Case Portal monitoring tool. | | None | 8  hours  (OBSUs may treat the LS request according to their processing time, based on EODB Law.)  5  minutes | Lawyer or Legal Assistant  Lawyer or Legal Assistant |
|  | 1. LS Director reviews the draft.   5.1 If the draft is not acceptable, LS Director either returns the draft to the Lawyer, with additional instructions, or revises the draft himself.  5.1.1 Lawyer reviews the request, once more, in accordance with Step 3.  5.1.2 If the draft is acceptable, proceed to step 5.2.  5.2 LS Director approves and signs the final draft of the response document. | | None | Complex: 7 days, or Highly Technical: 20 days | LS Director |
|  | 1. LS Director sends the signed response document to the Administrative Aide for Outgoing Documents (AA-OD).   6.1 The AA-OD logs/updates the response document in the EDTMS, Legal Case Portal monitoring tool, and the LS EDTMS.  6.2 The AA-OD then scans/digitizes the response document.  6.3 The AA-OD produces a file copy of the response document.  6.3.1 AA-OD delivers to RAMD reply letter/emails the response document to the requesting party/endorsement letter to appropriate OBSU  6.3.2 AA-OD then files or stores the receiving copy. | | None | 10 minutes | Administrative Aide |
| **Total:** | | | ***None*** | **128 hours and 40 minutes** | |

# **NATIONAL HOUSEHOLD TARGETTING OFFICE**

**(NHTO)**

**FRONTLINE SERVICES**

1. **Walk-in Name Matching Data Process**

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | d National Household Targeting Office/ National Household Targeting System | | | |
| **Classification:** | | d Simple | | | |
| **Type of Transaction:** | | G2C – Government to Citizen | | | |
| **Who may avail:** | | A All walk-in clients | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| 1. (1) Valid Identification Card/Proof of Identity  2. Walk-in Name Matching Form (1 original) | | | 1.Provided by the Client  2.National Household Targeting Office/ National Household Targeting System Office – Administrative Assistant | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The Requesting Party will fill out the Walk-in Name Matching Form. | 1. Receive and record the request in the document transaction/ tracking system.  1.1. Endorse request to the Project Development Officer (PDO). | | None | 5 minutes | *Administrative Assistant III* |
| The  10 | C 2. Interview the client to evaluate the validity of the request as to its purpose   * *If not valid*- The PDO will inform the client on the grounds for the denial of the request based on the DSWD MC 12, s.2017. End of process. * *If valid* – Forward the request to the Information Technology Officer for matching   Note: \* In case, the ITO is on official travel, the client shall leave his/her contact details. | | None | 10 minutes | *Project Development Officer* |
|  | 3.Process the name matching request.   * Manual verification * Running of name matching application   \*Note: 1day processing time if the ITO is on official travel | | None | 5 minutes | *Information Technology Officer* |
|  | 4. Review and archive result.  4.1 Endorse result to the PDO | | None | 5 minutes | *Information Technology Officer* |
| 5.Receive Name Matching Result | 5.Present and explain the result of name matching and administer the CSMS form (per CART Guidelines) | | None | 5 5 minutes | *Project Development Officer* |
| **TOTAL:** | | | **None** | **5 30 minutes** |  |

1. **Data Sharing - Name Matching**

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | National Household Targeting Office/ National Household Targeting System | | | | |
| **Classification:** | | T Highly Technical | | | | |
| **Type of Transaction:** | | Government to Government (G2G), Government to Business (G2B), Government to Citizen | | | | |
| **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** | | |
| 1.Letter of Request (indicating reasons for name-matching)  2. Electronic copy of the names to be matched  3.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)  4.Designated Data Protection Officer (DPO)  5.Valid Proof of Identities of the agency head and DPO | | | | Provided by the Requesting Party | | |
| 6.Memorandum of Agreement  7. Certificates: (a.) Certificate of orientation on  the DPA, (b.) Certification on Acknowledgement  Receipt of the copy of the law, IRR and  its issuances, (c.) Physical Setup Certification, and (d.) Organizational, Technical, and Security Setup Certification | | | | NHTO/ NHTS PDO and ITO | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTO/ NHTS. | 1. Receive and record the request in the document transaction/ tracking system.  1.1. Endorse request for approval to the NHTO Director or NHTS PPD Chief.  Note: Administrative Staff 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. | | None | | 5 minutes | *Administrative Assistant* |
|  | 2.Decide if the request is for processing or not.   * The Director/ PPD Chief input comments and decisions and endorse to the Operations Division Chief/NHTS PDO | | None | | 2 hours | *NHTO Director/ PPD Chief* |
|  | For NHTO:  3.Input comments and endorse request to the PDO. | | None | | 10 minutes | *NHTO Operations Division Chief* |
|  | 4.Inform the requesting party on the approval/disapproval of the data request based on the DSWD MC 12, s.2017   * If approved- the inspection meeting will be scheduled including preparation of documentary requirements for submission. * If disapproved- Inform the requesting party of the disapproval | | None | | 10 minutes | *Project Development Officer* |
| T 5.Requesting Party will attend the scheduled orientation with the PDO. | 5. Orient the requesting party on Listahanan and discussion of the Salient Points of the Data Privacy Act.  5.1. Hand-over of the copy of the law, its IRR and the issuances of the NPC | | None | | 2 hours | *NHTO PDO/ NHTS Inspection Team* |
| S 6.Compliance and Submission of signed Memorandum of Agreement and documentary requirements to the NHTO/NHTS | 6. Review all submitted documentary requirements including MOA submitted by the requesting party.  6.1. Make a schedule with the requesting party on the inspection Meeting | | None | | 2 hours | Project Development Officer  *Information Technology Officer* |
| R 7.Requesting party will present their IT facilities to the NHTO/ NHTS Inspection Team. | 7.Check on the capability of the second party to protect the Listahanan data   * Inspect the IT facilities of the requesting party * Collection of documentations based on data requirements   \*Note: NHTS conduct signing of the certifications of the inspection completion and exit conference | | None | | 1 day | NHTO IT Inspection Team/ NHTS Inspection Team |
|  | 8.Certifications will be attached to the MOA and endorsed to the Department’s Data Protection Officer. | | None | | 35 minutes | *NHTO Director/ RFC* |
|  | 9.Assess the MOA, its purpose, and attachments. | | None | | 1 day | *DSWD Data Protection Officer* |
|  | 10. Review and sign the MOA. The signed MOA will be endorsed to the NHTO for data processing. | | None | | 3 days | DSWD Office of the Secretary/ *Regional Director* |
|  | 11.The approved request is endorsed to the ITO to assess if the attached electronic copy of names is in accordance with the template required.   * If not in accordance with the required template- inform the requesting party for revision * If in accordance- ITO shall inform the Administrative staff of the schedule of release of the results | | None | | 1 hour | *Information Technology Officer* |
|  | 12.Process the request on a set deadline, depending on the volume or number of names to be matched. | | None | | 20 days (maximum 300,000 names) | *Information Technology Officer* |
|  | 13.Review result of name matching | | None | | 3 days | *NHTO QMS/*  *NHTS Information Technology Officer* |
|  | 14. Secure the data by adding password protection to the file.  14.1. Prepare Data Release Form (DRF), draft memo reply and burn results in a compact disc(CD).   * Other storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party   14.2. Counter sign in the DRF.  14.3. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit. | | None | | 1 hour | *Information Technology Officer*  *NHTO DPS Head and QMS Head/*  *NHTS Section Head/ PDO*  *NHTO IT Division Chief/ NHTS PDO* |
|  | 15. Sign the memo/ endorsement letter. | | None | | 1 hour | *NHTO Director/ NHTS Regional Director* |
|  | 16. Track and scan the documents before releasing the result to the requesting Party. | | None | | 5 minutes | *Administrative Assistant* |
| 17.Call NHTO/ NHTS Office | 17. Provide the password of the file to the requesting party thru phone upon inquiry. And administer CSMS form per CART guidelines. | | None | | 5 minutes | *Information Technology Officer* |
| Total:  ***\*with possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting.*** | | | None | | **29 days, 2 hours, 10 minutes** |  |

1. **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/ National Household Targeting System | | | |
| **Classification:** | Highly Technical | | | |
| **Type of Transaction:** | Government to Government (G2G), Government to Citizen (G2C), | | | |
| **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** | | |
| 1. Letter of Request (indicating reasons for the request)  2. 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)  3. Electronic copy of the Data Requirements  4. Designated Data Protection Officer (DPO)  5. Valid Proof of Identities of the agency head and DPO | | Provided by the Requesting Party | | |
| 6. Memorandum of Agreement  7. Certificates:  (a.) Certificate of orientation on  the DPA,  (b.) Certification on Acknowledgement  Receipt of the copy of the law, IRR and  its issuances,  (c.) Physical Setup Certification, and  (d.) Organizational, Technical, and Security Setup Certification | | NHTO/ NHTS PDO and ITO | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Endorse the letter of request with attached e-copy of the data requirements to NHTO/ NHTS. | 1. Receive and record the request in the document transaction/ tracking system.  1.1. Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.  1.2. Forward the request to the Director for approval. | None | 5 minutes | *Administrative Assistant* |
|  | 2. Input comments and decide if the request is for processing or not then endorse it to the NHTO Operations Division Chief/ NHTS Policy and Plans Division Chief. | None | 4 hours | *NHTO Director/ NHTS Regional Director* |
|  | 3.Input comments and endorse it to the Project Development Officer. | None | 10 minutes | *NHTO Operations Division Chief/ NHTS PPD Chief* |
|  | 4.Inform the client on the approval or disapproval of the data request base on the DSWD MC 12, s. 2017.   * If approved- the orientation will be scheduled including preparation of documentary requirements for submission. * If disapproved-Inform the requesting party of the disapproval. End of process. | None | 30 minutes | *Project Development Officer* |
| T 5.Requesting Party will attend the scheduled orientation with the NHTO ACBS/ NHTS Inspection Team. | 5. Orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirements. | None | 2 hours | *NHTO Advocacy and Capacity Building Section/ NHTS Inspection Team* |
| S 6. Compliance and Submission of signed Memorandum of Agreement and documentary requirements to the NHTO/ NHTS for review on completeness | 6. Review all documentary requirements including MOA submitted by the requesting party.  6.1 Make a schedule with the requesting party on the inspection meeting | None | 2 hours | *NHTO Advocacy and Capacity Building Section/ NHTS Listahanan Inspection Team*  *NHTO IT Division Chief/ NHTS Listahanan Inspection Team* |
| R 7.Requesting party will present their IT facilities to the NHTO Inspection Team. | 7.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 | IT Inspection Team |
|  | 8.Certifications will be attached to the MOA and endorsed by the NHTO Director to the Department’s Data Protection Officer. | None | 2 hours | *NHTO Director/ RFC* |
|  | 9. Assess the MOA, its purpose, and attachments. Once approved, the DPO will endorse the MOA for the Department Secretary’s signature. | None | 1 day | *DSWD Data Protection Officer* |
|  | 10. Review and sign the MOA. The signed MOA will be endorsed to the NHTO/NHTS for data processing. | None | 3 days | *DSWD Secretary/ NHTS Regional Director* |
|  | 11. Process the request. | None | 3 days | *Information Technology Officer* |
|  | 12. Review result of the data generation | None | 1 day 1 day | *NHTO QMS/*  *NHTS Information Technology Officer* |
|  | 13. Secure the data by adding password protection to the file.  13.1. Prepare Data Release Form (DRF), draft memo reply and burn results in a compact disc (CD).   * Other storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party   13.2. Counter sign in the DRF.  13.3. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit. | None | 1 day | *Information Technology Officer*  *NHTO DPS Head and QMS Head/*  *NHTS Section Head/ PDO*  *NHTO IT Division Chief/ NHTS PDO* |
|  | 14. Track and scan the documents before releasing the result to the requesting Party. | None | 5 minutes | *Administrative Assistant* |
| 15. 15. Call NHTO/NHTS for retrieval of password upon receipt of the result. | 15.Provide the password of the file to the requesting party thru phone upon inquiry. And administer the CSMS form per CART guidelines. | None | 5 minutes | *Information Technology Officer* |
| **Total:**  ***\*with possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting.*** | | **None** | **11 days, 2 hours, 55 minutes** |  |

1. **Data Sharing - Statistics/Raw Data Request**

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | NHTO – Operations Division | | | |
| **Classification:** | C Complex | | | |
| **Type of Transaction:** | Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B) | | | |
| **Who may avail:** | All | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1.Letter of Request (specify purpose and data requested) | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.The requesting party (NGAs, CSOs / NGOs, LGUs, academe etc.) sends a communication letter addressed to the NHTO Director/ NHTS Regional Director for request of statistical data/ raw data generated from *Listahanan.* | 1. Receive and record the request in the document  transaction/ tracking system.  1.1. Forward the request to the NHTO Director/ NHTS PPD Chief. | None | 10 minutes | *Administrative Assistant* |
|  | 2. Review, input comments and approval in the request based on MC 12, s. 2017 then endorse to the NHTO Statistics section/ NHTS RFC. | None | 5 hours | *NHTO Director/ NHTS PPD Chief* |
|  | 3. Review the request, if the request is:  a. *Not clear –* In case of vague data request, will coordinate with the data users to clarify the data requirements. He/ She shall provide recommendations on other possible data that can be requested if the requested data is not available in the *Listahanan* database.  b. *Clear –* Endorse request to the Associates Statisticians for data generation. | None | 5 hours | *NHTO Head Statistician/ NHTS Regional Field Coordinator* |
|  | 4. Generate the requested data from the *Listahanan* database. The generated statistical/ raw data can be in *excel* or in any format available.  4.1. Draft reply letter/ memorandum  4.2. Submit to the NHTO Head Statistician/ NHTS RFC | None | 1 day | *Associate Statisticians* |
|  | 5. Review generated statistical/ raw data. If the statistical/ raw data. If the statistical/raw data is:  a. *Not accurate –* Return the generated statistical/ raw data will be to the Associate Statisticians for revisions.  b. *Accurate* –Submit thegenerated statistical/ raw data to the NHTO Operations Division Chief/ NHTS PPD Chief. | None | 5 hours | *NHTO Head Statistician* /  *NHTS RFC* |
|  | 6. Review facilitated data, countersign reply letter/ memorandum and endorse to the NHTO Director/ NHTS Regional Director for approval and release. | None | 5 hours | *NHTO Operations Division Chief/ NHTS PPD Chief* |
|  | 7. Further review the facilitateddata request for approval to release. If the generated statistics/ raw data is:  a. *Not accurate and acceptable –* Return the facilitated data request to the Statistics section for revisions.  b. *Accurate and acceptable –* Sign the reply letter/ memorandum. The facilitated data requestwill be approved for release. | None | 5 hours | *NHTO Director/ NHTS Regional Director* |
| 8.Receive the data requested | 8. Facilitate the release of the *approved* data request to the requesting party.   * Administer the CSMS form per CART guidelines. |  | 10 minutes | *Administrative Assistant*  *Associate Statisticians* |
| **Total:** | | **None** | **4 days, 1 hour, 20 minutes** | |

# **NATIONAL RESOURCE AND LOGISTICS MANAGEMENT BUREAU**

**(NRLMB)**

**FRONTLINE SERVICES**

1. **Local In-Kind Donations Facilitations**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | DSWD National Resource and Logistics Management Bureau | | | |
| **Classification:** | T | | | |
| **Type of Transaction:** |  | | | |
| **Who may avail:** | Individual Donors, Groups, Organizations, and Institutions | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1.Detailed list of items for donation (to be provided by donor)  2. Purpose of donation (to be indicated by donor)  3. Donor information and contact details (to be provided by donor) | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Proceed to designated donations facility | Lead donor to the designated officer | None | 5 minutes | NROC Security Officer |
| 1. Provide details of donation/s to the Donations Facilitation Officer/s, or the NROC Receiving Officer/s, with the following information:   a. Name of Donor/Organization  b. Contact details  c. List of item/s to donate including nominal value / expiry dates  d. Purpose of Donation | Record the details provided by the Donor/s. | None | 10 minutes | Donations Facilitation Officer / NROC Receiving Officer |
| 1. Present the donation/s to the assisting officer and stand witness to the full inspection. | Conduct visual inspection to determine whether to accept or reject the donation/s  Conduct expiry inspection to determine whether to accept or reject the donation/s | None | 5 minutes  60 minutes | Donations Facilitation Officer / NROC Receiving Officer |
| 1. Counter-check details listed in the Acknowledgement Receipt which will serve as proof of donation/s. If in order, fill-up the Feedback Form which will be handed by the Assisting Officer. | Record accepted items in the inventory and provide feedback form to the donor/s.  Issue Acknowledgement Receipt | None | 3 day 15 minutes  10 minutes | Donations Facilitation Officer / NROC Receiving Officer |
| Total: | | None | 1 Hour and 45 minutes | |

# **PANTAWID PAMILYA PILIPINO PROGRAM**

**(4PS)**

**FRONTLINE SERVICES**

1. **Grievance Intake and Response**

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

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | 4Ps – Grievance Redress Division | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C – Government to Citizen | | | |
| **Who may avail:** | | All | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| If 4Ps beneficiary, present the 4Ps ID for verification to 4Ps staff  Proof of grievance, if available  If non-4Ps beneficiary, any valid ID | | | Issued by the assigned City/Municipal Link, Community Facilitators | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Log-in at the visitors log book located at the office lobby and present the 4Ps ID if a 4Ps beneficiary. If non-4Ps beneficiary, present any valid ID. | 1.1. Ensure that the client fills out the logbook and directs him/her to the 4Ps Assistance Desk. | | None | 2 minutes | Guard on duty |
| 2. Proceed to the 4Ps Assistance Desk for verification of identity. | 2.1. Receive the client, inquire what the concern is all about, and verify the identity of the client.  Refer to the Grievance Redress System Field Manual for the guidance on the intake of grievances. | | None | 5 minutes | Officer-of-the-Day/ / Assigned Focal Person |
| 3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported. | 3.1. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).  3.2. Encode the transaction correctly and completely in the GRS Information System/Tracker.  For instances when the GRS Information System is inaccessible, the staff may use GRS form to intake the grievance  3.3. Check the supporting documents provided, if available.  3.4. Assess all the data and information available and discuss with the beneficiary the findings and next steps to take.  3.4.1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client.  3.4.2. If other information is needed and the grievance cannot be resolved immediately, explain to the client the process that will be undertaken in processing the grievance, and inform the client that he/she will be contacted thru his/her mobile number.  Print and provide a copy of the encoded transaction to the client. | | None | 20 mins | Officer-of-the-Day/ / Assigned Focal Person |
| 4. Accomplish the client satisfaction measurement survey | 4.1 Administer the Client Satisfaction Measurement Survey  4.2. Analyze the data and include it in the Client Satisfaction Measurement Report. | | None | 5 minutes | Officer-of-the-Day/ / Assigned Focal Person |
| 5. Proceed to the office lobby and logout from the client’s logbook. | 5.1 Dismiss the client gracefully.  If the grievance has already been resolved proceed directly to step 7.2 | | None | 1 minute | Guard on Duty |
| 6. Wait for the updates on the status of grievance within three (3) days. | 6.1 Endorse the transaction to the concerned office (DSWD Field Office, Provincial/Municipal Operations Office and/or OBSU) for processing and updating of the transaction in the Grievance Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days. (If the transaction was received at the NPMO, the Assigned Officer of the day shall send an email notification to the Regional Grievance Officer to inform him/her.) | | None | 7 hours and 7 minutes | Officer-of-the-Day/ / Assigned Focal Person |
|  | 6.2 Monitor the status of transaction and check for updates from the concerned office in the GRS Information System. | | None | 2 Days | Assigned Focal Person |
| 7. Received update/feedback on the status of the grievance. | 7.1 Provide the client an update/feedback about the status of his/her concern either through text messaging or phone call.  For instances when the client did not give or cannot provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link. | | None | 10 minutes | Assigned Focal Person |
|  | 7.2 Update the status of the transaction in the GRS Information System. | | None | 10 minutes | Assigned Focal Person |
| **Total if grievance is resolved outright** | | | **None** | **33 minutes** | |
| **Total if grievance is referred to Field Office for resolution and feedback is provided to the client** | | | **None** | **3 days** | |
| **Total** | | | **None** | **3 days** | |

1. **Request for 4Ps Data**

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

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | 4Ps – Planning, Monitoring, and Evaluation (PMED)  The PMED – Research and Statistics Units facilitate all data/research requests from different stakeholders, both internally and externally. | | | |
| **Classification:** | | Highly Technical | | | |
| **Type of Transaction:** | | G2C - Government to Citizen | | | |
| **Who may avail:** | | Public | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| One (1) Accomplished Data Request Form | | | Pantawid Website, Pantawid NPMO (<https://pantawid.dswd.gov.ph/citizens-charter>) | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Client sends filled up data request form | 1. Receipt of completely filled out data request form or letter of request (with attachments as applicable).  1.1 Encoding of data request to monitoring tool or thru Electronic Document Management System (EDMS) of the incoming data request.  1.2. Acknowledgement and assessment by the Planning, Monitoring and Evaluation Division (PMED) at the NPMO or Regional Monitoring and Evaluation Unit (RMEU) at the RPMO.  1.2.1. If Primary Data, endorse the request to the concerned Office.  1.2.2. If Secondary Data, determine if the data that are being requested are **public or classified** based on the submitted documents. | | None | 2 hours  30 mins  1 day | Project Evaluation Officer (PEO)/ Statistician at the National Program Management Office (NPMO) or Regional Monitoring and Evaluation Officer (RMEO) at the Regional Program Management Office (RPMO)  PEO/ Statistician or Administrative Assistant  PEO/ Statistician or RMEO |
| 2. Receive requested data and fill out the client survey form | 2. If the data requested is identified as **Public Data**, the PMED/RMEU will forward the request to the appropriate division/unit for data generation and preparation.  2.1 If the data is in the periodic reports, IEC materials, and/or Pantawid Pamilya website, the PMED/RMEU will refer the client to the resource site or provide the readily available data and client satisfaction survey form.  2.2.1 If the data needs to be generated, data generation shall be undertaken by the PMED/RMEU.  2.2.2. Preparation of memo endorsement to the NPM or RD for approval.  2.2.2.1. If the data request is approved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form  2.2.2.2. If the data request is disapproved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form. | | None | 4 hours  1 day  5 days  6 hours  4 hours  4 hours | PEO/Statistician or RMEO  PEO/ Statistician or RMEO  PEO/ Statistician or RMEO  PEO/ Statistician or RMEO  PEO/ Statistician or RMEO  PEO/ Statistician or RMEO |
|  | 2.3. If the data requested is identified as **Classified Data**, the request will be forwarded to the NPMO for review and evaluation. The PMED or RMEU will provide initial comments prior to endorsing the request to the Data Protection Officer (DPO) and NPM or RD.  2.3.1 If the request is valid, a Memorandum of Agreement (MOA) on data sharing between the requesting party and the Department/Pantawid Pamilya NPMO or RPMO will be prepared by PMED or RMEU prior to the release of data requested.  2.3.1.1. Sharing of the draft MOA to the client for review.  2.3.1.2. Review of the MOA and endorsement of comments/inputs to PMED/MEU from the Legal Section/Service.  2.3.1.3. Revision of the MOA based on the Legal Service/Section’s comments.  2.3.1.4. Sharing of MOA to the client.  2.3.1.5. Acknowledgement of receipt of MOA approved by the client.  2.3.1.6. Preparation of communication to client regarding MOA signing  2.3.1.7. Signing of MOA with the client  2.3.1.8. Provision of the data request to the client and submission of request to accomplish the client satisfaction measurement form.  2.3.2. If the data request is disapproved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form. | |  | 3 days  6 days  4 hours  3 days  2 days  4 hours  4 hours  4 hours  1 day  4 hours  4 hours | PEO/Statistician or RMEO  PEO/ Statistician or RMEO  PEO/ Statistician or RMEO  Legal Service/ Section Technical Staff  PEO/ Statistician or RMEO  PEO/ Statistician or RMEO  PEO/ Statistician or RMEO  PEO/ Statistician or RMEO  PEO/Statistician or RMEO  PEO/ Statistician or RMEO |
| **TOTAL:**  **Output 1: Request for Secondary Data**  **Output 2: Request for Administrative Data**  **Output 3.1** (Approved MOA):  **Output 3.2** (Disapproved MOA): | | | **None** | **2 days, 6 hours and 30 mins**  **6 days, 6 hours and 30 mins**  **19 days, 2hrs and 30 mins**  **4 days, 2hrs and 30 mins** | |

# **POLICY DEVELOPMENT AND PLANNING BUREAU**

**(PDPB)**

**FRONTLINE SERVICES**

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

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

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

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

|  |  |  |
| --- | --- | --- |
| **Office or Division:** | Policy Development and Planning Bureau (PDPB) - Research and Evaluation Division (RED) | |
| **Classification:** | Complex | |
| **Type of Transaction:** | G2C - Government to Citizen  G2G - Government to Government | |
| **Who may avail:** | Internal researchers (e.g., DSWD personnel researching to pursue higher academic education) and external researchers (e.g., students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions, and other independent researchers) who intend to conduct research studies related to or involving the Department. | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** |
| **If request shall not undergo Research Protocol:**   1. Request letter   **If the request shall undergo Research Protocol:**   1. Request letter 2. Research Request Form 3. Research Brief 4. Research Instruments | | Researcher  Researcher  PDPB-RED  PDPB-RED  Researcher |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **RESPONSIBLE PERSON** |
| 1. Submit the request letter and/or the research request documents | 1. Receive request    1. Receive the request letter addressed to the PDPB Director and/or the research request documents and encode the details in the office’s tracking system for incoming documents    2. Furnish researcher with a receiving copy of the request letter. If request is received through email, reply and acknowledge receipt.    3. Endorse to the Division Chief (PDPB-RED) for assignment and further instructions (if any) to the concerned technical staff    4. Review the request and assign to available technical staff    5. Review the request as to area/region of coverage (*refer to MC 10, s. 2019 Section VII. Item No. 4*) to ensure that it is sent to the correct office. Otherwise, endorse to the correct office.    6. Assess the research request if the request shall undergo research protocol (i.e., approval of the PDPB Director) using the *Checklist for Reviewing Research Request*       1. For requests that **need not go through the protocol**, endorse researcher to the concerned DSWD Offices/Bureaus/Sections/Units (OBSUs) using the *Endorsement Template* (either hard copy or soft copy via email)then request the researcher to fill up the *Client Satisfaction Measurement Survey* (either online or paper-based) andproceed to step 3.       2. For requests that **need to go through the protocol**, review submitted documents as to completeness       3. If documents are complete, proceed to step 2. Otherwise, assist the researcher in the completion of documentary requirements and provide orientation on the research protocol. | None | 1 Minute  2 Minutes  5 Minutes  3 Minutes  15 Minutes | *Administrative staff*  *PDPB*  *Administrative staff*  *PDPB*  *Administrative staff*  *PDPB*  *Division Chief or OIC*  *PDPB-RED*  *Technical Staff*  *PDPB-RED* |
| 1. Submit additional required documents (*Research Request Form, Research Brief,* and *research instruments*) | 1. Review of research request with concerned OBSUs and Field Offices (FOs)    1. Review and assess the submitted documents in consultation with the concerned OBSUs and FOs    2. Receive the comments/inputs and recommendations from other offices. These shall be the basis for decision to approve/disapprove the request.    3. To recommend Approval?       1. Yes - Prepare a recommendation for approval using the *sample recommendation template* for review and initial of the Division Chief. This shall include the consolidated recommendations from the concerned OBSUs/FOs.       2. No - Communicate decision to the researcher and inform them of relevant revisions that are needed to be made. Two (2) days will be given to the researcher to officially respond, through a letter, if they will continue or terminate their request. If pursuing request, ask the researcher to re-submit the revised request based on DSWD’s comments, then go back to step 2. Otherwise, request the researcher to fill up the *Client Satisfaction Measurement Survey* (either online or paper-based) and proceed to step    4. PDPB Director to approve/ disapprove request based on recommendations   To approve?   * + 1. Yes - Inform researcher and endorse to the concerned OBSUs/FOs. Coordinate with the concerned office where the research request was endorsed, then request the researcher to fill up the *Client Satisfaction Measurement Survey* (either online of paper-based) and proceed to step 3.     2. No - Go back to step 2.3.2 | None | 4 Days  0.5 Day  1 Day | *Technical Staff*  *PDPB-RED*  *Technical Staff*  *PDPB-RED*  *Director*  *PDPB* |
| 1. Accomplish the *Client Satisfaction Measure-ment Survey* | 1. Receive the accomplished *Client Satisfaction Measurement Survey* (either online of paper-based) | None | 3 Minutes | *Technical/ Administrative Staff*  *PDPB-RED* |
| **Total** | | **None** | **7 Days** |  |

1. **Obtaining Social Welfare and Development (SWD) Data and Information**

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

|  |  |  |
| --- | --- | --- |
| **Office or Division** | Policy Development and Planning Bureau (PDPB) - Planning and Monitoring Division (PMD) | |
| **Classification** | Simple | |
| **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** |
| Request letter | | Data user |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **RESPON-SIBLE PERSON** |
| 1. Submit the required document (*request letter)* | 1. Receive request    1. Receive the request letter addressed to the PDPB Director and encode the details in the office’s tracking system for incoming documents. Check the completeness of information for the data request. For walk-in clients, request data user to log-in to the logbook. If request is received through email, reply and acknowledge receipt.    2. Endorse to the Division Chief (PDPB-PMD) for assignment and further instructions (if any) to the concerned technical staff    3. Assign data request to concerned technical staff    4. Assess the data request if the data/information are available within the office   Data available within DSWD?   * + 1. Yes, within PDPB - Prepare the requested data/ information then proceed to step 1.5     2. Yes, within other OBSUs - Endorse the request to the concerned OBSU using the *Endorsement Template* (either hard copy or soft copy via email) *then* request the researcher to fill up the *Client Satisfaction Measurement Survey* (either online or paper-based) and proceed to step 2.     3. No -   Inform the data user of other sources of data then request the researcher to fill up the *Client Satisfaction Measurement Survey* (either online or paper-based) and proceed to step 2.   * 1. Prepare response letter with the requested data and submit to the Division Chief   2. Review, approve, and endorse response letter with the requested data to the PDPB Director   3. PDPB Director to approve and sign the response letter with the requested data   4. Send the signed/ approved response letter with the requested data to the data user then request the data user to fill up the *Client Satisfaction Measurement Survey* (either online or paper-based) and proceed to step 2. | None | 25 Minutes  5 Minutes  5 Minutes  10 Minutes  Single data: 1-3 Hours  Multiple data: 2 Days  30 minutes  30 Minutes  10 Minutes  0.5 Day  30 Minutes | Administrative Staff  *PDPB*  Administrative Staff  *PDPB*  Division Chief or OIC  *PDPB-PMD*  Technical Staff  *PDPB-PMD*  Technical Staff  *PDPB-PMD*  Technical Staff  *PDPB-PMD*  Technical Staff  *PDPB-PMD*  Division Chief or OIC  *PDPB-PMD*  Director  *PDPB*  Administrative Staff  *PDPB* |
| 1. Accomplish the *Client Satisfaction Measurement Survey* | 1. Receive the accomplished *Client Satisfaction Measurement Survey* (either online or paper-based) | None | 5 Minutes  (walk-in)  As soon as the clients accompli-shed the form (Email) | Technical/ Administrative Staff  *PDPB-PMD* |
|  | **Total** | **None** | **1 to 3 Days[[1]](#footnote-1)** | |

# **PROGRAM MANAGEMENT PROGRAM**

**(PMB)**

**FRONTLINE SERVICES**

1. **Securing Travel Clearance for Minors Travelling Abroad**

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | DSWD Field Offices | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C- Government to Citizen | | | |
| **Who may avail:** | | Filipino Minors Travelling Abroad | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| **Issuance of Travel Clearance Certificate** | | | | | |
| ***A. For Minors Traveling Alone to a Foreign Country for the First Time*** | | | | | |
| 1. Duly accomplished Application Form | | | DSWD Field Offices or at 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 | | | Philippine Statistics Authority (PSA) | | |
| 4. One (1) Photocopy of PSA issued Marriage Contract of minor’s parents/ Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Bgy or religious leader.  PSA issued CENOMAR for illegitimate minors on SECPA; | | | Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader | | |
| 5. Notarized Affidavit of Consent or Written Consent of both parents/ legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad. | | | Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad) | | |
| 6. Two (2) original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months. No scanned picture is allowed. | | | Applicant | | |
| 7. Affidavit of Support and Certified copy of evidence to show financial capability of sponsor e.g Certificate of Employment, Latest Income Tax Return, Bank Statement, etc) | | | Applicant | | |
| 8. Certified True Copy of the Death Certificate (for deceased parent/s) on SECPA; | | | Applicant | | |
| 9. Unaccompanied Minor Certificate from the Airlines | | | Airline Company where ticket is obtained | | |
| 10. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child. | | | Applicant | | |
| ***For Succeeding Travel of Unaccompanied minor or Traveling ALONE*** | | | | | |
| 1. Duly accomplished Application Form | | | DSWD Field Office/ DSWD website: www.dswd.gov.ph | | |
| 2. Notarized Affidavit or Written Consent of both parents, the Solo parent and the legal guardian, whichever is applicable, with copy of valid ID with signature | | | Law Office and Notarized at the applicants place of residence | | |
| 3. Original copy of the previous Travel Clearance issued | | | Applicant | | |
| 4. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted. | | |  | | |
| 5. Unaccompanied Minor Certificate from the Airline | | | Airline Company | | |
| 6. Waiver from the parents releasing DSWD from any liability in case of untoward incident during the travel of the child. | | | Applicant | | |
| ***Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian*** | | | | | |
| 1. Duly accomplished Application Form | | | DSWD Field Office/ DSWD website: www.dswd.gov.ph | | |
| 2. Copy of the PSA issued birth certificate of the minor | | | Philippine Statistics Authority (PSA) | | |
| 3. Notarized affidavit or written consent of both parents or solo parent or legal guardian, attached with valid identification card with specimen signature. | | | Applicant | | |
| 4. Copy of Marriage Certificate of minors parents (SECPA), Solo Parent ID, for Solo Parents, Court Decree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from PSA; in case of deceased parent/s, copy of the Death Certificate. | | | PSA, Local Social Welfare and Development Office (for the Solo Parents ID); Family Court. | | |
| 5. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted. | | | Applicant | | |
| 6. Photocopy of the passport of the traveling companion. | | | Minor’s travelling companion | | |
| ***Minors Traveling subsequently with a Person Other than the Parents of Legal Guardian*** | | | | | |
| 1. Duly accomplished Application Form | | | DSWD Field Office/ DSWD website: www.dswd.gov.ph | | |
| 2. Original copy of the Travel Clearance previously issued by the DSWD Field Office; | | | Applicant | | |
| 3. Notarized Affidavit of Consent from biological parent/s, legal guardian authorizing a particular person to accompany the child in his/her travel abroad, with a copy of the valid identification card with specimen signature. | | | Applicant | | |
| 4. Two (2) original colored passport size photos of the minor taken within the last six (6) months. No scanned pictures will be accepted; | | | Applicant | | |
| 5. Photocopy of the Passport of the traveling companion. | | | Minor’s traveling companion | | |
| **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, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:* | | | | | |
| 1. Certification from Sponsoring Organization | | | Sponsor Organization | | |
| 2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency | | | Sports Agency | | |
| 3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel | | | Sponsoring Organization | | |
| *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 | | |  | | |
| 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 | | |  | | |
| *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. Issuance of Service Sequence Number  2. Encoding of the client’s information in online Spreadsheet  3. Issuance of the Client Satisfaction Survey Form (CSS Form) | | None | 5 minutes | Officer of the Day |
| 2. Application | 1. Receives Filled Up Application Form and Documentary requirements presented by the Client. | | None | 5 minutes | Social Worker |
| 3. Screening of Application Form and documentary requirements | 1. Social Worker will check the presented documentary requirements are complete. If not, the client will be asked to comply. If Complete, proceed to next Step. | | None | 5 minutes | Social Worker |
| 4. Interview/Assessment\* | 1. Social Worker interviews and conducts assessment of the application;  2. Recommends for the approval or disapproval of the application to the Signing Authority. | | None  None | 10 minutes | Social Worker |
| 5. Review of the Application | 1.Approves/Disapproves the application  1.1 If Approved, proceed to step 6  1.2 If Disapproved, Counseling and Explanation of reason for disapproval of application  2. Notify the DFA, BI PMB, DSWD-CO.  If Exempted, Prepares the Certificate of Exemption for Approval of the Regional Director | | None  None | 5 Minutes  5 Minutes  10 Minutes | Supervisor/OIC  Social Worker  Social Worker  Social Worker  Social Worker/Admin Staff |
| 6. Payment of:  Php 300.00 for 1 year validity;  Php600.00 for 2 years validity | 1. Issues Order of Payment /Billing Statement  2. Issues Official Receipt to the Applicant on the Payment Received  3. Issuance of Claim Stub schedule of release (Minimum of 1-day processing and maximum of 3 days processing) | | Php300.00 for 1year validity;  Php600.00 for 2 years validity | 3 minutes | Cashier  Social Worker/Admin Staff |
| 7. Preparation of Travel Clearance | 1. Encodes/Types the details of the applicant to the Travel Clearance Certificate | | None | 10 Minutes | Social Worker/Administrative Staff |
| 8. Approval of the Regional Director | 1. Signs/Approves the Application or Certificate of Exemption for Exempted applicants | | None | 5 Minutes | Regional Director or the Authorized Approved Signatory |
| 9. Receipt of the Travel Clearance Certificate and Submission of the Filled Up CSS Form and Signs the Logbook for the Received Travel Clearance/Certificate of Exemption | 1. Releases the Travel Clearance Certificate to the Applicant/ Certificate of Exemption/ Receipt of the Filled up CSS Form | | None | 5 Minutes | Social Worker Administrative Staff |
| **TOTAL**  One year Validity  Two years validity | | | **P300**  **P600.00** | **1 hour and 9 minutes** | |

**\****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.*

1. **Application for Solo Parent Welfare Program**

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

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

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division** | | Sectoral Programs Division | | | | |
| **Classification** | | Simple | | | | |
| **Type of Transaction** | | G2G – Government to Government | | | | |
| **Who may avail** | | ELLIGIBLE SOLO PARENTS | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| **Requirement for AICS Assistance** | | | | | | |
| **Transportation Assistance** | | | | | | |
| 1. Valid Solo parent identification card of the client/ person to be interviewed | | | Local Government Unit | | | |
| 2. Police Blotter/ Police Certification (for victims of pickpockets, illegal recruitment, etc.); | | | From the Police Station | | | |
| 3. Barangay Certificate/ Certificate of Residency | | | From the Barangay where the client is presently residing. | | | |
| **MEDICAL ASSISTANCE FOR HOSPITAL BILL** | | | | | | |
| 1. Valid Solo parent identification card of the client/ person to be interviewed | | | Local Government Unit | | | |
| 2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy) | | | Attending Physician or from Medical Records of the hospital/clinic. | | | |
| 3. Hospital bill / Statement of Account (outstanding balance) with name and signature | | | Billing clerk of the hospital | | | |
| 4. Social Case Study Report/ Case Summary | | | Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service | | | |
| 5. Barangay Certificate/ Certificate of Residency | | | From the Barangay where the client is presently residing. | | | |
| **MEDICAL ASSISTANCE FOR MEDICINE/ ASSISTIVE DEVICE** | | | | | | |
| 1. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy) | | | Attending Physician or from Medical Records of the hospital/clinic. | | | |
| 2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months. | | | Attending Physician from a hospital/clinic | | | |
| 3. Valid Solo parent identification card | | | Local Government Unit | | | |
| 4. Social Case Study Report/ Case Summary | | | Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service | | | |
| 5. Barangay Certificate/ Certificate of Residency | | | From the Barangay where the client is presently residing. | | | |
| **MEDICAL ASSISTANCE FOR LABORATORY REQUESTS** | | | | | | |
| 1. Valid Solo parent identification card of the client/ person to be interviewed | | | Local Government Unit | | | |
| 2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy) | | | Attending Physician or from Medical Records of the hospital/clinic. | | | |
| 3. Laboratory Requests with name, license number and signature of the Physician | | | Attending Physician from a hospital/clinic | | | |
| 4. Social Case Study Report/ Case Summary | | | Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service | | | |
| 5. Barangay Certificate/ Certificate of Residency | | | From the Barangay where the client is presently residing. | | | |
| **BURIAL ASSISTANCE FOR FUNERAL BILL** | | | | | | |
| 1. Valid Solo parent identification card of the client/ person to be interviewed | | | Local Government Unit | | | |
| 2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy) | | | City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain, | | | |
| 3. Funeral Contract | | | The authorized staff of the Funeral Parlor/ Memorial Chapel | | | |
| 4. Barangay Certificate/ Certificate of Residency | | | From the Barangay where the client is presently residing. | | | |
| **BURIAL ASSISTANCE FOR TRANSFER OF CADAVER** | | | | | | |
| 1. Valid Solo parent identification card of the client/ person to be interviewed | | | Local Government Unit | | | |
| 2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy) | | | City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain, | | | |
| 3. Funeral Contract | | | The authorized staff of the Funeral parlor/ Memorial Chapel | | | |
| 4. Transfer Permit | | | City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain, | | | |
| 5. Barangay certificate/ certificate of Residency | | | From the Barangay where the client is presently residing. | | | |
| **EDUCATIONAL ASSISTANCE** | | | | | | |
| 1. Validated School ID and Valid Solo parent I.D of the Parent/guardian | | | Registrar, Authorized staff from the school, Local Government Unit | | | |
| 2. Enrolment Assessment Form or Certificate of Enrolment or Registration | | | Registrar, Authorized staff from the school | | | |
| 3. Statement of Account for college students, when available. This may not available to State Universities | | | Registrar officer, Authorized staff from the school | | | |
| 4. Barangay Certificate/Certificate of Residency or Certificate of Indigency | | | From the Barangay where the client ID presently residing | | | |
| **FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS** | | | | | | |
| 1. Valid Solo parent identification card of the client/ person to be interviewed | | | Local Government Unit | | | |
| 2. Project proposal and Food distribution List(CRCF client) | | | Local Government Unit / or Head of the residential care facility | | | |
| 3. Barangay certificate/ certificate of Residency | | | From the Barangay where the client is presently residing. | | | |
| **CASH ASSISTANCE FOR OTHER SUPPORT SERVICES** | | | | | | |
| 1. Validated School ID and Valid Solo parent ID of the Parent/guardian | | | Registrar, Authorized staff from the school, Local Government Unit | | | |
| 2. Depending on the circumstances:  **For Fire Victims:** Police Report/ Bureau of Fire Protection Report from the Bureau of Fire  **For Distressed OFs:** Passport, Travel Document/s, certification from OWWA or the Barangay  **For Rescued Client:** Certification from a social worker or Case manager from rescued clients.  **For victims of Online Sexual Exploitation:** Police Blotter and social worker’s certification for the victims of online sexual exploitation of children  **For Locally stranded individuals (LSI):** LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity. | | | Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies. | | | |
| **For all other incidents:**  3. Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities’/regulating agencies, as may be applicable. | | | From the Barangay where the client is presently residing. | | | |
| **PROVISION OF PPE** | | | | | | |
| 1. Valid Solo parent identification card of the client/ person to be interviewed | | | Local Government Unit | | | |
| 2. RT-PCR\* Test Result, if applicable;  \*Reverse Transcription - Polymerase Chain Reaction | | |  | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Receipt of application for assistance of a solo parent | 1.1 Admin personnel will direct the client to the solo parent focal  1.2 If necessary, the client will be provided with a queueing number | | | None | 5 minutes | Administrative Staff |
| 2. Submit required documents for assistance | 2.1 Checking of the authenticity and completeness of presented documentary requirements, along with the valid Solo Parent ID   * If clients have incomplete requirements, give a list of required documents and advise the client to come back upon completion of requirements   2.2 If the requirements are complete, the social worker will interview the client utilizing the general intake sheet and recommend assistance based on the assessed needs | | | None  None | 10 minutes  10 minutes | CBSS Social Worker  CBSS Social Worker |
| **Provision of Psychosocial support, AICS, and Supplemental Livelihood Program** | | | | | | |
|  | 2.3 Provision of Psychosocial support- The psychosocial services for solo parents are part of the comprehensive program for solo parents and their children, to aid them in their role performance of being a solo parent. | | | None | 30 minutes | CBSS Social Worker |
|  | 2.3.1 If for AICS, solo parent focal will facilitate referral to CIS or SWADT | | | None | 10 minutes | CBSS Social Worker and CIS/SWAD Social Worker |
|  | 2.3.2 If for SLP, Solo parent focal will facilitate referral to SLP | | | None | CBSS Social Worker and SLP Focal Person |
| **TOTAL** | | | | **None** | **65 minutes** |  |
| **Referral for concerned LGU and other Agencies** | | | | | | |
|  | * *For all other services of the Department, the social worker further must refer the client to the bureau/office implementing the program that may respond to the client’s needs. Endorsement to the other national government agencies, partner NGOs, CSOs, residential care facilities (for protective custody) and others shall be done if the programs or resources of the DSWD could not meet the client’s needs.*   2.6 If for referral to concerned LGU or other agencies, in favor of the client who needs other local services that should be catered thereby- The social worker will prepare the referral letter   * *If necessary, the social worker handling the case shall prepare a case summary indicating his/her assessment and recommendation, and shall include it in the referral letter of the client. In all cases, the FO/LSWDO shall coordinate accordingly to ensure that the referrals are immediately and properly acted upon. Coordination for the after-care and other social welfare support services for the client shall likewise be done by the handling social worker.*   2.7 the referral letter will be forwarded to the Unit head for initial;  If approved, it will be forwarded to the Assistant Regional Director (ARD) for initial and will be forwarded to the Regional Director (RD) for approval. | | | None | 10 minutes | CBSS Social Worker |
|  | 2.8 Once approved, the referral letter will be forwarded to the records manager to transmit the approved referral letter to the concerned LGU or other referring agency. | | | None | 10 minutes |  |
| **TOTAL** | | | | **NONE** | **85 minutes** |  |

1. **Auxiliary Social Services to Persons with Disabilities:**

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Field Office (Protective Services Division/Unit, Community Based Services Unit/ Section | | | | |
| **Classification:** | | Simple/ Complex | | | | |
| **Type of Transaction:** | | G2C- Government to Citizen | | | | |
| **Who may avail:** | | Filipino Children and Persons with Disabilities | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** | | |
| ***Provision of Assistive Devices*** | | | | | | |
| 1. Medical Certificate (Indicating the specific assistive devices needed) | | | | Attending Physician (Hospital, Clinic, Barangay Health Worker) | | |
| 1. Barangay Certificate of Indigency | | | | Barangay Hall | | |
| 1. Social Case Study Report/ Case Summary | | | | Local Government Unit or Medical Social Service | | |
| 1. 2x2 Picture or 1 whole body picture | | | | Client | | |
| 1. Request letter | | | | Client | | |
| *\*Provision of the assistance is still based on the record of availments of the client and assessment of Social Worker.* | | | | | | |
| *\*Documents is still subject for verification and additional documents may be required depending on the case.* | | | | | | |
| ***For Assistive Devices*** | | | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Persons with Disabilities or Family members of Person with Disability may Visit the SWADT offices or Field Offices (Walk-in Clients) to submit their complete requirements | For walk-in clients  1. Social Worker or Focal Person receives the client | | None | | 2 Minutes | FO Social Worker/ Person with Disability focal Person |
| 1.2 Provide a list of requirements | | None | | 2 minutes | FO Social Worker/ Person with Disability focal Person |
| 1.3 Social Worker/ Focal Person conducts an interview and assessment of Persons with Disability needs  1.4 Social Worker/ Focal person decides with the Person with Disability/ family member what services can be provided  1.5 Screening of documents; If documents are complete, Social Worker/ Focal Person conducts an assessment and based on the assessment, decides with the client what services be provided.  1.6 Social Worker or Focal Person to prepare the general intake sheet, certificate of eligibility, voucher (service provider) for the approval of the division chief  1.7 For assistive device and technology available, PSU/ CBU/ CBSS Division Chief and Budget Officer recommend the provision of assistance  1.7.a For assistive devices and technology not available  Release of the assistive device  *Note: If the assistive device is available in the FO, focal Person will also prepare the gate pass or Requisition and Issue Slip for approval of division chief* | | None  None  None  None  None  None | | 5 minutes  5 minutes  5 minutes  20 minutes  30 minutes  3 days | FO Social Worker/ Focal Person, Person with Disability Client  FO Social Worker/ Focal Person  FO Social Worker/ Focal Person  O Social Worker/ Focal Person  Unit Head or Division Chief and Budget Officer  Unit Head or Division Chief and Budget Officer |
| 1.8 Log the transaction in a distribution sheet signed by the receiving person/client | | None | | 5 minutes | FO Focal Person or Admin staff  Person with Disability client |
| 1.9 Facilitate filling out of client satisfaction survey/ feedback | | None | | 5 minutes | FO Focal Person  Person with Disability client/ family member |
| 1.10 For assistive device and technology available, releasing of approved gate pass or RIS  For assistive devices and technology not available, Persons with Disability/ family member/guardian will be provided with a claiming stub. | | None | | 20 minutes Within the day for available  5-7 working days upon approval depending on the availability of the assistive devices. | Cash Unit  FO Social Worker/ Focal Person or  Admin Staff |
| **Total** | **If available:**  **If not available:** | | **None** | | **1 hour and 39 minutes**  **10 days and 79 minutes** |  |
| ***For Medical, Educational, Burial Assistance, Livelihood Assistance*** | | | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Persons with Disabilities or Family members of Person with Disability may Visit the SWADT offices or Field Offices (Walk-in Clients) to submit their complete requirements | **For walk-in clients**  1. Social Worker of the Program Focal Person receives and review the required documents. | | None | | 3-5 minutes | FO Social Worker/ Person with Disability focal Person |
| 2. Interview and assessment of Persons with Disability needs | | None | | 5 minutes | FO Social Worker/ Person with Disability focal Person |
| 3. The FO Focal Person/ Social Worker or SWADT Social Worker decides with the Person with Disability/ family member/ guardian what services can be provided. | | None | | 5 minutes | FO Social Worker/ Person with Disability Focal Person |
| 4. If For AICS, FO Social Worker/ Focal Person to provide referral letter or endorsement to CIS or SWADT | |  | | 10 minutes | FO Social Worker/ Person with Disability Focal Person  And Division chief |
| **Total** | | | **None** | | **25 minutes** |  |

1. **Case Management in Center and Residential Care Facility**

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Center Development Division | | | |
| **Classification:** | | Highly Technical | | | |
| **Type of Transaction:** | | G2G – Government to Government, G2C – Government to Citizen | | | |
| **Who may avail:** | | Field Offices Center Facilities | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| Referral Letter | | | LGU/ other referring party | | |
| Social Case Study Report | | | LGU/ other referring party | | |
| Medical Clearance | | | Private/ Government Physician | | |
| Court Order (if any) | | |  | | |
| Barangay Clearance/ Certificate | | | Local Barangay Office | | |
| Other pertinent documents per CRCF manual | | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| ***Pre-Admission Phase*** | | | | | |
| 1. Client submits for initial interview and assessment | 1. Conducts initial interview with the client (either walk-in, outreached, referral from the Local Government Unit (LGU), law enforcement agency, hospital, court, and or other Social Welfare Agencies, individuals and government or private agencies), to determine eligibility to receive services in the CRCF.  *Remarks: In new normal situation/emerging infectious diseases, the LGUs are encouraged to refer clients in group considering health and safety protocols and use of available isolation facility in the RCF.*  If upon assessment, the client is eligible, the Social Worker accomplish the Intake Sheet, and the client/referring party and the SW signs the informed consent portion for further data gathering activities.  If client is not eligible, the Social Worker refers the client to other agency if his/her needs are beyond the service capacity of the CRCF.  *(Endorsement should be made depending on the Level of Accreditation)* | | None | 30 minutes  Within 5 days | Social Worker on duty |
| 2. Attends pre-admission conference | 2. Conduct of pre-admission with referring party, client’s family, and other center staff to discuss the problem of the client in line with his/her admission to the facility  *Remarks: In some cases, like walk-in and emergency, pre-admission conference cannot be done, and therefore admission conference comes immediately once client is assessed to be eligible for services.* | | None | 2 hours | Social Worker, Referring Party, Parents or any available family members |
| ***Total*** | | | ***None*** | ***5 Days, 2 hours and 30 minutes*** | |
| ***Admission Phase*** | | | | | |
| Attend admission conference | 1. Facilitates conduct of admission conference, Contract Setting with referring party and orientation on the general rules and polices of the facility  The Social Worker accomplish Admission Slip, and requires referring party’s signature. Client/resident of legal age is required to affix his/her signature as an expression of conformity. Parent/relative of minor client/resident should sign the admission slip witnessed by the referring party. Client/Resident signing of Data Privacy Consent or *Pahintulot Hinggil sa Pagkalihim ng Datos’* is also facilitated in compliance to Data Privacy Act of 2012.  Orients client/resident about the facility and on the existing house rules and policies of the facility, and introduces his/her to the Helping Team/Multi-disciplinary Team. | | None | 1 day | Helping Team/Multidisciplinary Team, Referring Party  Social Worker |
| Submits self to the inventory of belongings | 2. Conducts an inventory of the client’s belongings and records them. | | None | During the Client’s 1st day in the facility | Houseparent |
| Accepts set of clothing and other provisions to be provided. | 3. Provides the client with a set of clothing, toiletries, footwear, and the like based on standards as per AO 22 s.2005 and on the result of the inventory of the client’s belongings (*(This is not applicable to non-residential facilities)* | | None | During the Client’s 1st day in the facility | Houseparent |
| Submits self for examination | 4. Refers or submits client for physical examination and pre-natal check-up in case client is pregnant. | | None | During the client’s first day in the facility | Medical Officer, Nurse |
|  | 5. Endorses the client to the Houseparent on duty, and brief the latter on the client’s disposition as well as the case background to enable the Houseparent to understand the child’s behavior and interact with his/her properly. (*(This is not applicable to non-residential facilities).)* | | None | During the client’s first day in the facility | Social Worker, Houseparent |
| ***Total*** | | | ***None*** | ***1 day*** | |
| ***Center-based Intervention Phase*** | | | | | |
|  | 1. Conducts further interviews with the client to gather additional relevant information on the problem presented as a basis for assessment and recommendation. | | None | During the client’s 1st day in the facility | Social Worker |
|  | 2. Conducts initial psychological assessment of the client. Psychological assessment will only be administered to children who are 5 years old and above. | | None | During the 2nd to 7th day of the client in the facility. | Psychologist, Psychometrician  Outsourced service of a psychologist should there be no resident Psychologist/ Psychometrician in the CRCFs. |
|  | 3. Gathers additional information from the client, significant others and the worker’s own observation on the client  At this stage, the request for Parental/Family Capability Assessment (PCA) is also coordinated by the Social Worker to the concerned LGU. | | None | During client’s  2nd to 3rd week of in the facility | Helping Team/Multidisciplinary members, Referring Party, LGU Social Worker |
|  | 4. Drafts the Initial Social Case Study Report, and Intervention Plan with the client/resident. The Social Worker addresses with the clients/residents collaboratively to identify the problem areas and needs, then formulate a structured plan for achieving both short- and long-term goals. | | None | Within 30 days after admission  Within 15 days after admission for the Intervention Plan | Social Worker, Client/Resident |
|  | 5. Present the case to the Rehabilitation team. The result of the case conference shall be the basis for the formulation and implementation of the Intervention Plan  Case conference is also conducted as need arises | | None | During the client’s 4th week in the facility; monthly | Helping Team/Multidisciplinary Team, Referring Party, LGU |
|  | 6. Review and update the Intervention Plan based on the result of the case conference, if necessary. | | None | During the client’s 4th week in the facility | Helping Team/Multidisciplinary Team |
| Receives the provisions of the center and various interventions provided | 7. Implements and facilitates the provision of services to the client towards the improvement of social functioning and rehabilitation goal | | None | During the client’s/resident’s stay in the facility which is a minimum of six months with exception to the following:   1. Early reintegration/   rehabilitation prior to six months;   1. Six months and beyond depending on the coping of client/   resident and other circumstances of the case and the assessment of the Social Worker. | Helping Team/Multidisciplinary Team |
|  | 8. Monitors the progress of the client in relation to the achievement of goals. The Rehabilitation Team conducts regular case conferences as part of monitoring the case | | None | Monthly | Helping Team/ Multidisciplinary Team |
|  | 9. Reassesses and modifies the intervention plan per developments/changes along helping process and based on the assessment of other members of the Helping Team/ Multidisciplinary Team. | | None | During the client’s 3rd month in the facility | Social Worker, Helping Team/ Multidisciplinary Team |
| ***Evaluation and Termination*** | | | | | |
|  | 1. The Social Worker conducts individual or group session with clients/residents and meets with the Helping Team/Multidisciplinary Team to evaluate the progress of the clients/residents in relation to the helping goals set. | | None | 3 months prior to discharge | Helping Team/Multidisciplinary Team, Referring Party, LGU Social Worker, Client’s family if available |
|  | 2. Informs the referring party regarding the client’s achievement of rehabilitation/helping goals, and requests for Parental Capability Assessment Report (PCAR).  For CICL cases, the Social Worker informs the court of the achievement of the rehabilitation goals of the client/resident. | | None | Upon receipt of P/FCAR submitted by LGU | Social Worker |
| Attends pre-discharge conference | 3. Conducts pre-discharge conference either through virtual meeting or in person. The result of the pre-discharge conference is confirmed to the receiving LGU/Agency/other facilities with reintegration agreement duly signed by all parties.  The Helping Team/ Multidisciplinary Team prepares After Care Plan  The results of case review and assessment of the Helping Team/ Multidisciplinary Team and referring party shall be the basis for the client’s transfer to other agency, placement to other form of alternative care or reunification to the family and community. Likewise, the receiving agency is hereby informed of the necessary preparation for the transfer of the client.  If the family is assessed to be not yet ready for the reunification, the LGU is requested to provide the necessary intervention. | | None | 2 hours | Helping Team/ Multidisciplinary Team, Accepting Party, Client’s family, Key members in the community such as Barangay Officials among others |
|  | 4. Prepares Termination Report if client is for reintegration, and Transfer Summary if the client is for transfer to other SWA. | | None | 5 days | Social Worker |
| Submit to medical examination | 5. The Medical Officer or any available medical personnel in the facility conduct general medical examination to the client. | | None | One week prior scheduled discharge | Medical Officer/Nurse or other medical personnel in the facility |
| Attends discharged conference and turnover to the either to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care. | 6. Facilitates discharge conference for the turn-over of the client either to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care. | | None | 2 hours | Helping Team/ Multidisciplinary Team, Client, Family, concerned SWDAs, LGU |
|  | 7. The Social Worker administers satisfaction survey to the client to determine satisfaction of the resident on the programs and services of the CRCF. This will also serve as basis to enhance or improved the existing programs and services of the CRCF to its clients/residents. | | None | After conduct of Discharge Conference. | Social Worker, Client/ Resident |
| ***Post Center based Intervention Phase*** | | | | | |
|  | 1. Sends request to concerned LGU for the submission of detailed progress report on the adjustment of the client in his/her family and community, likewise the status of implementation of after-care services provided based on the agreed After Care Plan. The submission of Progress Report is also discussed with the LGU during the Discharge Conference.  In some facility, the request for LGU to submit aftercare report is incorporated in the Final Report submitted to Honorable Courts. | | None | 3 months to 6 months after discharge | Social Worker, LGU, other Stakeholders, Client, Client’s family |
|  | 2. Reviews and evaluates the after-care service report, and check if the agreed aftercare plan/reintegration agreement is achieved or not. | | None | Upon receipt of the report | Social Worker |
|  | 3. Follows up with the LGU for the submission of the aftercare report. | | None | Within first three months; Monthly  For CICL:  Quarterly | Social Worker |
|  | 4. After receipt of Progress Report and or detailed information /feedback directly from the client, the Social Worker recommends to the Helping Team/ Multidisciplinary Team the closing of the case or for referral to other agencies for other support services, and thus prepares the Closing Summary Report. | | None | Upon completion of at least 50% of the After- Care Program Plan | Social Worker |
| **TOTAL** | | | **NONE** | **6 months for Center Based** | |

1. **Facilitation of Referral on Child in Need of Special Protection (CNSP) to Field Offices and other Intermediaries**

Facilitation of Referral on Child/ren in Need of Special Protection (CNSP) to Field Offices and Other Intermediaries

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Sectoral Programs Division | | | | |
| **Classification:** | | Highly Technical | | | | |
| **Type of Transaction:** | | G2G – Government to Government | | | | |
| **Who may avail:** | | OBSUs/ Field Office/Other intermediaries | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| The request of Technical Assistance signed by the Regional Director | | | Field Offices | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Endorsement and/or receipt of the CNSP cases to the PMB. | 1. CNSP cases may be received by the Focal Person through walk-in, email, phone-in inquiries, and endorsed referrals from the EXECOM/MAN-COM, other personnel, and inter-agency. 2. Received CNSP cases or referrals are logged in the EDTMS. 3. Focal Person conducts an initial interview and assesses the needs of walk-in clients, phone-in and email inquiries, and endorsed referrals from the EXECOM/MAN-COM and inter-agency.   ***If no referral letter is needed:***   1. Focal person provides information relative to the inquiry/ies of the client/s. 2. Focal Person requests the client to respond / fill-up the Client Satisfaction Measurement Survey (CSMS). 3. Accomplished CSMS is submitted to the CSMS Focal Person for consolidation.   ***If a referral letter is needed:***   1. Focal person drafts referral letter to the concerned Field Office/s and other intermediaries, and response letter to the referring agency. 2. Focal person conducts initial coordination with the concerned Field Office/s and other intermediaries *(if necessary).*   ***If referral letter needs revision:***   1. Focal Person enhances/revise the referral to FO and response letter to the referring agency based on the comments/inputs received. 2. Division Chief approves the referral to FO and response letter to the referring agency. 3. Bureau Director (BD) approves the referral letter and response letter to the referring agency.   *If necessary, CNSP Focal Person further revises documents and carries out other instructions.*   1. Log the document number of the referral and response letter in the DTS. 2. Send through email an advance copy of the referral to FO. 3. Endorse to Records Unit / Section. 4. Transmits the approved referral and response letter to the FO and referring agency. 5. CNSP Focal Person monitors status of referral to the concerned FO. 6. The Field Office concerned provides feedback on the referred case through official correspondence/memo. 7. CNSP Focal acknowledges Feedback Report from concerned FO and inputs in database. | | | None  None  None  None  None  None  None  None  None  None  None  None  None  None  None  None  None  None | 1 day  5 minutes  15-30 minutes  25 minutes  10 minutes  10 minutes  1 day  20 minutes  30 minutes  ½ day  1 day  1 day  20 minutes  1-15 days upon receipt  1-15 days upon receipt  1 day | PMB Focal Person for CNSP  PMB Incoming Administrative staff.  PMB Focal Person for CNSP  PMB Focal Person for CNSP  PMB Focal Person for CNSP and Client  PMB CSMS Focal Person  PMB Focal Person for CNSP  PMB Focal Person for CNSP  PMB Focal Person for CNSP  PMB – Sectoral Programs Division Chief  PMB Bureau Director  PMB Focal Person for CNSP  PMB Outgoing Administrative Staff  DSWD CO Records Officer  PMB Focal Person for CNSP  FO Focal Person for CNSP / FO concerned  PMB Focal Person for CNSP |
| **TOTAL** | | | | **NONE** | **20 & ½ days and 2 hours & 30 minutes** | |

1. **Implementation of Assistance to Individual in Crisis Situations (AICS) at Central Office and to Field Offices**

AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any unexpected life event or crisis through the provision of psychosocial intervention and/or direct financial/material assistance that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational and burial assistance among others.

The provision of counseling, referral for psychological 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. In order to effectively and efficiently respond to existing and emerging crisis situations among vulnerable sectors, a Citizens charter was crafted to provide a comprehensive guide on the provision of the aforementioned assistance.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Crisis Intervention Division | | | | |
| **Classification:** | | Simple | | | | |
| **Type of Transaction:** | | G2C- Government to Citizen | | | | |
| **Who may avail:** | | Indigent, marginalized and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| **TRANSPORTATION ASSISTANCE** | | | | | | |
| 1. One (1) Any valid identification card of the client/ person to be interviewed; **and** | | | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:   * SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter’s Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date | | | |
| 1. Police Blotter/ Police Certification (for victims of pickpockets, illegal recruitment, etc.); | | | From the Police Station | | | |
| 1. Other supporting document/s such as but not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena | | | From hospitals/clinic for medical abstract  Court- court order/subpoena  Social worker-justification | | | |
| 1. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required | | | From the Barangay where the client is presently residing. | | | |
| **MEDICAL ASSISTANCE FOR HOSPITAL BILL** | | | | | | |
| 1. One (1) Any valid identification card of the client/ person to be interviewed; **and** | | | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:   * SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter’s Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date | | | |
| 1. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy) | | | Attending Physician or from Medical Records of the hospital/clinic. | | | |
| 1. Hospital bill / Statement of Account (outstanding balance) with name and signature | | | Billing clerk of the hospital | | | |
| 1. Social Case Study Report/ Case Summary | | | Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service | | | |
| 1. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required | | | From the Barangay where the client is presently residing. | | | |
| **MEDICAL ASSISTANCE FOR MEDICINE/ ASSISTIVE DEVICE** | | | | | | |
| 1. One (1) Any valid identification card: **and** | | | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:   * SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter’s Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date | | | |
| 1. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy) | | | Attending Physician or from Medical Records of the hospital/clinic. | | | |
| 1. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months. | | | Attending Physician from a hospital/clinic | | | |
| 1. Social Case Study Report/ Case Summary | | | Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service | | | |
| 1. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required | | | From the Barangay where the client is presently residing. | | | |
| **MEDICAL ASSISTANCE FOR LABORATORY REQUESTS** | | | | | | |
| 1. One (1) Any valid identification card of the client/ person to be interviewed, **and** | | | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:   * SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter’s Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date | | | |
| 1. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy) | | | Attending Physician or from Medical Records of the hospital/clinic. | | | |
| 1. Laboratory Requests with name, license number and signature of the Physician | | | Attending Physician from a hospital/clinic | | | |
| 1. Social Case Study Report/ Case Summary | | | Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service | | | |
| 1. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required | | | From the Barangay where the client is presently residing. | | | |
| **BURIAL ASSISTANCE FOR FUNERAL BILL** | | | | | | |
| 1. One (1) Any valid identification card of the client/ person to be interviewed; **and** | | | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:   * SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter’s Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date | | | |
| 1. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy | | | City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain, | | | |
| 1. Funeral Contract | | | Authorized staff of the Funeral Parlor/ Memorial Chapel | | | |
| 1. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required | | | From the Barangay where the client is presently residing. | | | |
| **BURIAL ASSISTANCE FOR TRANSFER OF CADAVER** | | | | | | |
| 1. One (1) Any valid identification card of the client/ person to be interviewed | | | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:   * SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter’s Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date | | | |
| 1. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy) | | | City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain, | | | |
| 1. Funeral Contract | | | Authorized staff of the Funeral parlor/ Memorial Chapel | | | |
| 1. Transfer Permit | | | City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain | | | |
| 1. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required | | | From the Barangay where the client is presently residing. | | | |
| **EDUCATIONAL ASSISTANCE** | | | | | | |
| 1. One (1) Validated School ID and Valid I.D of the Parent/guardian; **and** | | | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:   * SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter’s Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date | | | |
| 1. Enrolment Assessment Form or Certificate of Enrolment or Registration | | | Registrar, Authorized staff from the school | | | |
| 1. Statement of Account for college students, when available. This may not available to State Universities | | | Registrar officer, Authorized staff from the school | | | |
| 1. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required | | | From the Barangay where the client ID presently residing | | | |
| **FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS** | | | | | | |
| 1. One (1) identification card of the client/person to be interviewed; **and** | | | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:   * SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter’s Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date | | | |
| 1. Project proposal and Food distribution List(CRCF client) | | | Local Government Unit / or Head of the residential care facility | | | |
| 1. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required | | | From the Barangay where the client is presently residing. | | | |
| **CASH ASSISTANCE FOR OTHER SUPPORT SERVICES** | | | | | | |
| 1. One (1) identification card of the client/person to be interviewed; | | | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:   * SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter’s Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date | | | |
| Depending on the circumstances:   * 1. **For Fire Victims:** Police Report/ Bureau of Fire Protection Report from the Bureau of Fire   2. **For Distressed OFs:** Passport, Travel Document/s, certification from OWWA or the Barangay   3. **For Rescued Client:** Certification from a social worker or Case manager from rescued clients.   4. **For victims of Online Sexual Exploitation:** Police Blotter and social worker’s certification for the victims of online sexual exploitation of children   5. **For Locally stranded individuals (LSI):** LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity. | | | Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies. | | | |
| **For all other incidents:**    Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/regulating agencies, as may be applicable. | | | From the Barangay where the client is presently residing. | | | |
| **PROVISION OF PPE** | | | | | | |
| 1. One (1) Any valid Government Issued I.D | | | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:   * SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter’s Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date | | | |
| 1. RT-PCR\* Test Result, if applicable;   \*Reverse Transcription - Polymerase Chain Reaction | | |  | | | |
| **WITHIN THE DAY TRANSACTIONS** | | | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Start   * Entrance of the client to the CIU holding area asking for queuing number and Health Declaration form. | 1.2 Issuance of queuing number, and facilitating the filling-out of the Health Declaration Form to clients | | | None | 3 minutes | CIU/CIS Administrative Staff |
| 2. Receipt and Screening of Documents and CrIMS Verification | 2.1 The client and beneficiary’s documents and records are checked in order to determine if eligible to receive assistance as per the documentary requirements and the prescribed periods of availing assistance stipulated in the guidelines.   * If the documents are complete; the client will be interviewed and assessed. * If the documents are incomplete, the Social Welfare Officer will request the client to comply, secure and complete the lacking documents.   2.2 Encoding of the client and beneficiary’s information and family’s composition in CRIMS | | | None  None  None  None | 5 minutes  5 minutes | CIU/ CIS Social Worker  or  Administrative Staff |
| 3. Interview and Assessment | 3.1 The Social Worker will conduct a thorough interview as the basis for the assessment of the client’s current socio-economic situation.  The General Intake Sheet shall be accomplished by the Social Worker and shall be concurred by the Client. A Social Case Study Report may be requested to further deepen the assessment and validate the information  3.2.a The Social worker or administrative staff will ask the client to scan the QR code for the CSMSF.  3.2.b If the client has no cellular phone, the social worker may provide the CSMSF and instruct the client to fill out the form and once done may drop it to the designated drop box.  3.3 The type of assistance and its value will be determined by the Social Worker as per assessment of the client’ socio-economic situation as well as documents presented.  3.4The assessment and recommendation of the Social Worker shall be reviewed awaiting for concurrence, approval, or other instructions.  3.5 The recommended amount once reviewed with concurrence, will be approved.  \*If there are revisions or corrections or justification needed, the Social Worker will be informed for further instructions. | | | None  None  None  None | 20 minutes  5 minutes  5 minutes  5 minutes | CIU/ CIS Social Worker  Social Worker or Administrative Staff |
| 4. Release of Assistance | 4.1 **CIU-Central Office**  **4.1a. Cash out right (Php 10,000 and below)**  a. The CIU Admin Staff will photocopy the documents.  b. The CIU Admin Staff will accompany the client to the FMS – Cash Division.  **4.2.b Guarantee Letter addressed to the Service Provider Php 50,000.00 below)**   * 1. Social Worker will prepare the guarantee letter   2. CIU Admin staff will encode the Guarantee Letter to EDTMS   3. CID Head will Review and Approve the GL.   \* If there are revisions or corrections or justification needed, the Social Worker will be instructed to reprocess the request of assistance.  **4.1. c** If approved, the Administrative Staff will release the Guarantee Letter to the client | | | None  None | 10 minutes  10 minutes | CIU Admin Staff    FMS Disbursing Officer and Admin Staff  CIU Admin Staff |
| **TOTAL** | | | | **None** | **58 minutes both for cash outright and GL (up to P50,000)** | |
| **GUARANTEE LETTER WITHIN 1 to 7 DAYS TRANSACTIONS** | | | | | | |  |
| * Guarantee Letter addressed to the Service Provider Php50,001.00 up to Php 75,000 | 4. 3.a Reviewed and approved by the Approving Officer. | | | **None** | 1-2 working days | Division Chief/Bureau Director |
| * Guarantee Letter addressed to the Service Provider Php75,001 up to Php 100,000 | 4.3.b Reviewed and approved by the Approving Officer. | | | **None** | 3-4 working days | Assistant Secretary for Statutory |
| * Guarantee Letter addressed to the Service Provider Php100,001 up to Php 150,000 | 4.3.c Reviewed and approved by the Approving Officer. | | | **None** | 5-7 working days | Undersecretary for Operations |
| * Guarantee Letter addressed to the Service Provider Php150,000 above | 4.3.d Reviewed and approved by the Approving Officer. | | | **None** | Within the set timeline by the Office of the Secretary | Secretary |
|  | 4.3.e.1 CIU Admin Staff will text/call the client to claim the approved GL  4.3.e.2 Client will present the Identification Card and or Authorization Letter of authorized representative to the staff assigned | | | **None**  **None** | 5 minutes | Administrative Staff |
| **TOTAL** | | | | **None** | **1 to 7 working days** | |

1. **Implementation of Assistance to Individual in Crisis Situations in Social Welfare Assistance Desk Offices**

AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any unexpected life event or crisis through the provision of psychosocial intervention and/or direct financial/material assistance that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational and burial assistance among others.

The provision of counseling, referral for psychological 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. In order to effectively and efficiently respond to existing and emerging crisis situations among vulnerable sectors, a Citizens charter was crafted to provide a comprehensive guide on the provision of the aforementioned assistance.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Crisis Intervention Division | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C- Government to Citizen | | | |
| **Who may avail:** | | Indigent, marginalized and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| **TRANSPORTATION ASSISTANCE** | | | | | |
| 1. One (1) Any valid identification card of the client/ person to be interviewed; **and** | | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:   * SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter’s Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date | | | |
| 1. Police Blotter/ Police Certification (for victims of pickpockets, illegal recruitment, etc.); | | From the Police Station | | | |
| 1. Other supporting document/s such as but not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena | | From hospitals/clinic for medical abstract  Court- court order/subpoena  Social worker-justification | | | |
| 1. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required | | From the Barangay where the client is presently residing. | | | |
| **MEDICAL ASSISTANCE FOR HOSPITAL BILL** | | | | | |
| 1. One (1) Any valid identification card of the client/ person to be interviewed; **and** | | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:   * SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter’s Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date | | | |
| 1. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy) | | Attending Physician or from Medical Records of the hospital/clinic. | | | |
| 1. Hospital bill / Statement of Account (outstanding balance) with name and signature | | Billing clerk of the hospital | | | |
| 1. Social Case Study Report/ Case Summary | | Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service | | | |
| 1. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required | | From the Barangay where the client is presently residing. | | | |
| **MEDICAL ASSISTANCE FOR MEDICINE/ ASSISTIVE DEVICE** | | | | | |
| 1. One (1) Any valid identification card: **and** | | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:   * SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter’s Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date | | | |
| 1. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy) | | Attending Physician or from Medical Records of the hospital/clinic. | | | |
| 1. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months. | | Attending Physician from a hospital/clinic | | | |
| 1. Social Case Study Report/ Case Summary | | Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service | | | |
| 1. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required | | From the Barangay where the client is presently residing. | | | |
| **MEDICAL ASSISTANCE FOR LABORATORY REQUESTS** | | | | | |
| 1. One (1) Any valid identification card of the client/ person to be interviewed, **and** | | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:   * SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter’s Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date | | | |
| 1. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy) | | Attending Physician or from Medical Records of the hospital/clinic. | | | |
| 1. Laboratory Requests with name, license number and signature of the Physician | | Attending Physician from a hospital/clinic | | | |
| 1. Social Case Study Report/ Case Summary | | Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service | | | |
| 1. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required | | From the Barangay where the client is presently residing. | | | |
| **BURIAL ASSISTANCE FOR FUNERAL BILL** | | | | | |
| 1. One (1) Any valid identification card of the client/ person to be interviewed; **and** | | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:   * SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter’s Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date | | | |
| 1. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy | | City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain, | | | |
| 1. Funeral Contract | | Authorized staff of the Funeral Parlor/ Memorial Chapel | | | |
| 1. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required | | From the Barangay where the client is presently residing. | | | |
| **BURIAL ASSISTANCE FOR TRANSFER OF CADAVER** | | | | | |
| 1. One (1) Any valid identification card of the client/ person to be interviewed | | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:   * SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter’s Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date | | | |
| 1. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy) | | City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain, | | | |
| 1. Funeral Contract | | Authorized staff of the Funeral parlor/ Memorial Chapel | | | |
| 1. Transfer Permit | | City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain | | | |
| 1. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required | | From the Barangay where the client is presently residing. | | | |
| **EDUCATIONAL ASSISTANCE** | | | | | |
| 1. One (1) Validated School ID and Valid I.D of the Parent/guardian; **and** | | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:   * SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter’s Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date | | | |
| 1. Enrolment Assessment Form or Certificate of Enrolment or Registration | | Registrar, Authorized staff from the school | | | |
| 1. Statement of Account for college students, when available. This may not available to State Universities | | Registrar officer, Authorized staff from the school | | | |
| 1. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required | | From the Barangay where the client ID presently residing | | | |
| **FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS** | | | | | |
| 1. One (1) identification card of the client/person to be interviewed; and | | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:   * SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter’s Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date | | | |
| 1. Project proposal and Food distribution List(CRCF client) | | Local Government Unit / or Head of the residential care facility | | | |
| 1. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required | | From the Barangay where the client is presently residing. | | | |
| **CASH ASSISTANCE FOR OTHER SUPPORT SERVICES** | | | | | |
| 1. One (1) identification card of the client/person to be interviewed; | | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:   * SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter’s Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date | | | |
| 1. Depending on the circumstances:    1. **For Fire Victims:** Police Report/ Bureau of Fire Protection Report from the Bureau of Fire    2. **For Distressed OFs:** Passport, Travel Document/s, certification from OWWA or the Barangay    3. **For Rescued Client:** Certification from a social worker or Case manager from rescued clients.    4. **For victims of Online Sexual Exploitation:** Police Blotter and social worker’s certification for the victims of online sexual exploitation of children    5. **For Locally stranded individuals (LSI):** LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity. | | Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies. | | | |
| **For all other incidents:**    Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/regulating agencies, as may be applicable. | | From the Barangay where the client is presently residing. | | | |
| **PROVISION OF PPE** | | | | | |
| 1. One (1) Any valid Government Issued I.D | | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:   * SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter’s Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date | | | |
| 1. RT-PCR\* Test Result, if applicable;   \*Reverse Transcription - Polymerase Chain Reaction | |  | | | |
| **WITHIN THE DAY TRANSACTIONS** | | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Start   * Entrance of the client to the CIU holding area asking for queuing number and Health Declaration form. | 1.2 Issuance of queuing number, and facilitating the filling-out of the Health Declaration Form to clients | | None | 3 minutes | Social Welfare Aide or Administrative Staff |
| 2. Receipt and Screening of Documents and CrIMS Verification | 2.1 The client and beneficiary’s documents and records are checked in order to determine if eligible to receive assistance as per the documentary requirements and the prescribed periods of availing assistance stipulated in the guidelines.   * If the documents are complete; the client will be interviewed and assessed. * If the documents are incomplete, the Social Welfare Officer will request the client to comply, secure and complete the lacking documents.   2.2 Encoding of the client and beneficiary’s information and family’s composition in CRIMS | | None  None  None  None | 5 minutes  5 minutes | Social Welfare Aide or Administrative Staff  Social Welfare Aide or Administrative Staff |
| 3. Interview and Assessment | 3.1 The Social Worker will conduct a thorough interview as the basis for the assessment of the client’s current socio-economic situation.  The General Intake Sheet shall be accomplished by the Social Worker and shall be concurred by the Client. A Social Case Study Report may be requested to further deepen the assessment and validate the information  3.2.a The Social worker or administrative staff will ask the client to scan the QR code for the CSMSF.  3.2.b If the client has no cellular phone, the social worker may provide the CSMSF and instruct the client to fill out the form and once done may drop it to the designated drop box.  3.3 The type of assistance and its value will be determined by the Social Worker as per assessment of the client’ socio-economic situation as well as documents presented.  3.4The assessment and recommendation of the Social Worker shall be reviewed awaiting for concurrence, approval, or other instructions.  3.5 The recommended amount once reviewed with concurrence, will be approved.  \*If there are revisions or corrections or justification needed, the Social Worker will be informed for further instructions. | | None  None  None  None | 20 minutes  5 minutes  5 minutes  5 minutes | SWAD Social Worker  SWAD Social Worker or Administrative Staff  SWAD Social Worker  SWAD Team Leader |
| 4. Release of Assistance | 4.1 **CIU-Central Office**  **4.1a. Cash out right (Php 10,000 and below)**  a. The CIU Admin Staff will photocopy the documents.  b. The CIU Admin Staff will accompany the client to the FMS – Cash Division.  **4.2.b Guarantee Letter addressed to the Service Provider Php10,000 to 50,000)**   * 1. Social Worker will prepare the guarantee letter   2. CIU Admin staff will encode the Guarantee Letter to EDTMS   3. CID Head will Review and Approve the GL.   \* If there are revisions or corrections or justification needed, the Social Worker will be instructed to reprocess the request of assistance.  **4.1. c** If approved, the Administrative Staff will release the Guarantee Letter t the client | | None  None | 10 minutes  10 minutes | Social Worker or Administrative Staff    SWAD Team Leader/ Special Disbursing Officer  SWAD Social Worker  Administrative Officer |
| **TOTAL** | | | **None** | **58 minutes both for cash outright and GL (up to P50,000)** | |
| **GUARANTEE LETTER WITHIN 1 to 7 DAYS TRANSACTIONS** | | | | | |  |
| * Guarantee Letter addressed to the Service Provider Php20,001.00 up to Php 50,000 | 4. 3.a Reviewed and approved by the Approving Officer. | | **None** | Within the Day | SWAD Team Leader |
| * Guarantee Letter addressed to the Service Provider Php50,001.00 up to Php 75,000 | 4. 3.a Reviewed and approved by the Approving Officer. | | **None** | 1-2 working days | Division Chief/Bureau Director |
| * Guarantee Letter addressed to the Service Provider Php75,001 up to Php 100,000 | 4.3.b Reviewed and approved by the Approving Officer. | | **None** | 3-4 working days | Assistant Secretary for Statutory |
| * Guarantee Letter addressed to the Service Provider Php100,001 up to Php 150,000 | 4.3.c Reviewed and approved by the Approving Officer. | | **None** | 5-7 working days | Undersecretary for Operations |
| * Guarantee Letter addressed to the Service Provider Php150,000 above | 4.3.d Reviewed and approved by the Approving Officer. | | **None** | Within the set timeline by the Office of the Secretary | Secretary |
|  | 4.3.e.1 CIU Admin Staff will text/call the client to claim the approved GL  4.3.e.2 Client will present the Identification Card and or Authorization Letter of authorized representative to the staff assigned | | **None**  **None** | 5 minutes | Administrative Staff |
| **TOTAL** | | | **None** | **1 to 7 working days** | |

1. **Implementation of the Supplementary Feeding Program**

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | | Program Management Bureau – Sectoral Programs Division | | | | |
| **Classification:** | | | Highly Technical | | | | |
| **Type of Transaction:** | | | G2G-Government to Government | | | | |
| **Who may avail:** | | | Local Government Units | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** | | | |
| Duly signed Memorandum of Agreement (MOA) or Memorandum of Understanding (MOU) | | | | Local Government Unit (Office of the Mayor/ C/MSWDO) | | | |
| Certified True Copy of Sangguniang Bayan Resolution | | | | Local Government Unit (Office of the Mayor) | | | |
| Duly signed Project Proposal | | | | Local Government Unit (Office of the Mayor/ C/MSWDO) | | | |
| Weight Monitoring Report (Form 3.A) | | | | C/MSWDO ( Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker) | | | |
| Masterlist of Beneficiaries (Form 2.A) | | | | C/MSWDO ( Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker) | | | |
| Masterlist of Child Development Centers (Form 2.B) | | | | Local Government Unit (C/MSWDO) | | | |
| *\*These documentary requirements are presented to the DSWD Field Office personnel.* | | | | | | | |
| **CLIENT STEPS** | | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| I Social Preparation for the Implementation of SFP (LGU to Field Offices) | | | | | | | |
| 1. LGU to submit the required documents for the program inclusion per Day Care Centers/ Supervised Neighborhood Play | | 1.1 Receive and review the completeness of the documents submitted | | | None | 3 days | DSWD Field Office staff responsible in receiving documents (AAII) |
|  | | 1.2 Process the submitted documents for inclusion in the program  beneficiaries | | | None | 20 days | DSWD Field Office SFP Focal Person/ND/PDO |
|  | | 1.4 Consolidate all the submitted master list with nutritional status for submission of monthly report to the Central Office | | | None | 20 days | DSWD Field Office SFP Focal Person/ND/PDO |
|  | | 1.5 Keeps the document for data banking and comparison on the succeeding nutritional status/ improvement of the children beneficiaries | | |  |  | AA II |
| 2. Comply with the necessary signatures /action needed for the processing of the documents. | | 2.A Facilitate signing and Notarization of Memorandum of Understanding (MOU) between LGU and DSWD FO. | | | None | 20 days | DSWD Field Office SFP Focal Person/ND/PDO  Regional Director  Finance staff |
|  | | 2.A.1 Proceed with the processing of the procurement of commodities | | | None | 20 days | DSWD Field Office SFP Focal Person/ND/PDO |
|  | | 2.B If TOF is allowed, review eligibility of LGU based on previous performances in program implementation and timely and complete liquidation. | | | None | 20 days | DSWD Field Office SFP Focal Person/ND/PDO |
|  | | 2.B.1 If LGU is eligible, facilitate signing and Notarization of Memorandum of Agreement (MOA) between LGU and DSWD FO. | | | None | 20 days | DSWD Field Office SFP Focal Person  Regional Director  Finance staff |
|  | | 2.B.2 Facilitate processing and Distribution of available checks / ADA for the LGU. | | | None | 20 days | DSWD Field Office Cash Section/Disbursing Officer |
| 4.LGU to participate to the program orientation | | 4.1. Conduct program orientation/updates and reiterates necessary documents, proper accomplishment, and signatories for submission to the Field Office. | | | None | 1 day per LGU/Province | DSWD Field Office SFP Focal and staff |
| **TOTAL** | | | | | **None** | **144 days** | |
| *Republic Act No. 9184 or Government Procurement Reform Act - Annex C (Recommended Earliest Possible Time and Maximum Period allowed for the Procurement of Goods and Services; Article 11, Section 37,38)*  *RA 7160, 54a – “The veto shall be communicated by the local chief executive concerned to the sanggunian within fifteen (15) days in the case of a province, and ten (10) days in the case of a city or a municipality; otherwise the ordinance shall be deemed approved as if he had signed it”* | | | | | | | |
| **II. Creation of Cycle Menu and Supervision of Feeding Implementation** | | | | | | | |
| 1. Assist in the Conduct of Market Research | 1.1 Conducts market research of the most common and available food items in the community. | | | | None | 7days | DSWD Field Office SFP PDO /ND |
| 2. Participation in the creation of cycle menu | 2.1 Solicit recommendation with LSWDOs/focal persons on Menu preference per province  2.1a. In times of COVID-19 pandemic and other similar emergencies, conduct virtual meetings with provinces with capacity on network connection /gadgets  2.2 Drafts two-four-week cycle menu based on the market research conducted, budget and the agreed Menu preference of the focal persons per province following the 1/3 PDRI requirements of the children beneficiaries and/or DOST-FNRI Pinggang Pinoy for Kids.. | | | | None | 1 day/per province | DSWD Field Office SFP NDs/PDO  DSWD Field Office SFP NDs |
| 3. Finalization of the Cycle menu | 3.1 Submits the draft cycle menu for approval of the SFP Focal.  3.2 Approves the cycle menu for allocation in the purchase request.  3.3 Prepares the Food Distribution Plan per Mun/City, Province, as basis in the allocation in the Purchase Request | | | | None | 4 hours    4 hours  20 days | DSWD Field Office SFP NDs  DSWD Field Office SFP Focal  DSWD Field Office SFP NDs |
| 4. Implement the approved cycle menu | 4.1 Distributes copy of the menu to the LGU SFP Focal Person for reference and implementation. | | | | None | 20 days | DSWD Field Office NDs/ PDOs in charge for SFP |
| 5. Receives and the food and assist in the delivery of foods to the beneficiaries based on distribution plan | 5.1 Monitors the delivery of food commodities to the implementing LGU  5.2 The FO shall monitor the feeding implementation of SFP by the LGUs based on the approved cycle menu, target beneficiaries and areas of implementation. | | | | None | 3 days  120 feeding days | DSWD Field Office NDs/ PDOs in charge for SFP |
| 6.Submit the Accomplishment Report | 6.1 The FO to acknowledge and analyze the submitted accomplishment reports of LGUs (e.g. Physical, Narrative, Financial, Nutritional status reports) and provide technical assistance as needed. | | | | None | 7 days | DSWD Field Office SFP team |
|
|  | 6.2 The FO will consolidate and evaluate the submitted reports of the LGUs for endorsement to the Central Office | | | | None | 20 days | DSWD Field Office SFP team |
| **TOTAL** | | | | | **None** | **198 days and 8 hours** |  |
| *RA 11037, Section 4a – “…that the program shall include the provision of at least one (1) fortified meal for a period of not less than one hundred twenty (120) days in a year.* | | | | | | | |
| **III. Monitoring and Evaluation (Field Office to Local Government Unit)** | | | | | | | |
| 1. Coordinate with the Field Office for technical assistance | 1.1 Prepare monitoring and technical assistance plan for the implementation of the current SFP cycle based on the result of the program review submitted by the LGUs.  1.1a FO may also conduct spot checks to assess and monitor the implementation (delivery/feeding/weighing, quality and quantity etc.).  1.2 Notifies the Local Government on the schedule of the actual visit and/or virtual provision of technical assistance  1.3 Prepares the Travel Order and/or Virtual Link for the Technical Assistance | | | | None | 4 hours  3 days per LGU  1 day  1 day | DSWD Field Office NDs/ PDOs in charge for SFP  DSWD Field Office NDs/ PDOs in charge for SFP  Admin Staff |
|  | 3.1 Provides technical assistance through either demo, actual observation of the procedure and / or virtual provision of technical assistance ensuring LGUs compliance to EODB-ARTA requirements such as the SFP guidelines, among others. | | | |  | 7 days | DSWD Field Office Focal Person/ PDOs in charge for SFP |
| 2. Provide feedback, issues and concerns on the SFP implementation | 4.1 Discusses the salient findings and recommendations to the Local Chief Executive during the Exit Conference. | | | |  | 1 day | DSWD Field Office NDs/ PDOs in charge for SFP |
|  | 5.1Prepares the Feedback Report and Confirmation Report to the LGU monitored.  5.2 Approves the feedback report and confirmation report.  Focal Person will be responsible for any e revisions and other instructions in the feedback report and confirmation report.  5.2a Log the document number of the confirmation report in the DTS.  5.2c Endorse to Records Unit / Section. | | | |  | 1 day  1 day  5 minutes  5 minutes | DSWD Field Office NDs/ PDOs in charge for SFP  Regional Director  Outgoing Administrative Staff  Outgoing Administrative Staff |
| 3. Respond to Client Satisfaction Survey Form | 6.1 Transmits the approved confirmation report to the LGU and request the LGU counterpart to respond to the Client Satisfaction Survey relative to the TA through a Google form | | | |  | c/o records unit | Outgoing Administrative Staff /SFP |
| **Total** | | | | | **None** | **15 days 4 hours and 10 minutes** | |

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

1. **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. Endorsement Letter from Petitioner to FO Regional Director | | Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities | | | |
| 1. Notarized Petition with Endorsement letter from Petitioner to Field Office | | Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities | | | |
| 1. Updated Social Case Study Report (with PRC License Number and Validity) | | 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 | | | |
| 1. Written Certification from radio/TV station | | Radio or TV station | | | |
| 1. One (1) newspaper publication and/or Affidavit of Publication | | Newspaper publisher | | | |
| 1. Either police clearance, barangay certification or certified copy of tracing report issued by PNRC | | Police or Barangay where the child was found/abandoned or Philippine National Red Cross (PNRC) | | | |
| 1. Returned registered mail | | Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office | | | |
| 1. Birth /Foundling Certificate certified true copy from LCR or SECPA (if the document is available)   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 | | | |
| 1. Recent photograph | | Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office | | | |
| 1. 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 | | | |
| 1. Notice of Petition | | DSWD-Regional Director where the Petition was filed | | | |
| 1. 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 addressed to DSWD Regional Director | | Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities | | | |
| 1. Social Case Study Report | | Licensed Social Worker from Provincial/City or Municipal Social Welfare and Development Office or Child Caring/Placing Agency; and DSWD Residential Care Facilities | | | |
| 1. 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 | | | |
| 1. Birth Certificate (Certified True Copy from LCR or SECPA, whichever is available) | | Philippine Statistics Authority (PSA) | | | |
| 1. Recent whole body photograph | | Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or City/Municipal Social Welfare Office | | | |
| 1. 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 City/Municipal Social Welfare Office | | | |
| For Neglected/Abuse Children | |  | | | |
| 1. Letter of Recommendation to the Secretary | | DSWD-Regional Director | | | |
| 1. 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. Endorsement Letter to DSWD Secretary 2. Copy of the ID used by the child's birth parents/relatives in signing the DVC (refer to Article 216 of Family Code, who will exercise substitute parental authority in default of child’s birthparent/s.) 3. Death Certificate of Birth Parent/s (if deceased) 4. Psychiatric/ Psychological Evaluation Report (if birthparents/ is/ are/ or diagnosed to be intellectually challenged) 5. DVC of legal husband (if child was born out of extra marital affair); if whereabouts is unknown, comply the requirements for petition 6. Copy of marriage certificate or Certificate of No Marriage (if necessary) 7. Medical Certificate/ Bone and/or Dental Ageing Result (for foundling cases) 8. 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) 9. 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) 10. Affidavit of Two Disinterested Person/s (if the informant in the child's birth certificate is not the child's birthmother) 11. Certificate of Authority for a Notarial Act (CANA) for surrendered cases 12. If necessary, the DSWD may require other documents to support the facts/information indicated/claimed in the report.   **Other Supporting/Additional Documents for CDCLAA of Children Qualified under RA 11222**   1. Affidavit of Admission from the Adopter(s)-Petitioner(s) and/or with the 3rd person 2. Negative Certification of Birth Record from (LCR and PSA) 3. Written consent to Adoption of the following:   - prospective adoptee, aged 10 years old and above  - legitimate and adopted children aged 10 years old and above  - Illegitimate children, aged 10 years old and above, of the adopter(s) if any, if living with the adopter(s)  4. Certificate of Authority for a Notarial Act (CANA)  5. Undertaking and Oath accomplished by the petitioner(s) holding permanent residence abroad and/or one of the petitioners is of foreign citizenship who is married to a Filipino and who prefer RA 11222 process | | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **Field Office** | | | | | |
| 1. DSWD residential care facilities/child caring/placing agencies/Local Social Welfare Office endorse the Petition/ Application and supporting documents to Field Office | **For Abandoned /Dependent/**  **Foundling Children**   1. The Adoption Resource and Referral Unit (ARRU shall review and examines the petition if sufficient in form and substance 2. Posting of notice of petition & picture in conspicuous places in the locality where the child was found. The Local Social Welfare Office or other offices/ person/s who facilitated the actual posting shall issue a Certificate of Posting. 3. From completion of Posting, upon finding merit in the Petition, the Regional Director renders a recommendation 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.   **For Surrendered Children**   1. The ARRU shall review the Application together with the supporting documents 2. The Regional Director shall render recommendation on the Application 3. The Regional Office shall transmit the same to Central Office-PMB from the time the Regional Director signs the recommendation   **For Neglected/Abuse Cases**   1. The ARRU shall review the Petition together with the supporting documents 2. The Regional Director shall render recommendation on the Petition 3. The Regional Office shall transmit the same to Central Office-PMB from the time the Regional Director signs the recommendation | | None  None  None  None  None  None  None  None  None  None | 3 working days  5 days posting  5 working days  2 working days  3 working days  2 working days  2 working days  3 working days  2 working days  2 working days | FO-ARRU social worker  Local Social Welfare Office and/or other offices such as Post Office, Bgy. Hall, Police Station, Health Center, etc  Regional Director  Field Office –Records Section  FO-ARRU social worker  Regional Director  Field Office –Records Section  Note: The number of signatories in the documents shall  be limited to only 3 signatories  FO-ARRU social worker  Regional Director  Field Office –Records Section |
| **Central Office** |  | |  |  |  |
| DSWD Field Offices endorse the Petition/ Application and supporting documents to DSWD-PMB | 1. **Program Management Bureau –PMB** 2. PMB Admin staff receives and tracks the document to the Document Transaction Management System (DTMS) and endorses to ARRD technical staff for review. 3. PMB technical staff acknowledges and reviews the dossier for issuance of CDCLAA. If, incomplete in form and substance, prepare memo to the concerned indicating comments and recommendations. FO. 4. Prepare and endorse the documents (Executive Summary, endorsement to the Secretary and draft e-copy of CDCLAA) to OIC Division Chief of Adoption Resource and Referral (ARRD) Division of PMB for review copy furnished PMB- ARRD Admin staff for tracking in the DTMS. 5. OIC Division Chief reviews the documents and if found to be compliant, will forward to Bureau Director (BD) for approval/   Disapproval.   1. Prints and tracks the Executive Summary ,draft e-copy of CDCLAA, endorsement letter to the Secretary and endorse to the Bureau Director 2. Bureau Director (BD) Admin staff receives, track and endorse the documents to the BD for review. 3. PMB Director renders decision and recommendation. 4. Admin. Staff tracks and endorse the documents to the Office of Undersecretary. 5. **Undersecretary level** 6. Reviews, approve and endorsement of the petition/ application and by the Undersecretary for Operations Group to the Secretary. 7. If with comment, returns to PMB with comments/ note 8. PMB TS responds to comments/ notes and return to the Undersecretary 9. **Secretary level** 10. Office of the Secretary (OSEC) Technical staff review the dossier before the endorsement to the Head of Executive Assistant (HEA) 11. Secretary signs the Certificate Declaring the Child Legally Available for Adoption, if application is meritorious. | | None  None  None  None  None  None  None  None  None  None  None | 4 working days  1 working day   1. working days   1 working day  2 working days | PMB –ARRD Amin Staff  PMB-ARRD Social Worker  PMB-ARRD-Social Worker  ARRD Admin. Staff  OIC-Division Chief  ARRD Admin staff  Bureau Director  Bureau Director  PMB Admin. Staff    DSWD-Undersecretary  PMB ARRD-TS Staff  OSEC –Technical staff  DSWD-Secretary |
| **TOTAL** | | | **NONE** | **7 working days** | |
| PMB transmits the endorsement and signed CDCLAA to Field Office | 1. **PROGRAM MANAGEMENT BUREAU** 2. Receives the signed CDCLAA from OSEC and tracks to DTMS. 3. Send thru email an advance copy of the signed CDCLAA to the FO 4. Drafts memo to the FO endorsing the signed CDCLAA 5. Approves by the Bureau Director the memo to the FO. 6. Endorse to the Records Unit/Section approved memo of endorsement of signed original and/ or Certified True Copy of CDCLAA 7. Transmit the signed original CDCLAA to the FO | | None  None  None  None  None  None | 5 minutes  5 minutes  15 minutes  15 minutes  15 minutes  3-5 working days | ARRD Admin staff  ARRD Admin staff  ARRD Social Worker  Bureau Director  PMB Admin Staff  DSWD CO Records Officer |
| **TOTAL** | | | **NONE** | **5 days and 55 minutes** | |

1. **Licensing of Foster Parents**

Foster Family Care License (FFCL) is issued upon thorough assessment to the prospective Foster Parents. Issuance of FCL is based on the eligibility of the applicants in accordance with the R.A. 10165 or the Foster Care Act of 2012 and the Memorandum Circular No. 21, series of 2018 or the Omnibus Guidelines on Foster Care Service.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office/Division/Unit/Section** | | DSWD Field Office  Protective Services Division (PSD)  Adoption Resource and Referral Unit (ARRU) | | | |
| **Classification** | | Highly Technical | | | |
| **Type of Transaction** | | Government to Citizens | | | |
| **Who May Avail** | | All | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| 1 Copy of Original Duly Accomplished Application Form | | | Adoption Resource and Referral Unit (ARRU) or DSWD Website  <https://adoption.dswd.gov.ph> | | |
| 1 Copy of Original Security Paper (SecPa) Copy of Birth Certificate or at least Certified True Copy from the original | | | Philippine Statistics Authority (PSA) | | |
| 1 Copy of Original Security Paper (SecPa) Copy of Marriage Certificate, Declaration of Nullity of Marriage, Legal Separation Documents or at least Certified True Copy from the original | | | Philippine Statistics Authority (PSA) | | |
| 1 Copy of Original Medical Certificate issued at least 6 months | | | Public or Private Clinics/Hospitals | | |
| 1 Photocopy of Income Tax Return (ITR) or Certificate of Employment (CoE) | | | Bureau of Internal Revenue (BIR)/ Applicant’s Company/Employer | | |
| 1 Copy of Original National Bureau of Investigation (NBI) Clearance or Police Clearance | | | National Bureau of Investigation (NBI) / Philippine National Police (PNP) | | |
| 1 Copy of Original Barangay Certificate stating that the applicant is a resident of the barangay, the length of his/her residence therein, he/she is of good moral character | | | Barangay where the applicant/s reside | | |
| 3x5 inch sized Whole Body Photos of the applicant and, where applicable, his/her family taken at least 6 months | | | Applicant | | |
| 1 Photocopy of Certificate of Attendance at Foster Care Forum | | | Adoption Resource and Referral Unit (ARRU) | | |
| Other Requirements based on Social Worker’s Assessment, as applicable.  1 certified true copy of Marriage Contract (if married), among others  Note: Other document/s may be required is/are necessary on the case management of intensive cases | | | Philippine Statistics Authority  Applicant | | |
| **Additional Requirements for Alien Applicants:** | | |  | | |
| 1 Photocopy of Certificate of Residence in the Philippines | | | Bureau of Immigration (BI) or Department of Foreign Affairs (DFA) | | |
| 1 Original Copy of Letter of two (2) Character References from non-relatives who know the applicants in the country of which he or she is a citizen or was a resident prior to residing in the Philippines, \*except for those who have resided in the Philippines for more than 15 years | | | Applicants  \*Bureau of Immigration/Department of Foreign Affairs | | |
| At least 1 Certified True Copy of Documents such as but not limited to Passport , among others showing citizenship | | | Applicant | | |
| 1 Original Copy of Certificate of Travel Records  Note: An Alien must resided in the Philippines for at least 12 continuous months at the time of the application | | | Bureau of Immigration (BI) | | |
| 1 Original Copy of the Affidavit of Undertaking to maintain residence until termination of placement of the Foster Child/ren by the DSWD or expiration of Foster Care License | | | Applicant | | |
| Such other documents that the Department/Agency/Local Government Units may require  Note: Other document/s may be required is/are necessary on the case management of intensive cases | | | Applicant | | |
| **CLIENTS STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON**  **RESPONSIBLE** |
| 1. Attendance to Foster Care Forum | 1.1. Conduct of orientation on R.A. No. 10165 or Foster Care Act of 2012  1.2. Issuance of Certificate of Attendance to Foster Care Forum | | None  None | 4 hours  30 minutes | ARRU Social Worker  Administrative Aide |
| 1. Filling-up of Application Form and Submission of Documents | 2.1. Receipt of the duly accomplished application form and documentary requirements from the client  2.2. Database logging of the application form and list of documentary requirements for onward endorsement to the concerned ARRU Social Worker  2.4. Review of the application and submitted documentary requirements and preparation of letter acknowledging the receipt thereof and informing the applicant on a scheduled home visit  2.5. Database logging of the Acknowledgment Letter for onward endorsement to the Unit Head  2.6. Review and recommending approval of the Unit Head  2.7. Database logging of the Acknowledgment Letter for onward endorsement to the Division Chief  2.8. Review and recommending approval of the Division Chief  2.9. Database logging of the Acknowledgment Letter for onward endorsement to the Assistant Regional Director for Operations  2.10. Review and recommending approval of the Assistant Regional Director for Operations  2.11. Database logging of the Acknowledgment Letter for onward endorsement to the Regional Director  2.12. Approval of the Regional Director  2.13. Endorsement of the approved Acknowledgment Letter to the Records Section and furnishing of a copy of the same document to the ARRU Social Worker | | None  None  None  None  None  None  None  None  None  None  None  None | 10 minutes  15 minutes  1 hour, 30 minutes  10 minutes  1 hour  10 minutes  1 hour  10 minutes  1 hour  10 minutes  2 hours  20 minutes | Administrative Aide IV  Administrative Staff  ARRU Social Worker  Administrative Staff  ARRU Head  Administrative Aide IV  PSD Chief  Administrative Aide  Assistant Regional Director for Operations  Administrative Aide IV  Regional Director  Administrative Aide IV |
| 1. Participation of the applicant in the interview on the assessment and preparation of comprehensive Home Study Report | 3.1. Conduct of scheduled visit to the applicant’s abode for home study and pre-signing of FFCL, and to the applicant’s community for collateral interviews and coordination with barangay.  3.2. Preparation of the Home Study Report (HSR)  3.3. Submission of HSR, pre-signed FFCL, and draft letter to developing agency re: signed FFCL and Foster Care ID  3.4. Database logging of the draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Unit Head  3.5 Review and recommending for approval of the Unit Head  3.6. Database logging of the draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Division Chief  3.7. Review and recommending approval of the Division Chief  3.8. Database logging of draft HSR, FFCL signed by FP, and draft letter for onward endorsement to the Assistant Regional Director for Operations  3.9. Review and recommending approval of the Assistant Regional Director for Operations  3.10. Database logging of the draft HSR, FFCL signed by FP, and draft letter for onward endorsement to the Regional Director  3.11. Approval of the Regional Director  3.12.Assignment of FFCL Reference Number and Foster Care ID Number and database logging of above information  3.13. Endorsement of the approved letter with 2 original copies of signed FFCL and Foster Care ID to the Records Section | | None  None  None  None  None  None  None  None  None  None  None  None  None | 8 hours  Within 20 days  8 hours  10 minutes  4 hours  10 minutes  4 hours  10 minutes  4 hours  10 minutes  4 hours  10 minutes  20 minutes | ARRU Social Worker  ARRU Social Worker  ARRU Social Worker  Administrative Aide IV  Unit Head  Administrative Aide IV  PSD Chief  Administrative Aide IV  Assistant Regional Director for Operations  Administrative Staff  Regional Director  Administrative Staff  Administrative Staff |
| **TOTAL** | | | **None** | **21 days, 21 hours, and 35 minutes** | |

1. **Placement of Children to Foster Parents**

Foster Placement Authority (FPA) is issued upon thorough assessment on the eligibility of the child to be placed under Foster Care and/or upon issuance of the Regional Foster Care Matching Certificate and submission of the Acceptance Letter of the Licensed Foster Parents. Issuance of FPA is in accordance with the R.A. 10165 or the Foster Care Act of 2012 and the Memorandum Circular No. 21, series of 2018 or the Omnibus Guidelines on Foster Care Service.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division** | | ARRU-Foster Care Section (FCS) | | | | |
| **Classification** | | Highly Technical | | | | |
| **Type of Transaction** | | Government to Government  Government to Business Entity | | | | |
| **Who May Avail** | | Children eligible for Foster Care from the DSWD Residential Care Facilities (RCFs), Child Caring Agencies (CCAs), Child Placing Agencies (CPAs), and Local Government Units (LGUs) and matched to licensed Foster Families | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| 1 Original Copy of Child Case Study Report | | | Residential Care Facility, Child Caring/Placing Agencies, and Local Government Units where the child is admitted/originated | | | |
| 1 Original Copy of Health and Medical Profile with Immunization Records issued within 6 months | | | Public or Private Clinics/Hospitals | | | |
| 1 Original SECPA copy of Birth Certificate/Foundling Certificate  Child’s Profile | | | Philippine Statistics Authority (PSA)  Case Manager from the Residential Care Facility, Child Caring Agency, Local Government Units where the child is admitted/originated | | | |
| Recent Photograph | | | Residential Care Facility, Child Caring Agencies, Child Placing Agencies, and Local Government Units where the child is admitted/originated | | | |
| 1 Original Copy of Psychological Evaluation for children five (5) years old and above | | | Child Psychologist | | | |
| 1 Photocopy of School Records for Children in School Age | | | School where the child is enrolled | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Pre-Matching | 1.1 Receipt of the dossier of the child from the concerned agency | | | None | 15 Minutes | Administrative Aide IV |
|  | 1.2 Encoding of the application in the database then forward it to the concerned technical staff for review | | | None |  |  |
|  | 1.3 Review and endorsement of the dossier of Child/ren to the Matching Secretariat | | | None | 2 Days | ARRU Social Worker |
|  | 1.4 Review and assessment of the substance of the Child Study Report and completeness of documentary requirements to determine inclusion in the roster of cases for the Foster Care Matching Conference | | | None |
|  | 1.5 Preparation of the Acknowledgement Letter notifying the concerned Agency on the schedule of the Matching Conference or on the comments, if necessary | | | None | ARRU Social Worker |
|  | 1.6 Database logging of the Acknowledgment Letter for onward endorsement to the Unit Head | | | None | 10 minutes | Administrative Aide IV |
|  | 1.7 Review and approval of the acknowledgment letter or comments on the child’s dossier | | | None | 1 day | ARRU Head, PSD Chief ARDO, RD |
|  | 1.8 Endorsement of the approved Acknowledgment Letter to the concerned agency | | | None | 1 day | Administrative Aide IV, Records Section |
|  | 1.9 Invitation of the agency/social worker to the Foster Care Matching  Conference | | | None | 1 day | Matching Secretariat |
|  | 1.10 Preparation of the  roster of available children/foster parents for presentation in the matching conference, agenda, attendance sheet, and visual presentation of cases to be presented in the matching conference | | | None | 1 day | Matching Secretariat |
|  | 1.11  Reproduction and sending out of hard/scanned copies of documents of children/foster parents to the foster care committee members | | | None |
| 2. Matching Phase | 2.1 Introduction of the foster care matching committee members, foster care matching secretariat, and social workers participating in the conference | | | None | 10 minutes | Matching Secretariat, Regional Child Welfare Specialist Group (RCWSG) |
|  | 2.2 Brief visual presentation of each case of foster parents and children | | | None | 4 hours | Case Managers from ARRU, RCFs, CPAs, CCAs, and LGUs |
|  | 2.3 Discussion/ provision of comments, observations, and inputs on the case presented | | | None | 2 hours | Matching Secretariat, RCWSG, Case Managers from ARRu, RCFs, CPAs, CCAs, and LGUs |
|  | 2.4 Deliberation of the matching of children and foster parents (for regular foster care cases) and/or placement of children to foster parents (for direct entrustment and kinship care cases) based on the needs of the child/ren and the capacity/resources of the foster parents | | | None | 1 hour | Matching Secretariat, RCWSG |
|  | 2.5 Preparation and signing of Resolution declaring the matching and Certificate of Matching of children matched | | | None | 30 minutes | Matching Secretariat RCWSG |
| 3. Post-Matching | 3.1 Database logging of the Resolution, Certificate of Matching, and Transmittal Memo to concerned agency for onward endorsement to the Unit Head | | | None | 10 minutes | Administrative Aide IV |
|  | 3.2 Review and Approval of the Resolution, Certificate of Matching, and transmittal to concerned agency | | | None | 1 day | ARRU Head, PSD Chief, ARDO and RD |
|  | 3.3 Endorsement of the approved Acknowledgment/Transmittal Letter to the concerned agency/social worker | | | None | 20 minutes | Administrative Staff |
| **Upon Receipt of Acceptance Letter from FPs** | 3.4 Receipt of the  Acceptance Letter from Foster Parents as the basis for the issuance of Foster Placement Authority | | | None | 5 minutes | Administrative Aide IV, Records Section |
|  | 3.5 Preparation of the Foster Placement Authority (concurred by the foster parents) and transmittal letter to the concerned agency/ social worker | | | None | 30 minutes | Matching Secretariat |
|  | 3.6 Approval of the FPA and  transmittal letter  to the concerned agency/social worker | | | None | 1 day | ARRU Head  PSD Chief  ARDO  Regional Director |
|  | 3.7 Sending of the signed FPA and transmittal letter to the concerned agency/ social worker (either face to face, email, or mail through the Records Section) | | | None | 1 hour (for face to face or email) | Administrative Staff/Records Officer |
| 4. Placement and supervision of the foster children with the foster parent | 4.1 Conduct a discharge conference to brief the foster parent/s on the background of the case or needs of the foster child/ren, and turn over custody of the child to the foster parent | | | None | 1 day | Social Worker of the Child and Foster Parents; Foster Parent; Child |
|  | 4.2 Provision of monthly foster care subsidy for foster parent/s based on the approved parameters, as recommended. | | | None | 1 day | ARRU Social Worker |
|  | 4.3 Conduct home visits to monitor the foster child’s adjustment in the foster home until foster placement is terminated | | | None | Frequent for the first three months; Bi-monthly for the succeeding months  Short term - less than 6 months  Long-term - 6 months or more | ARRU Social Worker |
| **TOTAL (Excluding the supervisory period)** | | | | **None** | **10 days, 10 hours, and 10 minutes** | |

1. **PLHIV Referral for Care and Support Services**

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

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Field Office (Protective Services Division/Unit, Community Based Services Unit/ Section | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C - Government to Citizen | | | |
| **Who may avail:** | | People Living with HIV (PLHIV) and their affected families | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| 1. Form 1: Intake Form  2. Informed Consent  3. Form 2: Referral for Service  4. Form 3: Referral Feedback  5. Form 4: Referral Registry | | | Referring agency | | |
| **Within the Day Transactions** | | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Clients get queuing and accomplish Health Declaration Form  2. Submit complete requirements/ documents to PLHIV Focal/ Social Worker on duty  3. Accomplish Client Satisfaction Survey Form | 1.1 Issuance of Queue Number and Health Declaration Form  2.1 Receive and review of submitted documents  2.2 Provide appropriate action and assistance:  If the client is a referral from other agencies or organizations:   * Check Documentary Requirements for particular assistance needed; * Review Referral Forms 1 to 4; and * Proceed to SOP No. 2: Provision of Assistance to PLHIVs   If a client needs additional services, DSWD will act as the Referring Agency and will facilitate Referral Mechanism:   * Consult Directory to identify the appropriate service provider / agency; * Fill-out Form 2 then give it to the client; * Fill-out Form 4 then place it in the client’s file; * Complete and update Referral Register on spreadsheet; * Advise client to go to the Receiving Agency; and * Coordinate with Receiving Agency regarding the referral/client and accomplishment of Form 3   3.1 Issue Client Satisfaction Survey Form (CSS) and collect filled-out CSS  4. Conduct follow-up from Receiving Agency and/or client within 15 days upon receipt of referral:   * Coordinate with Receiving Agency and seek for updates; * Ask for Form 3 either from the client and or Receiving Agency; * Review Form 3; and * Complete and update Case File and Referral Register | | None  None  None | 5 Minutes  30 minutes  5 minutes  15 minutes | Admin / Security personnel  PLHIV Focal Staff / Alternate  PLHIV Focal Staff / Alternate  PLHIV Focal Staff / Alternate |
| **TOTAL** | | | **NONE** | **55 minutes** | |

1. **Processing of Adoption Application and Placement**

Per Republic Act 8552. It is the policy of the State to ensure that every child remains under the care and custody of his/her biological parents and be provided with love, care, understanding and security toward the full development of his/her personality. When care of the biological parents is unavailable or inappropriate and no suitable alternative parental care or adoption within the child’s extended family is available, adoption by an unrelated person shall be considered. However, no direct placement of a child to a non-related shall be countenanced.

Adoption is the most complete means whereby permanent family life can be restored to a child deprived of his/her biological family.

The child’s best welfare and interest shall be the paramount consideration in all questions relating to his/her care and custody.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Field Offices and Central Office - Adoption Resource and Referral Division (PMB-ARRD/ARRS) | | | | |
| **Classification:** | | Highly Technical | | | | |
| **Type of Transaction:** | | G2G- Government to Government ; G2C- Government to Citizen | | | | |
| **Who may avail:** | | Child Caring Agencies (CCAs), Child Placing Agencies (CPAs), Local Government Units (LGUs) and Field Offices | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** | | |
| ***Prospective Adoptive Parent/s (PAP/s) Dossier*** | | | | | | |
| 1. Home Study Report (HSR); | | | | DSWD FOs, CCAs, CPAs, LGUs | | |
| 1. Certificate of Attendance to Adoption Forum; | | | | DSWD Field Office/CCAs/CPAs | | |
| 1. Birth Certificate of the prospective adoptive parent/s in security paper (SECPA) and their child/ren; | | | | Philippine Statistics Authority (PSA) | | |
| 1. Marriage Certificate in SECPA form, if married or in case of termination of marriage, Authenticated Divorce papers with copy of court decision and Certificate of Finality by their Consulate if foreign applicant; Annulment Decree with Certificate of Finality, Declaration of Nullity, or Legal Separation Documents for Filipino applicant; | | | | Philippine Statistics Authority (PSA)  Philippine Courts | | |
| 1. Written Consent to the Adoptionby the legitimate and adopted sons/daughters and illegitimate sons/daughters if living with the applicant, who are at least 10 years old; | | | | Applicant | | |
| 1. Physical and Medical Evaluation/Certification by a duly licensed physician. Certification should: (a) indicate that the applicant has no medical condition that prevents him/her in acting or assuming parental responsibilities; (b) taken at least six months from the time of preparation of the Home Study Report; | | | | Licensed Physician | | |
| 1. Psychological Evaluation Report (when appropriate, as assessed by the social worker) | | | | Licensed Psychologist | | |
| 1. NBI or Police Clearance issued at least one year before the preparation of the Home Study Report; | | | | National Bureau of Investigation (NBI)  Police Station | | |
| 1. Latest Income Tax Return (ITR) or any other documents showing financial capability, e.g. Certificate of Employment, Bank Certificate or Statement of Assets and Liabilities; | | | | Bureau of Internal Revenue Bank Company/Organization of Employment | | |
| 1. Three (3) letters of Character References (e.g. the local church/Minister, the employer and a non-relative member of the immediate community who have known the applicant(s) for at least 3 years); | | | | Bureau of Internal Revenue Bank Company/Organization of Employment | | |
| 1. 3x5 inch-sized photos of the applicants and his/her immediate family members, taken within the last three (3) months from the date of submission of application; and | | | | Applicant | | |
| 1. Affidavit of temporary Custody | | | | Applicant | | |
| ***Additional Requirements for Foreign Nationals*** | | | | | | |
| 1. Certification that the applicant(s) have legal capacity to adopt in his/her country and that his/her country has a policy or is a signatory of an international agreement, which allows a child adopted in the Philippines by its national to enter his/her country and permanently reside therein as his/her legitimate child, which may be issued by his/her country’s diplomatic or consular office or central authority on inter-country adoption or any government agency that has jurisdiction over the child and family matters.   In the absence of any of the foregoing, the applicant may submit a Certification issued by the Intercountry Adoption Board (ICAB), stating that the Philippines and the applicants’ country have an existing agreement on inter-country adoption whereby a child who has been adopted in the Philippines or has a pre-adoption placement approved by the Board is allowed to enter and remain as permanent resident in the applicants’ country as his/her legitimate child.  For countries that have neither signed nor adhered to the 1993 Hague Convention on the Protection of Children and Cooperation in Respect of Intercountry Adoption, the Department may accept as an alternative based on its assessment, any document issued by the embassy notifying the Department on the legal capacity to adopt of the PAPs in the Philippines and/or the child’s possible entry to the PAP’s country of origin. | | | | Embassy / Foreign Adoption Agency / ICAB | | |
| 1. Certificate of Residence in the Philippines as appropriate; Bureau of Immigration or Department of Foreign Affairs | | | | Bureau of Immigration (BI) or Department of Foreign Affairs (DFA) | | |
| 1. Two (2) character references from non-relatives who knew the applicant(s) in the country of which he/she is a citizen or was a resident prior to residing in the Philippines, except for those who have resided in the Philippines for more than fifteen (15) years. | | | | Character Reference | | |
| 1. Police Clearance from all places of residence in the past years prior to residing in the Philippines. | | | | Police Station | | |
| If necessary, the DSWD may require other documents to support the facts/information indicated /claimed in the report. | | | | | | |
| ***C. Child’s Dossier*** | | | | | | |
| ***Surrendered Children*** | | | | ***Where to Secure*** | | |
| 1. Child Study Report (updated within the last 6 months or more recent if there is significant progress or development) | | | | DSWD FOs/LGUs/ CCAs/CPAs | | |
| 1. Two (2) SECPA copies of Birth Certificate | | | | Philippine Statistics Authority (PSA) | | |
| 1. Two (2) original copies of the CDCLAA (numbered) | | | | DSWD FOs/DO | | |
| 1. One (1) original copy of the Notarized Deed of Voluntary Commitment (DVC) | | | | DSWD FOs/LGUs/CCAs/CPAs | | |
| 1. One (1) Original copy of Notarial Act (CANA) | | | | Office of the Clerk of Court which has jurisdiction over the place where the DVC was signed | | |
| 1. Health and Medical Profile (updated within the last 6 months or more recent if there is significant progress/development in the child’s medical condition | | | | Attending licensed pediatrician/physician of the child | | |
| 1. Child Profile | | | | DSWD FOs/LGUs/CCAs/CPAs | | |
| 1. Regional Adoption Clearance (RAC) for Interregional Matching | | | | DSWD FOs | | |
| 1. Psychological Evaluation Report (if 5 years old and above) | | | | Attending licensed Psychologist of the child | | |
| 1. Recent Photograph | | | | DSWD FOs/LGUs/CCAs/CPAs | | |
| 1. Consent to Adoption (if 10 years old and above) | | | | DSWD FOs/LGUs/CCAs/CPAs | | |
| ***Abandoned/Foundling/Neglected Children*** | | | | | | |
| 1. Child Study Report (updated within the last 6 months or more recent if there is significant progress or development) | | | | DSWD FOs/LGUs/ CCAs/CPAs | | |
| 1. Two (2) SECPA copies of Birth Certificate | | | | Philippine Statistics Authority (PSA) | | |
| 1. Two (2) original copies of the CDCLAA (numbered) | | | | DSWD FOs/CO | | |
| 1. Health and Medical Profile (updated within the last 6 months or more recent if there is significant progress/development in the child’s medical condition | | | | Attending licensed pediatrician/physician of the child | | |
| 1. Child Profile | | | | DSWD FOs/LGUs/CCAs/CPAs | | |
| 1. Regional Adoption Clearance (RAC) for Interregional Matching | | | | DSWD FOs | | |
| 1. Psychological Evaluation Report (if 5 years old and above) | | | | Attending licensed Psychologist of the child | | |
| 1. Recent Photograph | | | | DSWD FOs/LGUs/CCAs/CPAs | | |
| 1. Consent to Adoption (if 10 years old and above) | | | | DSWD FOs/LGUs/CCAs/CPAs | | |
| ***Additional Supporting Documents*** | | | | | | |
| 1. Death Certificate of Birthparents (if deceased) 2. Psychiatric/ Psychological Evaluation Report | | | | | | |
| 1. DVC of husband (if child was born within a valid marriage( Marriage Certificate (if necessary) | | | | | | |
| ***For Relative Adoption*** | | | | | | |
| 1. Same as the requirements stated above for Surrendered/Abandoned/Foundling/Neglected children 2. Notarized Oath and Undertaking by the guardian/relatives 3. Family Genogram with Birth Certificate | | | | | | |
| ***For Cases of Children with Finalized Domestic Adoption*** | | | | | | |
| 1. Same as the requirements stated above for Surrendered/Abandoned/Foundling/Neglected Children except for the Birth Certificate 2. Certified True Copy of the Adoption decree 3. Certified True Copy of the Finality/ Entry of Judgment 4. One (1) SECPA copy of New Birth Certificate of the child 5. Photograph of the Child with the Adoptive Parents | | | | * Court where the domestic adoption was finalized * Court where the domestic adoption was finalized * Philippine Statistics Authority (PSA) * Adoptive Parents | | |
| In addition, for an applicant who is residing abroad but is otherwise qualified to adopt in the Philippines under the provisions of RA 8552;  HSR prepared by an accredited Foreign Adoption Agencies (FAAs) | | | | Foreign Adoption Agencies (FAAs) | | |
| Certification that the said FAA is accredited by ICAB | | | | Inter-Country Adoption Board (ICAB) | | |
| If necessary, the DSWD may require other documents to support the facts/information indicated /claimed in the report. | | | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **I.FO-Level**  **A. Processing of Adoption Application**  **-The Prospective Adoptive Parent/s inquire (either thru phone/ walk-in/email/**  **DSWD dashboard)/file application to the concerned Field Office.** | 1.Convene/conduct pre-adoption seminar/forum for adoptive applicants and issue a Certificate of Attendance to participants. | | None | | Within the day after the Pre-adoption seminar/forum | FO ARRS/SWAD |
| 2. Upon the receipt and acceptance of the case of the PAP/s for management, managing social workers shall gather information on the PAP/s and assess their motivation to adopt (a) child/ren. | | None | | Within the day upon receipt of the PAP/s case  One (1) day | FO ARRS/SWAD |
| 3. Facilitate the accomplishment of the application form and advise the applicant to submit the requirements to the FO: | | None | | PAP/s/DSWD FO ARRS |
| 4. Conduct personal interviews and counselling with the adoptive applicant/s’ family members and significant others. | | None | | FO ARRS/SWAD |
| 5. Prepare a Home Study Report based on all information gathered,  along with a complete set of requirements.   1. If not approved, the PAP/s shall be informed on the result of the assessment (if necessary conduct re-assessment)      1. Once approved, the PAP/s will be informed and case will be included to the Regional Matching | | None | | Within a month from the date of filing of application for adoption of the PAPs, | FO ARRS/SWAD  Note: The number of signatories in the documents shall  be limited to only 3 signatories |
| **TOTAL** | | | None | | **5 -15 months** | |
| I. **Regional Level Placement of Children to PAP/s through Regional Matching**  **Endorsement of the Dossier of the PAPs and child for Regional Matching** | 1.Acknowledges and reviews the Home Study Report and Child Study Report and other supporting documents  2 2. Inform the concerned agency on the comments and recommendations through an official memo. | | None | | Within two (2) working days from the receipt of CDCLAA  Within three (3) days upon receipt of dossier | FO- ARRS Social Worker  FO-ARRS Social Worker  Regional Director |
|  | 3. Inform and invite the managing social worker of the child and PAP/s to present the case for matching  4. Invite the RCWSG members to the matching conference. | | None | | At least three (3) days prior to the scheduled matching conference.  At least three (3) days prior to the scheduled matching conference | FO ARRS Social Worker  FO-ARRS Social Worker  Regional Director |
|  | 5. Provide the RCWSG members advance copies of dossier of Children/PAP/s  6. Conduct /present the child and PAP/s’ case in the matching conference  7. Provide substantial comments/observations and inputs on the cases presented and deliberate matching of children and PAP/s  8. Once the matching of a child to the PAP is approved, issued a Certificate of Matching,  9. For cases of children not matched after the second presentation, an approved Regional Clearance for interregional matching together with the child/PAP/s’ dossier will be transmitted to the Central Office.  All relative inter-country adoption cases of children shall not be presented in the regional matching conference and shall be issued Regional Clearance based on the favorable assessment and recommendation by the social worker managing the case.  10. Inform the PAP/s on the result of the matching (if matched)  Submit a written explanation citing the reasons for non-acceptance of the matched. Acceptability on the reasons shall be based on the result of the evaluation of the Regional Director. | | None | | At least three (3) working days before the matching conference.  One (1) day  (Matching Conference at least twice a month but not exceeding four times a month)  During the matching conference  After the matching conference  Within three (3) days from the date of matching  A day after the matching conference  Within two (2) days after receipt of the notice of the result of matching | FO- ARRS Social Worker  Child and PAP/s handling social worker  RCWSG, FO-ARRS. CCAs/CPAs ‘Social Workers  Regional Director  FO-ARRS Social Worker  Regional Director  PAP/s’/SWAD Social Worker  PAP/s |
|  | 11. Pre-Adoptive Placement Authority (PAPA) shall be issued once received the written acceptance letter of the PAP/s. | | None | | Within two (2) days after the receipt of the acceptance letter of the PAPs | FO- ARRS Social Worker |
|  | 12. Facilitate and coordinate on the physical transfer of the child to PAP/s. Schedule of the actual transfer of the child, shall be agreed upon by the concerned parties. | | None | | Within 10 days from the receipt of PAPA duly conformed by the PAP/s’ | PAP/s’ and child Social Workers |
|  | 13. Conduct/monitor a monthly post-placement supervisory visits and recommend for the issuance of Certificate of Consent to Adoption (CA) at the final supervisory report or recommend to shorten, lengthen or waive the supervisory report. | | None | | Three (3) months after the placement of the child to the custody of PAPs | PAP/s’ Social worker |
|  | 14. Facilitate the issuance of Certificate of Consent to Adoption, as approved by the Regional Director.  Ensure filing of Petition of Adoption in court by the PAP/s through their legal counsel.  Note: End of process for Administrative Phase. | | None | | A day after receipt of the final post-placement supervisory report  Within 30 days after the receipt of CA. | DSWD FO- ARRS Social Worker)  Regional Director  PAP/s Social Worker  Note: The number of signatories in the documents shall  be limited to only 3 signatories |
| II. **CO Level Placement of Child/ren and PAP/s through Inter-regional Matching Conference/Issuance of ICA** | Upon receipt of the child and PAP/s’ dossiers, the PMB-ARRD matching secretariat shall conduct the following:  1. 1. Acknowledge and review the Child /Home Study Report and other documentary requirements and make assessment and recommendation.  2. Inform the concerned FO, copy furnished the concerned agency, on the comments through an official letter or memorandum, approved by the Bureau Director   1. 3. Prepare a roster of children and PAP/s available for interregional matching. 2. Inform and invite and request 3. the handling social worker of the child/PAP/s to prepare a visual/PowerPoint presentation of their cases for matching.   4. Inform and invite the NCWSG members to the matching conference.   1. 5. Provide the NCWSG members advance copies of the child/ren and PAP/s’ dossier for review   6. Conduct/present the case of the child/ren and PAP/s in the matching conference. Ensure a quorum of the NCWSG members (three (3) out of five (5).  7.Provide substantial comments, observations, comments/inputs on the cases presented. Deliberate matching of children and PAP/s.  Include in the roster of children and PAP/s that are not matched for presentation in the next matching conference.  8. Children not matched during the presentation for interregional matching shall be issued with Inter-Country Adoption Clearance (ICA), except for children below three (3) years old.  All cases for relative intercountry adoption/cases with finalized Domestic Adoption, shall not be presented in the interregional matching conference and shall be issued with ICA clearance based on the assessment and recommendation by the social worker. Endorsed immediately to ICAB the original copy of child’s dossier, along with the original copy of ICA clearance, as signed by the Bureau Director | | None | | Within a day after the upon receipt of the dossier  Within three (3) days upon receipt of the dossier  At least five (5) days prior to the scheduled matching conference  At least five (5) days prior to the scheduled matching conference  At least five (5) days before the matching conference  On the day of scheduled matching conference (At least once a month, but not exceeding four (4) times a month)  On the day of matching conference  After the matching conference  Within two (2) days after the matching conference | PMB ARRD Social Worker  PMB-ARRD Social Worker  PMB Director  PMB-ARRD Social Worker  PMB-ARRD Social Worker  PMB-ARRD Social Worker  Child/PAP/s Social Worker  NCWSG  PMB-ARRD Social Worker  PMB-ARRD Social Worker |
|  | 9. Facilitate the signing of Certificate of Matching for children matched by the NCWSG members. and endorse to the Bureau Director or his/her duly authorized representative for his/her approval.  If any party declines/opposes the proposed placement of the child to the PAPs as recommended by the NCWSG, the PAP/s shall submit a written explanation citing the reasons for non-acceptance. Acceptability on the reason/s shall be based on the evaluation of the Bureau Director. | | None | | A day after the matching conference  Within two (2) days upon receipt the notice of matching result | PMB Bureau Director  PAP/s |
|  | 10. Once accepted the matched, submit Acceptance Letter to PMB  11. Facilitate the approval of the PAPA by the Bureau Director or his/her duly authorized representative, upon receipt of the Acceptance Letter from the PAP/s and endorse to DSWD residential facilities/CCAs/CPAs concerned | | None | | Within the day, after the receipt of the  result of the matching  Within the day from the receipt of Acceptance Letter from the PAP/s | PAP/s  PMB –ARRD Social Worker  PMB Bureau Director |
|  | 12. Facilitate the approval of the Pre-Adoption Placement Authority (PAPA), signed by the Bureau Director  13. Coordinate and facilitate child’s actual physical transfer to the PAP/s  14. Conduct/monitor post-placement supervisory visits (3 months) and recommend for the issuance of Certificate of Consent to Adoption (CA). at the final supervisory report.  15. Facilitate the issuance of Certificate of Consent to Adoption, (CA). attached the Final Post-Placement Supervisory Report  Note: End of process for Administrative Phase. Filing of Petition of Adoption in court is outside the jurisdiction of the Department | | None | | Within the day after the receipt of the PAP/s’ Acceptance Letter  Within 10 days after the receipt of the PAPA  Three (3) months after placement of the child  Within the day, after the receipt of the third/final post placement supervisory report | PMB-ARRS Social Worker  PAP/s’ Social Worker  PAP/s’ Social Worker  DSWD Undersecretary for Operations |
| **TOTAL** | | | **NONE** | | **25 Days Maximum depending on the case of the child** | |

1. **Provision of Assistance to Clients of the Vocational Rehabilitation Centers**

Procedure on the management of clients’ cases and provision of assistance to clients of Vocational Rehabilitation Centers managed by DSWD Field Offices i.e. National/ Area Vocational Rehabilitation Centers and Center for the Handicapped.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | Center Development Division | | | | |
| **Classification:** | Highly Technical | | | | |
| **Type of Transaction:** | G2G – Government to Government | | | | |
| **Who may avail:** | Field Offices Center Facilities | | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| Referral Letter | | LGU/ other referring party | | | |
| Social Case Study Report | | LGU/ other referring party | | | |
| Medical Clearance | | Private/ Government Physician | | | |
| Court Order (if any) | |  | | | |
| Barangay Clearance/ Certificate | | Local Barangay Office | | | |
| Other pertinent documents per CRCF manual | |  | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | | **PERSON RESPONSIBLE** |
| ***Pre-Admission Phase*** | | | | | |
| 1. Client submits for initial interview and assessment | 1. Conducts initial interviews with the clients, parents, or guardians and provides brief orientation on the programs and services of the center.  Clients admitted in the Vocational Rehabilitation Centers are either walk-in, outreached or referral from the Local Government Unit (LGU), National Government Agencies, Non-Government Organizations and other entities.  *Remarks: In the new normal, online registration virtual platforms/ teleconference or other forms of modalities are done in conducting an interview with client, family or referring agency in compliance with safety and health protocols.* | None | 2 hours | Social Worker | |
| Receives a list of documentary requirements or referral to other agencies | 2. Accomplishes the intake sheet and submits it to the Supervising Social Worker for case assignment.  Provides the list of documentary requirements for compliance of the client’s family, if the client is found eligible to avail of the service  Refers the client to LGU, families, and other agencies who can respond to his/her needs, if the client is found not eligible to avail of the service. | None | One day | Social Worker | |
| Submit self for physical medical examination | 3. Refers the client to the Medical Officer for physical examination. Should the Medical Officer request laboratory tests, the client shall be given one day to comply with the required tests. | None | 30 minutes | Social Worker,  Medical Officer,  Client | |
| Submit self for psychological assessment | 4. Refers the client to the Vocational Guidance and Psychological Services for the initial assessment to determine his/ her psychological functioning, if client is assessed to be physically fit | None | 2 hours | Social Worker  Psychologist/  Psychometrician | |
|  | 5. Conducts home visit to the clients to gather collateral information as basis in the preparation of the Social Case Study Report  For the clients from far flung provinces, cities, municipalities/ areas, the social worker coordinates and requests assistance from the C/MSWDO for the conduct of the home visit to the client to gather information.  The social worker prepares the social case study report | None | 45 days | Social Worker (VRC)/ Social Worker (LGU) | |
| ***Admission Phase*** | | | | | |
| Attends the orientation on the facility’s programs and services. | 1. Orients the client about the facility, its programs and services, exploratory courses, schedules, rules and regulations including the accommodation procedures of clients (if necessary) with client’s conformity.  The Social Worker accomplishes Admission Slip. | None | 1 hour | Social Worker, Client | |
|  | 2. The rehabilitation team conducts the 1st Rehabilitation Team Meeting. The client’s case is presented and discussed including the information from the client and from the collateral information gathered.  The discussion includes details on the exploratory training (2-3 courses within five days per course), result of the psychological assessment, evaluation of the social rehabilitation courses and the intervention plan of different services. | None | 4 hours | Rehabilitation team | |
|  | 3. The social worker calls for the second rehabilitation team meeting to discuss and finalize the social rehabilitation goals of clients (indicating rehabilitation indicators, plans and social rehabilitation schedules within 2-3 months). | None | 2 hours | Social Worker, Rehabilitation Team | |
| ***Social Rehabilitation Phase*** | | | | | |
| Attends the social rehabilitation training for two to three months on functional literacy, independent living, personality development, physical functioning, work adjustment, etc. | 1.The Social Adjustment Service, Vocational and Psychological Guidance Service, Training Service, Medical and Dental Service, etc. provide appropriate programs and services needed by the client.  The Social Worker prepares and consolidates all reports from different services.  The Social Worker updates the Social Case Study Reports and Intervention Plan of the client per results of monitoring and evaluation done while attending the social rehabilitation. | None | 3 months | SAS, VPGS, Training, Medical and Dental Services | |
|  | 2. Convenes rehabilitation team for an evaluation conference to discuss and assess the results of Social Rehabilitation Training and determine the client’s readiness for vocational rehabilitation training. | None | 1 hour | Social Worker,  Vocational Training  Members, Rehabilitation Team | |
| Proceed for the vocational rehabilitation training phase and/ or receives certificate of attendance for the completion on social rehabilitation training program. | 3. Endorse client to proceed to the vocational rehabilitation training phase, if client is willing.  If the client decides NOT to proceed to the vocational training, provides certificate of attendance for the completion on social rehabilitation training program. |  | 20 minutes | Social Worker, Clients | |
|  | 4. Convenes the rehabilitation team to determine and finalize the client’s vocational training course to take, vocational training schedules and other needed requirements.  The team finalizes the vocational rehabilitation goals of client. | None | 2 hours | Social worker  Rehabilitation Team  Client | |
| ***Vocational Rehabilitation Phase*** | | | | | |
| Attends to the vocational training services based from the chosen vocation course | 1. Refers the client to the vocational training services to acquire skills along his/ her chosen vocational course and duration period from three up to nine months.  The psychologist/ psychometrician conducts vocational counselling session to the client for guidance. | None | 3 to 9 months | Social Worker, Psychologist/ Psychometrician | |
|  | 2. The rehabilitation team monitors and submits progress reports within 3-9 months period providing feedback on significant effects/ benefits of the vocational rehabilitation attended by client.  The Social Worker consolidates all reports from different services.  The social worker updates the Social Case Study Report and intervention plan per results of monitoring and evaluation during the vocational rehabilitation phase. | None | Social Worker, Rehabilitation Team,  Trainers  SAS Service  VPGS Service | |
|  | 3. The social worker with the rehabilitation team assesses the results of the vocational rehabilitation training program of the client.  If the vocational rehabilitation training is successful, thereafter the rehabilitation team will discuss and agree on plans and schedules for the OJT of client. | None | 3 hours | Social Worker, Rehabilitation Team | |
|  | 4. Social Worker prepares referral letter to the concerned parties. If the client wants to take other options or proposals for further training/ employment, then the rehabilitation team will assist him/her on the matter. | None | 1 hour | Social Worker/ Rehabilitation team | |
|  | 5. The Social Worker calls the rehabilitation team meeting to discuss the conduct of the On-the-Job (OJT) Training of client for two-three months.  The rehabilitation team discusses/ finalize the referral letter and MOA/ MOU with employers. | None | 3 hours | Social Worker, Placement Officer, Rehabilitation Team | |
|  | 6. Prepares the referral letter and MOA/ MOU with employers. | None | 1 hour | Social Worker | |
| ***On-the-Job Training Phase*** | | | | | |
| Attends the OJT based on recommendation of the rehabilitation team. | 1. Monitors clients on matters such as attendance, behavior, work attitude and work habit.  The social worker prepares monthly feedback report.  The employer submits an evaluation report based on the performance of the client. | None | 2-3 months | Social Worker  Placement Officer  Client  Employer | |
|  | 2. Convenes the rehabilitation team to discuss the results of the OJT of client based on employer’s final evaluation report.  If OJT assessment is positive/ favorable, the trainee will be referred either to school or job placement | None | 45 minutes | Social Worker, Rehabilitation Team  Client  Employer | |
| ***Job Placement Phase*** | | | | | |
| Avails of open employment, self-employment or sheltered employment | 1. Refers client to open employment, self-employment or sheltered employment within three months. |  | 3 months | Social Worker, Placement Officer,  Client | |
|  | 2. Submits an evaluation on program implementation citing effects/ benefits to the social worker and members of the Rehabilitation Team recommending for the closure of the case having achieved the vocational rehabilitation indicators.  When job placement indicators have been achieved within three (3) months from the date of actual job placement, the graduate and the employer are formally informed on recommendation for the closure of the case  The Placement Officer and Rehabilitation team identify gaps to enhance the provision of the vocational rehabilitation programs and services. Feedback reports from client after undertaking the vocational rehabilitation training program are elicited and responded.  The social worker prepares an updated social case study report. |  | 1 day | Placement Officer, Rehabilitation Team, Employer | |
| ***Discharge Phase*** | | | | | |
|  | 1. Conducts pre-discharge conference with the rehabilitation team involving the family member, referring party and LGU to discuss the nature of discharge and after care plan of client within three-six months.  The nature of discharge includes but not limited to open employment, self-employment, sheltered employment, independent living, family, employer, LGU acceptance, dropped out or terminated.  The discharge/ termination plan is formulated with the client and other stakeholders prior to actual termination. | None | 2 hours | Social Worker,  Client,  Family Member,  Referring Party/LGU | |
|  | 2. Calls for the final discharged conference with family member and referring party to finalize the discharged plan. | None | 2 hours | Rehabilitation team  Referring party/  LGU | |
| Accomplishes Client Satisfaction Survey | 3. Administers satisfaction survey either online or personal fill-in the form.  *Remarks: In the context of the pandemic, filling up the satisfaction survey can be done either through email or personal filling-out of survey or other modalities, whichever is applicable to the client.* | None | 10 minutes | Social Worker, Client | |
| ***VI. Post Discharge*** | | | | | |
|  | 1. Conducts monitoring visit to clients within 3 to 6 months after the discharge to determine the status of client in the family or community.  The Social Worker prepares termination/ closing summary report of client.  *Remarks: In the context of the pandemic, the social worker conducts virtual platforms/ teleconference or other forms of modalities to monitor status of client in the family or community.* | None | 3-6 months after discharge | Social Worker, | |
| **TOTAL** | | **NONE** | **18 months maximum, until job placement phase when availed** | | |

1. **Provision of Assistance to Person living with HIV (PLHIV)**

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

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Field Office (Protective Services Division/Unit, Community Based Services Unit/ Section | | | | |
| **Classification:** | | Simple | | | | |
| **Type of Transaction:** | | G2C - Government to Citizens | | | | |
| **Who may avail:** | | People Living with HIV (PLHIV) and their affected families | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| **Medical Assistance for Hospital Bill** | | | | | | |
| 1. Any valid identification card of the client/ person to be interviewed | | | * Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others) | | | |
| 2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (original and one(1) photocopy) | | | * Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities | | | |
| 3. Hospital bill / Statement of Account (outstanding balance) with name and signature (original and one(1) photocopy) | | | * Billing clerk of the hospital | | | |
| 4. Social Case Study Report/ Case Summary | | | * Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities | | | |
| 5. Certificate of Indigency or Barangay Certificate declaring client’s situation (original and one(1) photocopy) | | | * From the Barangay where the client is presently residing. | | | |
| **Medical Assistance for Medicine** | | | | | | |
| 1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the attending physician issued within three months (original and one(1) photocopy) | | | * Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities | | | |
| 2. Prescription with the date of issuance, complete name, license number, and signature of the Physician issued within three (3) (original and one(1) photocopy) | | | * Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities | | | |
| 3. Any valid identification card of the client/ person to be interviewed | | | * Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others) | | | |
| 4. Social Case Study Report/ Case Summary | | | * Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities | | | |
| 5. Certificate of Indigency or Barangay Certificate declaring client’s situation (original and one(1) photocopy) | | | * From the Barangay where the client is presently residing. | | | |
| **Medical Assistance for Laboratory Requests** | | | | | | |
| 1. Any valid identification card of the client/ person to be interviewed | | | * Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others) | | | |
| 2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (original and one(1) photocopy) | | | * Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities | | | |
| 3. Laboratory Requests with name, license number and signature of the attending physician issued within three (3) months (original and one(1) photocopy) | | | * Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities | | | |
| 4. Social Case Study Report/ Case Summary | | | * Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities | | | |
| 5. Certificate of Indigency or Barangay Certificate declaring client’s situation (original and one(1) photocopy) | | | * From the Barangay where the client is presently residing. | | | |
| **Burial Assistance for Funeral Bill** | | | | | | |
| 1. Any valid identification card of the client/ person to be interviewed | | | * Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others) | | | |
| 2.Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro), or any authorized medical practitioner in the absence of a death certificate (original and one(1) photocopy) | | | * City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal/Religious Chieftain/Leader, | | | |
| 3. Funeral Contract with Outstanding Balance except for Muslims and Indigenous People performing customary practices (original and one(1) photocopy) | | | * Authorized staff of the Funeral Parlor/ Memorial Chapel | | | |
| 4.Certificate of Indigency or Barangay Certificate declaring client’s situation (original and one(1) photocopy) | | | * From the Barangay where the client is presently residing. | | | |
| **Burial Assistance for Transfer of Cadaver** | | | | | | |
| 1. Any valid identification card of the client/ person to be interviewed | | | * Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others) | | | |
| 2. Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro), or any authorized medical practitioner in the absence of a death certificate (original and one(1) photocopy) | | | * City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal/Religious Chieftain/Leader | | | |
| 3. Funeral Contract except for Muslims and Indigenous People performing customary practices (original and one(1) photocopy) | | | * Authorized staff of the Funeral Parlor/ Memorial Chapel | | | |
| 5. Certificate of Indigency or Barangay Certificate declaring client’s situation (original and one(1) photocopy) | | | * From the Barangay where the client is presently residing. | | | |
| **Educational Assistance** | | | | | | |
| 1. Any valid identification card of the client/ person to be interviewed | | | * Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others) | | | |
| 2. Validated school ID of the student beneficiary | | | * Registrar, Authorized staff from the school | | | |
| 2.Enrolment Assessment Form or Certificate of Enrolment or Registration (original and one(1) photocopy) | | | * Registrar, Authorized staff from the school | | | |
| 3. Statement of Account for college students, when available. This may not available to State Universities  Registrar (original and one(1) photocopy) | | | * Registrar officer, Authorized staff from the school | | | |
| 4. Certificate of Indigency or Barangay Certificate declaring client’s situation (original and one(1) photocopy) | | | * From the Barangay where the client is presently residing. | | | |
| **Food Assistance for Individuals and Families** | | | | | | |
| 1. Any valid identification card of the client/ person to be interviewed | | | * Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others) | | | |
| 2. Barangay Certificate/ Certificate of Residency | | | * From the Barangay where the client/s is/are presently residing. | | | |
| **Transportation and Cash Assistance for Other Support Services** | | | | | | |
| 1. Any valid identification card of the client/ person to be interviewed | | | * Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others) | | | |
| 2. Depending on the circumstances:  -Police Report/ Bureau of Fire Protection Report from the Bureau of Fire  -Passport, Travel Document/s, certification from OWWA or the Barangay  -Certification from social worker or Case manager from rescued clients.  -Police Blotter and social worker’s certification for the victims of online sexual exploitation of children  - For Locally stranded individuals (LSI) without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity. | | | * Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies. | | | |
| 3.For all other incidents- Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authority’s/regulating agencies, as may be applicable. | | | * From the Barangay where the client is presently residing. | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Client receives accomplished Health Declaration Form and received queuing number | 1. Issuance of Health Declaration Form and queue number | | | None | 5 minutes | *Admin / Security Personnel* |
| 2. Submits documents and self for interview and assessment | 2.1 Conduct initial interview to identify needs/queries of the client  If asking for **informational service**, provide the necessary information and a copy of the checklist of requirements.  If **submission of requirements** to avail service, receive documents  2.2 Review documents submitted by client.  If the client is a **referral** from other agencies or organizations:   * Check Documentary Requirements for needed Assistance and completeness of forms for referrals   If the **walk-in client**, PLHIV:   * Conduct initial interview to identify assistance being sought for and review document requirements being presented as to completeness and compliance   If supporting documents are **incomplete** and **non-compliant**, provide a checklist.  *Check the completed / compliant documentary requirements and highlight incomplete/ noncompliant requirements for submission and ask client to return with completed documents required.* | | | None | 5 minutes | *Designated PLHIV Focal Staff / Alternate* |
| None | 5 minutes | *Designated PLHIV Focal Staff / Alternate* |
| 3. Client to fill-out necessary fields in prescribed forms | 3. Conduct of further verification of submitted documents and probing interview   * Verify submitted requirements for veracity, consistency, and authenticity.   - If one or more documents are found to be inauthentic or contains inadequate details, provide explanation to client;  - Provide checklist and identify which document is inauthentic and inadequate.   * Conduct assessment and intake interview   4.Recommend assistance to be provided to client and facilitate disbursement or referral to other DSWD OBSUs  If assistance may be directly provided:   * Preparation of Certificate of Eligibility * Encoding of client’s information to registry and accomplishment of Form Three (3) Referral Feedback if client was referred by another agency; * Submit documents to authorized personnel for review and approval; * Ensure all required signatories and fields are accomplished.   If client needs to be referred to other OBSUs such as the CIS and SLP:   * Social worker to facilitate referral with reference to respective Citizen’s Charter of receiving offices; * Conduct follow-through to seek feedback on the actions taken and/or, if needed, provide further clarification.   5. Social worker completely facilitates approval of documents and actual disbursement of assistance that may either be Cash or a Guarantee Letter to identified service provider   * Designated approving officer/s conduct/s final review of submitted documents and initiate final approval of the worker’s recommendation; * Preparation of vouchers of designated personnel; and * Actual disbursement of assistance to client | | | None  None  None | 15 minutes  15 minutes  If within the day:  30 minutes to one (1) hour depending on the amount and assistance being sought for  If not, within three (3) working days or depending on the availability of funds and/or authorized approving officers; as well as the amount and assistance being sought | *Designated PLHIV Focal Staff / Alternate*  *Designated PLHIV Focal Staff / Alternate*  *Authorized approving personnel*  *Designated PLHIV Focal and/or Alternate*  *Authorized approving personnel*  *Designated disbursing officer* |
| 4. Client accomplish Client Satisfaction Survey Form | 6. Issue Client Satisfaction Survey (CSS) Form to client   * Ask client to completely fill-out the CSS Form; * Collect accomplished form and submit to designated personnel for consolidation | | | None | 10 minutes | *Designated PLHIV Focal and/or Alternate* |
| **TOTAL** | | | | **For within the day transaction:**  **1 hour and 45 minutes**  **If not within the day:**  **3 days, 1 hour, and 15 minutes** | | |

1. **Procedure for Social Pension Provision to Indigent Senior Citizens (SPISC)**

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division** | Program Management Bureau - Sectoral Programs Division | | | | |
| **Classification** | Highly Technical | | | | |
| **Type of Transaction** | G2G-Government to Government ; G2C-Government to Citizen | | | | |
| **Who may avail:** | Indigent senior citizens who are:   1. 60 years old and above indigent senior citizens who are frail, sickly, bedridden, or with a disability; 2. No permanent source of income 3. No regular support from family or relatives 4. No pension from GSIS, SSS, PVAO, and other insurance agencies | | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| OSCA ID or any Valid ID | | OSCA at Local Government Unit, Government Agency issuing Government ID | | | |
| Social Pension Application Form | | **BSCA:**  The BSCA President distribute Applications Forms to the indigent senior citizens of the barangay for onward submission to the OSCA.  or  **OSCA:**  The indigent senior citizen may go directly to the Office for Senior Citizens Affairs (OSCA) located in their respective locality.  BSCA/OSCA to provide a copy of the Social Pension Application Form to the senior citizen. | | | |
| **1ST PHASE VALIDATION AND ASSESSMENT OF THE SOCPEN BENEFICIARIES’ SUBMITTED MASTERLIST** | | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. DSWD FO RSPU receives the consolidated list from the LSWDO and conducts assessment/ validation to potential beneficiaries | 1.1 The DSWD Field Office – Regional Social Pension Unit (RSPU) receives the certified consolidated list of indigent senior citizen applicants submitted by the LSWDO / walk-in applicants/ referrals from different stakeholders to the Field Offices.  1.2 DSWD FO RSPU schedules the validation/assessment and shall inform the LGU (OSCA and LSWDO)  1.3 DSWD FO RSPU conducts the validation using General Intake Sheet (GIS) (Annex 2) and/or Social Pension Beneficiary Update Form (SPBUF) based on the certified list of potential beneficiaries submitted by the OSCA/LSWDO.  1.4 Submission of delisted, replacement, for validation and for inclusion should be quarterly in coordination with LGUs by DSWD FO RSPU. | | None  None  None  None | Within 7-14 working days from the receipt of the certified list | * OSCA * LSWDO * Referring agencies/ organizations and other stakeholders * Walk-in Applicants * DSWD FO RSPU |
| 1. DSWD FO RSPU encodes the final list of beneficiaries in the Social Pension Information System (SPIS) | 2.1. DSWD FO RSPU encodes the validated list of potential beneficiaries in the SPIS by data entry and for uploading to the DSWD Central Office –Social Pension Unit for cross-matching.  The data from SPIS will determine if the applicant is eligible or not. (Yes/No)  2.1.1. If Yes: Generation of Certification of Eligibility duly approved by RD  2.1.2. If No: DSWD FO RSPU to provide data/results through an Official letter to LGUs for revalidation/grievance.  2.1.2.1. Delisted beneficiaries (double entry, deceased, able family, receiving a pension from other government and private agencies and with regular income) subject for replacement.  2.1.2.2. LSWDO will identify the replacement as per approved and qualified waitlisted beneficiaries.  2.1.2.3. BSCA, OSCA, LSWDO and DSWD FO RSPU staff conduct door-to-door validation using the SPBUF as the basis for assessment. | | None  None  None  None  None | Within 7-14 working days | * DSWD Field Office – RSPU * DSWD Central Office - Social Pension Unit |
| 1. DSWD FO RSPU encodes/uploads validated list of beneficiaries | 3.1 DSWD FO RSPU encodes/ uploads the consolidated validated list submitted to the DSWD CO Social Pension Unit for data cleansing and eligibility test. | | None | Within 7-14 working days | * DSWD Field Office - RSPU |
| 1. DSWD CO Social Pension Unit performs data cleansing and runs eligibility tests | 4.1 DSWD CO Social Pension Unit performs and runs eligibility tests to the received validated lists of beneficiaries.   * + 1. DSWD CO Social Pension Unit endorse generated clean and error list to the DSWD FO RSPU | | None  None | Within 20 working days  *\*turnaround time includes the receipt from FO until the endorsement to FOs of the clean and error list.* | * DSWD Central Office - Social Pension Unit and ICTMS |
| 1. DSWD FO RSPU endorses a validated and approved list of qualified Social Pension Beneficiaries. | * 1. DSWD FO RSPU endorses the approved validated list of beneficiaries to the City/Municipal Mayor through the OSCA Head and LSWDO.   5.1.1. Per coordination of the DSWD FO RSPU, OSCA/LSWDO notifies the qualified senior citizens thru a written notification of their inclusion as beneficiary of the Social Pension Program. | | None  None | Within 7-14 days | * DSWD FO -RSPU * LSWDO * OSCA |
| 1. Qualified Indigent Senior Citizen notified and received qualification to the program | * 1. Qualified Indigent Senior Citizen receives written letter from the OSCA/LSWDO on his/her inclusion as beneficiary of the program. | | None | None | * Indigent Senior Citizen |
| **TOTAL PROCESSING TIME** | | | **NONE** | **76 days maximum processing time per the Master list submitted** | |
| **2ND PHASE FACILITATION OF CASH ADVANCE FOR THE CONDUCT OF SOCIAL PENSION PAYOUT THROUGH SPECIAL DISBURSING OFFICERS (SDOs)** | | | | | |
| 1. DSWD FO facilitates the cash advance. | * 1. DSWD FO - Finance Unit facilitates the cash advance of the stipend based on the approved list of beneficiaries and corresponding amount for each payroll. | | None | Within 7-10 working days before informing the LGUs on the conduct of pay-out. | * DSWD Field Office Finance Unit * DSWD FIELD OFFICE - RSPU |
| 1. DSWD FO SDOs encash the cash advance | 2.2. DSWD FO – Finance Unit identified Special Disbursing Officer (SDOs) encash the cash advance of the stipend based on the corresponding number of Social Pension beneficiaries (FO) | | None | Within 1-3 working days before the conduct of pay-out. | * DSWD Field Office Finance Unit identified SDOs * DSWD FO - RSPU |
| 1. DSWD FO RSPU informs the OSCA/LSWDO on the schedule of payout | * 1. DSWD FO RSPU informs the City/Municipal Mayor through the OSCA Head and LSWDO of the schedule of payout      1. Per coordination with the DSWD FO RSPU, OSCA/LSWDO informs the Social Pension Beneficiaries of the date and venue of the payout.      2. LSWDO acknowledges the payroll and number of beneficiaries and confirm the schedule on the conduct of payout. | | None | Within 5 working days before the pay-out | * DSWD Field Office – RSPU * OSCA/LSWDO |
| ***TOTAL PROCESSING TIME*** | | | **NONE** | **Within 13-18 days processing time before the conduct of payout.** | |
| **3RD PHASE: CONDUCT OF PAYOUT** | | | | | |
| 1. Conduct of the Social Pension Payout | * 1. Qualified Indigent Senior Citizens received their social pension stipend on the scheduled payout      1. The DSWD RSPU Social Pension Focal Person shall conduct exit conferences for both schemes with LCE and LSWDO to discuss what transpired during the payout and reach an agreement to improve delivery of service to the FOs beneficiaries and the LGUs constituents. | | None  None | Within 15 days upon release of the cash advance | * Indigent Senior Citizen * DSWD Field Office - RSPU * OSCA/LSWDO |
| **TOTAL PROCESSING TIME** | | | | **Within 15 days processing time upon release of the cash advance from SDOs**  ***\*processing time depending on the number of beneficiaries per Barangay, per LGU and output capability of SDOs.*** | |
| **4th PHASE: REPORTING AND LIQUIDATION** | | | | | |
| 1. Preparation of DSWD FO RSPU report to LGU | * 1. DSWD FO RSPU provides the LGU the data on the paid and unpaid beneficiaries including the deceased for their reference and action for possible replacement.      1. DSWD FO RSPU to prepare status of recommendation for replacement as validated in the waitlist. | | None  None | Within 7-14 working days after the conduct of pay-out. | * DSWD Field Office - RSPU |
| 1. DSWD FO RSPU to prepare the liquidation report | * 1. DSWD FO Identified SDOs to prepare the liquidation report on the recently concluded Social Pension Pay-out in support of DSWD RSPU for the accomplishment of supporting documents | | None | Within 7-14 working days after conduct of pay-out following the Guidelines on Cash Advance / AO No. 13. | * DSWD Field Office Identified SDOs * DSWD Field Office - RSPU |
| ***TOTAL PROCESSING TIME*** | | | **NONE** | ***Within 8-21 days processing time*** | |

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

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

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Sectoral Programs Division/ DSWD Field Offices | | | |
| **Classification:** | | Highly Technical | | | |
| **Type of Transaction:** | | G2C- Government to Citizens | | | |
| **Who may avail:** | | 1. Victim-survivor of trafficking  2. Families of the victim-survivor of trafficking.  3. Witnesses of cases of human trafficking.  4. Communities with incidence of human trafficking. | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| **Case Management** | | | | | |
| 1. Travel documents (for Repatriated TIP Victims)  2. Valid ID  3. Social Case Study Report | | | Department of Foreign Affairs / Philippine Embassy (for Repatriated TIP Victims) | | |
| **Medical Assistance** | | | | | |
| 1. Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months)  2.  Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures).  3. Barangay Certificate and Valid ID for the client | | | Hospital where the client is admitted or seen. | | |
| **Educational Assistance** | | | | | |
| 1. School registration and/ or certificate of enrolment  2. Statement of Account for tertiary education  3. Valid school ID Valid ID of the parent/ guardian | | | School where the client is enrolled | | |
| **Skills Training** | | | | | |
| 1. Official receipt from the training school (TESDA/ CHED accredited training school.  2. Valid school ID | | | TESDA / accredited training school where the client is enrolled | | |
| **Financial Assistance for Employment (e.g. driver’s license, NBI and police clearance, Medical Certificate etc.)** | | | | | |
| 1. Contract of Employment or any similar document which indicates that they are hired  2. Valid ID | | | Employer of the client | | |
| **Financial Assistance for Livelihood** | | | | | |
| 1. Result of the Handa Ka Na Bang Magnegosyo? The client score’s must be 75 and above in order to be eligible for the livelihood Program, to determine the preparedness of the client to start their business. Re-assessment will be conducted to clients who will have a score of 74 and below or they may be considered to avail financial assistance for employment.  2. Project Proposal. They may write using their vernacular or local dialect. They may be assisted by the social worker in preparation of the said proposal.  3. Valid ID  4. Social Case Study Report | | | DSWD Field Offices | | |
| **Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking** | | | | | |
| 1. No Documents need. | | | DSWD Field Offices -Victim-survivors of trafficking during rescue operation. Social workers are highly needed to provide psychosocial counseling and assist victim-survivors of trafficking all throughout the process from recovery to reintegration. | | |
| **Provision of Temporary Shelter** | | | | | |
| 1. Medical Certificate  2. Case Summary  3. Referral Letter from the Social Worker | | | DSWD Field Offices -Victim-survivors of trafficking may be placed in DSWD run/ registered, licensed and accredited residential care facilities for protective custody. | | |
| **Support for Victim-survivors/ Witness and Transportation Assistance** | | | | | |
| 1. Valid ID  2. Social Case Study Report  Official receipt for the client’s board and lodging | | | DSWD Field Offices | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The victim survivors of trafficking may visit the DSWD Field/ Regional Office or Rescued by Social Worker | 1.1 Interview of the client    1.2 Provide Psychosocial Counseling    1.3 Assessment      1.3.1 If the Client needs Temporary Shelter refer to Residential Care Facility.  1.3.2 The Social Worker provides a list of documentary requirements depending on the assistance to be provided. Refer to the list of requirements. | | None | 15 minutes  30 minutes  30 minutes    30 minutes           15 minutes | RRPTP Social Worker            RRPTP Social Worker and Residential Care Social Worker |
| 2. Submission of Documentary Requirement for the service/s to be availed | 2.1 Screening of the submitted documents (Note: Given all requirements are submitted by the client)     2.2.1 For the livelihood assistance, the RRPTP Social Worker will forward the documents to Sustainable Livelihood Program for further assessment.    2.2 Processing of the assistance being sought;    a. Preparation of Voucher (if financial related  b. Social Case Study Report  c. Preparation of referral letter (if needs other program assistance)  2.3 PSU/ CBU Division Chief and Budget Officer recommend the provision of assistance for approval of the Regional Director.  2.4 The Regional Director approved the provision of assistance to the victim-survivors of trafficking.    2.5 Releasing of the assistance to client (Cash or Non-Cash) | | None  None  None  None  None  None | 10 minutes  7-15 Days  3 working days  1-2 working days  1-2 working days | RRPTP Social Worker          SLP Staff and RRPTP Social Worker          RRPTP Social Worker |
| **Total for Temporary Shelter** | | | **None** | **2 hours** | |
| **Total for Livelihood Assistance** | | | **None** | **12 Days** | |
| **Total for other Assistance** | | | **None** | **5 Days** | |

1. **Provision of Centenarian Gifts to Centenarian**

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Program Management Bureau – Sectoral Programs Division | | | | |
| **Classification:** | | Complex | | | | |
| **Type of Transaction:** | | G2C-Government to Citizen | | | | |
| **Who may avail:** | | All Filipino citizens, both in the Philippines and abroad, who reached the age of 100 years old | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| **For Living Centenarians:** | | | | | | |
| Birth certificate | | | Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR) | | | |
| Philippine Passport | | | Department of Foreign Affairs (DFA) | | | |
| Identification cards | | | Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver’s License, social security cards like the Government Service Insurance System (GSIS), and Social Security System (SSS), Professional Regulatory Commission (PRC) license, Philippine Postal, Commission on Elections (COMELEC) | | | |
| Marriage Certificate | | | Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR) | | | |
| Birth Certificates of children | | | Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR) | | | |
| Affidavits executed by at least two (2) disinterested persons | | | Lawyer (either public or private) | | | |
| Old School or Employment records | | | School or Employment agency | | | |
| Baptismal and/or Confirmation records | | | Parish church and other religious denomination | | | |
| Medical and/or Dental examination | | | Government / private doctors or dentist | | | |
| Other related documents | | | National Commission on Muslim Filipinos (NCMF) / National Commission on Indigenous People (NCIP); AFPSLAI, AMWSLAI, Veterans | | | |
| **For Deceased Centenarians:** | | | | | | |
| Death certificate | | | Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR) | | | |
| Identification card of the nearest surviving relative | | | Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver’s License, social security cards like the Government Service Insurance System (GSIS), and Social Security System (SSS), Professional Regulatory Commission (PRC) license, Philippine Postal, Commission on Elections (COMELEC) | | | |
| Certificate of live birth of the nearest surviving relative | | | Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR) | | | |
| Special Power of Attorney | | | Lawyer (either public or private) | | | |
| Warranty and Release from Liability | | | DSWD Field Offices | | | |
| *\*Documents stated in the living centenarians, shall also be required to be submitted by the nearest surviving relative of the deceased centenarians that will prove the deceased centenarians’ age eligibility at the time RA 10868 took effect if any* | | | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submission of application of centenarians and/or nearest surviving relative | 1. The DSWD Field Office received the masterlist of the centenarians through the following:    1. The Local Government Units through the Office for Senior Citizens Affairs or the Local Social Welfare and Development Office shall submit to the respective Field Office the consolidated validated masterlist of centenarians in their city/municipality.    2. Endorsement from the legislators; Office of the President; among others    3. Walk-in clients | | | None |  | Applicant  LGU |
| 1. DSWD FO conducts validation to the identified masterlist of centenarian applicants | 1. The Field Office Centenarian focal person (PDO II) conducts desk validation based on the documents submitted and/or home validation to the centenarian applicants, both to the living and to the nearest surviving relatives of the deceased centenarians    1. In case of incomplete documents or documents discrepancy, the Centenarian focal persons shall require the centenarian applicants and/or nearest surviving relative to comply with the lacking documents and/or reconcile the documents with discrepancy.    2. Centenarian focal person to coordinate with the Local Government Units on the discrepancies of the documents submitted and request to assist the centenarian applicants and/or nearest surviving relative    3. Centenarian focal person to provide technical assistance to the centenarian applicants and/or nearest surviving relative by coordinating with the concerned agencies. 2. The Centenarian focal person shall send a letter duly signed by the Regional Director to the LGU citing the result of the assessment:    1. Ineligible centenarians    2. Eligible centenarians   Centenarian applicants and/or nearest surviving relative shall be copy furnished of the said letter, by the LGU | | | None  None  None  None  None  None  None | Desk validation: 1-3 working days  Home Validation: 1-15 working days  N/A  1-5 working days | Project Development Officer II (Centenarian focal)  Centenarian applicants and/or nearest surviving relative  Centenarian focal person and LGU  Centenarian focal person  Centenarian focal person |
| 1. DSWD FO to facilitate the centenarian gift of the eligible centenarians | 1. The Centenarian focal person shall facilitate the voucher corresponding to the number of centenarians to be awarded. The incentives can be either thru cash or cheque.    1. For centenarians to be paid thru cash, the Field Office shall encash the check through the Special Disbursing Officers. | | | None  None | 1-20 working days | Centenarian focal person  FO – Special Disbursing Officer |
| 1. DSWD FO to release the centenarian gift of the eligible centenarians | 1. Release of Centenarian Gift to Centenarian    1. The Centenarian focal person shall notify the LGU on the scheduled release of the centenarian gift to the identified validated eligible centenarians and nearest surviving relative.    2. The centenarian gift shall be released to the eligible centenarian and/or nearest surviving relative, either through cash or cheque, in the form of the following mode: 2. House-to-house delivery and/or plaza type delivery by the FO-Special Disbursing Officer together with the Centenarian focal person and LGU 3. Deposit in the identified existing savings or current account of the eligible centenarians and/or nearest surviving relative | | | None | 1-3 working days  1-20 working days | Centenarian focal person  FO-Special Disbursing Officer; Centenarian focal person and LGU  FO-Cash Unit |
| **TOTAL** | | | | **NONE** | **66 days** | |

# **STANDARDS BUREAU**

**(SB)**

**FRONTLINE SERVICE**

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

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Standards Section – DSWD Field Office  Standards Compliance and Monitoring Division (SCMD)  Standards Bureau – DSWD Central Office | | | | |
| **Classification:** | | Thru a Fast Lane Established for the Purpose | | | | |
| **Type of Transaction:** | | Government to Client (G2C) | | | | |
| **Who may avail:** | | All eligible persons, groups, corporations, organizations or associations desiring to solicit funds during State of National Emergency/Calamity | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| 1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative | | | * Standards Section (SS) of the concerned DSWD Field Office * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 2 - DSWD-SB-PSF-002:  Application Form | | | |
| 1. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency | | | * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 5 - DSWD-SB-PSF-003: Project  Proposal | | | |
| 1. Undertaking to comply with the remaining requirements for the issuance of Solicitation Permit | | | * https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/   Annex 8 - DSWD-SB-PSF-007-B:  Undertaking (Persons)  Annex 9 - DSWD-SB-PSF-007-C:  Undertaking (Corporations) | | | |
| 1. Fund Utilization Report of proceeds and expenditures duly certified by the agency’s auditor/bookkeeper/finance officer, if applying for renewal of permit/authority | | | * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 12 - DSWD-SB-PSF-010: Fund  Utilization Report | | | |
| 1. Sample of additional specific requirements for each methodology to be used, such as:   5.1. Ticket, Ballots, Cards and similar forms  5.2. Donation Boxes, Coin Banks and other similar forms  5.3. Benefits show such as fashion show, concert and similar activities  5.4. Photo or Painting Exhibits and similar activities  5.5. Written request such as envelops, letters of appeal, greeting cards and similar forms  5.6. Text message, e-mail, online post and other types of solicitation using electronic devices  5.7. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms  5.8. Sport activities for a cause such as fun run, marathon, cycling and similar activities  5.9. Rummage sale, garage sale, sale of goods and other similar forms | | | * Applicant | | | |
| ***Note to Applicant***: *The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.* | | | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **A.  Assessment Procedures for Walk-in Applicants** | | | | | | |
| Step 1: Submit Application Documents | 1.     Determine whether the submitted documents are complete. | | | None | 10 minutes | *Support Staff,Standards Bureau,DSWD Central Office* |
| 1.1.     ***If complete***, receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System. | | |
| 1.2.     ***If incomplete***, return all documents submitted accompanied by a checklist of requirements for applicant Organization’s compliance. | | |
|  | 2.     Forwards to Standards Compliance and Monitoring Division (SCMD) - Standards Bureau DSWD Central Office | | | None | 40 minutes | Section Head Standards Bureau DSWD Central Office\* |
| ***Note:*** *Application documents received after 3:00 PM shall be considered as a next working day transaction.* | | | | | | |
| Step 2: Awaits the result of Assessment | Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements; | | | None | 4 hours | NFRC Focal Person – Standards Compliance and Monitoring Division (SCMD) - Standards Bureau DSWD Central Office |
| *May conduct validation activities, collateral interview and/or agency visit, if necessary*. | | |
| ***Step 2a – If found compliant to eligibility and documentary requirements*** | | |
| 1.      Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary | | |
| 2.      Sign and endorse the assessment report, complete application documents and Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director | | |
| Step 2: Awaits the result of Assessment | ***Step 2b – If found non-compliant to eligibility and documentary requirements*** | | |  | 2 hours | NFRC Focal Person – Standards Compliance and Monitoring Division (SCMD) -  Standards Bureau, DSWD Central Office |
| 1.      Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements. | | |
| 2.      Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements. | | | 3 hours | Section Head/ Division Chief SCMD Standards Bureau DSWD Central Office\* |
|
| Step 3: Awaits the result of application | 3.1 Review and Sign assessment report with the complete application documents | | | None | 3 hours 10 minutes | Section Head/ Division Chief SCMD Standards Bureau,,DSWD Central Office\* |
| 3.2 Prepared Certificate of Authority to Conduct National Fund Raising Campaign and endorse the same to the Office of the Bureau Director | | |
| Step 4: Awaits the result of application | 4.1 Review and Sign assessment report with complete application documents | | | None | 2 hours | Office of the Bureau Director Standards Bureau DSWD Central Office\* |
| 4.2 Prepared Certificate of Authority to Conduct National Fund Raising Campaign | | |
| 4.3 Endorse to the Office of the Undersecretary of the Standards and Capacity Building Group (SCBG) | | |
| Step 5: Awaits the result of application | 5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct National Fund Raising Campaign | | | None | 5 hours | Undersecretary Standards and Capacity Building Group (SCBG)  DSWD Central Office\* |
| 5.2 Endorse the same to the Office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign | | |
| Step 6: Awaits the result of application | Approve and sign Solicitation Permit/ Certificate of Authority to Conduct National Fund Raising Campaign | | | None | 1 day | DSWD Secretary or Authorized Representative |
| Step 7: Receive the Certificate | Release/ transmits the approved/signed permit to the concerned DSWD Field Office for issuance to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds | | | None | 1 hour | Standards Bureau DSWD Central Office |
| **TOTAL** | | | | | | |
| **Complete and Compliant:** | | | | None | 3 working days | |
| **Complete and Non-Compliant Submission:** | | | | None | 4 hours and 50 minutes | |
| **Incomplete Submission:** | | | | None | 30 minutes | |
| **B.  Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier** | | | | | | |
| ***STEP 1:*** Send the Application Form together with the prescribed documentary requirements through Mail or Courier to: Standards Bureau  DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City. | | | | None | \*10 minutes | *Support Staff in-charge of incoming documents* |
| ***Note:*** *Application documents received after 3:00 PM shall be considered as a next working day transaction.* | | | | | | |
| *Step 2: Awaits the result of Assessment* | Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements; | | | None | 4 hours | *NFRC Focal Person – Standards Compliance and Monitoring Division (SCMD) - Standards Bureau, DSWD Central Office* |
| *May conduct validation activities, collateral interview and/or agency visit, if necessary*. | | |
| *Step 2a – If found compliant to eligibility and documentary requirements* | | |
| 3.      Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary | | |
| 4.      Sign and endorse the assessment report, complete application documents and Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director | | |
| *Step 2: Awaits the result of Assessment* | *Step 2b – If found non-compliant to eligibility and documentary requirements* | | | None | 2 hours | *NFRC Focal Person – Standards Compliance and Monitoring Division (SCMD) - Standards Bureau, DSWD Central Office* |
| b.1 Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements. | | |
| b.2 Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements. | | | 3 hours | *Section Head/ Division Chief SCMD Standards Bureau DSWD Central Office\** |
| *Step 3: Awaits the result of application* | 3.1 Review and Sign assessment report with the complete application documents | | | None | 3 hours 10 minutes | *Section Head/ Division Chief SCMD Standards Bureau DSWD Central Office\** |
| 3.2 Prepared Certificate of Authority to Conduct National Fund Raising Campaign and endorse the same to the Office of the Bureau Director. | | |
| *Step 4: Awaits the result of application* | 4.1 Review and Sign assessment report with complete application documents | | | None | 2 hours | *Office of the Bureau Director Standards Bureau DSWD Central Office\** |
| *Step 5: Awaits the result of application* | 5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct National Fund Raising Campaign | | | None | 5 hours | *Undersecretary Standards and Capacity Building Group (SCBG) DSWD Central Office\** |
| 5.2 Endorse the same to the Office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign | | |
| *Step 6: Awaits the result of application* | Approve and sign Solicitation Permit/ Certificate of Authority to Conduct National Fund Raising Campaign | | | None | 1 day | *DSWD Secretary or Authorized Representative* |
| *Step 7: Receive the Certificate* | Release/ transmits the approved/signed permit to the concerned DSWD Field Office for issuance to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds | | | None | 1 hour | *Standards Bureau DSWD Central Office* |
| **TOTAL** | | | | | | |
| **Complete and Compliant:** | | | | None | 3 working days | |
| **Incomplete and/or complete but non-Compliant Submission:** | | | | None | 4 hours and 50 minutes | |

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

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

* + - 1. **Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation and Organization: National Regular Permit**

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Standards Section – DSWD Field Office  Standards Compliance and Monitoring Division (SCMD) | | | | |
| **Classification:** | | Highly Technical | | | | |
| **Type of Transaction:** | | * Government to Client (G2C) * Government to Government (G2G) | | | | |
| **Who may avail:** | | All eligible person/individual, groups whether organized or unorganized, Corporations whether profit or non-profit, Organizations or Agencies, Associations including Civil Society Organizations (CSOs), Registered, Licensed and/or Accredited SWDAs including Social Welfare Arms of religious Organizations desiring to solicit funds for charitable and public welfare purposes in more than one (1) region. | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| 1. **For Individuals, Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes** | | | | | | |
| 1. Duly Accomplished Application Form | | | * DSWD Central Office - Standards Bureau (SB)   IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City   * Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) * DSWD-SB- PSF-001: Application Form | | | |
| 1. Certified True Copy (CTC) of Certificate of Registration which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new application   ***\*Not applicable to Government Agencies and SWDAs with Valid RLA*** | | | * **Securities Exchange Commission (SEC) -** Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 * **Any SEC Extension Office** (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) | | | |
| 1. 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. ***\*Not applicable to Government Agencies and SWDAs with Valid RLA.*** | | | * **Securities Exchange Commission (SEC)** Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 * **Any SEC Extension Office** (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) | | | |
| 1. Project Proposal on the intended public solicitation approved by the Head of Agency including the work and financial plan (WFP) of the intended activity indicating details of the methodology to be used. | | | * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms/)   Annex 5 - DSWD-SB-PSF-003: Project  Proposal | | | |
| 1. Updated Profile of the Governing Board or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer.   ***\*Not applicable to Government Agencies and SWDAs with Valid RLA.*** | | | * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms/)   DSWD-SB-PSF-004: Profile of Governing Board | | | |
| 1. Notarized Written Agreement or any similar document signifying the intended beneficiary/ ies concurrence as recipient of the fundraising activities.   *For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.* | | | * From the applicant signed by the intended beneficiary/recipients or its head/authorized representative | | | |
| 1. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility. | | | * From the Licensed and Accredited SWDA that allowed the applicant to solicit funds under their name or responsibility | | | |
| 1. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency’s jurisdiction, as applicable:   8.1. Director of Private Schools  8.2. Schools Superintendent of Public School  8.3. Head or authorized representative of National Government Agencies (NGAs)  8.4. Head or authorized representative of Local Government Unit (LGU)  8.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination   * 1. Others | | | * from the agency that allows applicant to undertake solicitation activities in their jurisdiction | | | |
| 1. Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by an Hospital Records Section | | | * From the attending physician or Hospital Records Section | | | |
| 1. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO) | | | * From the Local Social Welfare and Development Officer who has jurisdiction on the area of the applicant | | | |
| 1. Signed Memorandum of Agreement (MOA) between the DSWD and the C/MSWDO of the concerned LGU stating therein their commitment to monitor the applicant’s solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office. | | | * From the concerned DSWD Office and/or the C/MSWDO of the concerned LGU | | | |
| 1. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for Individuals (Annex 11) | | | * https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/   DSWD-SB-PSF-008: Board Resolution  DSWD-SB-PSF-009: Pledge of Commitment | | | |
| 1. Fund Utilization Report (Annex 12) of proceeds and expenditures | | | * https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/   DSWD-SB-PSF-010: Fund Utilization Report | | | |
| 1. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service./Unit (FMS/U) | | | * From the Applicant as issued by the concerned Field Office | | | |
| ***Note to Applicant***: *The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.* | | | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| STEP 1: Secure application form thru the DSWD Website or from the DSWD Field Office | Client secures or provided with application form and checklist of requirements | | | None | \*5 minutes | *Support Staff - Standards Section*  *DSWD Field Office* |
| STEP 2: Payment of Processing Fee | Receive payment for the required processing fee and issue official receipt (OR) | | | ₱1,000.00 | \*10 minutes | *Receiving Staff –*  *Cash Division Finance Service Unit -*  *DSWD Field Office* |
| STEP 3: Submit/file application documents | **If Complete and Compliant:**  1.1. Receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.  **If found incomplete or non-compliant**,   * 1. *Communicate with the applicant citing reason/s for non-processing and denial.*   2. *Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for applicant Organization’s compliance.* | | | None  None | \*15 minutes  *3 days* | *Focal Person -Standards Section DSWD Field Office*  *Focal Person -Standards Section DSWD Field Office* |
| *Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.* | | | | | | |
| STEP 4: Wait for the result of the assessment | 1.1 Endorse complete application documents including copy of official receipt representing payment of processing fee together with the assessment report to the Standards Bureau – DSWD Central Office  1.2 Review and validate application documents for compliance to requirements, prepare Permit/Certificate of Authority to Conduct National Fund Raising Campaign and endorse the same to the Undersecretary concerned for recommending her approval  1.3 Endorse application documents and Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Undersecretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign  Note: If disapproved, return to the Standards Bureau and provide reason for disapproval  1.4 Endorse application documents and Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign  Note: If disapproved, return to the Standards Bureau and provide reason for disapproval  1.5 Approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign by the Secretary or his/her authorized representative.  Note: If disapproved, return to the Standards Bureau and provide reason for disapproval | | | None  None  None  None  None | 7 days  2 days, 6 Hours and 30 minutes  1 day  1 day  2 days | *Focal Person -Standards Section/Section Head/Division Chief/Regional Director -*  *DSWD Field Office*  *Technical Staff –*  *Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director -*  *Standards Bureau*  *DSWD Central Office*  *Assistant Secretary*  *Undersecretary*  *DSWD Secretary or Authorized Representative* |
|  | **If disapproved to requirements:**   * 1. *Call the attention of the concerned DSWD Field Office and communicate citing reason/s for non-processing and denial.*   2. *Provides the necessary technical assistance to rectify the gap and/or submit lacking requirements*. | | | *None* | *3 days* | *Technical Staff –*  *Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director -*  *Standards Bureau*  *DSWD Central Office* |
| STEP 5:  Issuance of Permit | 1.1 Notify the Applicant Organization on the approved National Fundraising Campaign Authority/Permit through Conforme Letter  1.2 Issues the National Fundraising Campaign Authority/Permit or the Denial Letter  1.3 Notify DSWD Field Office concern for monitoring and validate the conduct of solicitation activities of applicants to determine whether solicitation activity is in accordance with the issued permit. | | | None | 1 Hour and 30 minutes | *Focal Person –*  *Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director -*  *Standards Bureau*  *DSWD Central Office* |
| **TOTAL**  **Complete and Compliant:** | | | | ₱1,000.00 | 14 working days | |
| **Complete but Non-Compliant and/or Incomplete Submission:** | | | | ₱1,000.00 | Three (3) days | |
| **Incomplete Submission:** | | | | None | 30 minutes | |

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

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

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

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Office or Division:** | Standards Section – DSWD Field Office | | |
| **Classification:** | Complex Transaction | | |
| **Type of Transaction:** | Government to Client (G2C) | | |
| **Who may avail:** | Person/s, group/s, corporations whether profit or non-profit, organizations or associations desiring to solicit or receive contributions for charitable, social and public welfare purposes | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** |
| 1. **For Person/s desiring to solicit or receive contributions for response to victims of state of emergency/calamity** | | | |
| 1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative | | * Standards Section (SS) of the concerned DSWD Field Office * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 2 - DSWD-SB-PSF-002: Application Form | |
| 1. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency | | * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 5 - DSWD-SB-PSF-003: Project Proposal | |
| 1. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit | | * https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/   Annex 7 - DSWD-SB-PSF-006: Undertaking | |
| 1. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12). | | • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/  Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report | |
| 1. Additional Requirements for Persons 2. Two valid government issued Identification Cards 3. Barangay Certification attesting to the applicants integrity and capability to launch a fund raising activity | | * Applicant | |
| 1. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) Applicant | | * Applicant | |
| 1. **For Person/s representing an unorganized/unregistered group** | | | |
| 1. One (1) Duly Accomplished Application Form signed by the applicant person or head of agency or his/her authorized representative | | | * Standards Section (SS) of the concerned DSWD Field Office * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 2 - DSWD-SB-PSF-002: Application Form |
| 1. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency | | | * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 5 - DSWD-SB-PSF-003: Project Proposal |
| 1. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit | | | * https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/   Annex 7 - DSWD-SB-PSF-006: Undertaking |
| 1. Additional Requirements for Persons representing an informal/unorganized group 2. Two valid government issued Identification Cards 3. Barangay Certification attesting to the applicant’s integrity and capability to launch a fund raising activity 4. Endorsement Letter from the group the person is representing with | | | * Applicant |
| 1. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) | | | * Applicant |
| 1. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12). | | | • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/  Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report |
| 1. **For Corporations, Organizations or Associations including SWDAs and Religious Organizations** | | | |
| 1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative | | | * Standards Section (SS) of the concerned DSWD Field Office * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 2 - DSWD-SB-PSF-002: Application Form |
| 1. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency | | | * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 5 - DSWD-SB-PSF-003: Project Proposal |
| 1. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit | | | * https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/   Annex 7 - DSWD-SB-PSF-006: Undertaking |
| 1. Fund Utilization Report of proceeds and expenditures. | | | * https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/   Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report |
| 1. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U) | | | * Applicant |
| 1. Sample of additional specific requirements for each methodology to be used, such as:   a. Ticket, Ballots, Cards and similar forms  b. Donation Boxes, Coin Banks and other similar forms  c. Benefits show such as fashion show, concert and similar activities  d. Photo or Painting Exhibits and similar activities  e. Written request such as envelops, letters of appeal, greeting cards and similar forms  f. Text message, e-mail, online post and other types of solicitation using electronic devices  g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms  h. Sport activities for a cause such as fun run, marathon, cycling and similar activities  i. Rummage sale, garage sale, sale of goods and other similar forms | | | * Applicant |
| 1. **For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds** | | | |
| 1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative | | | * Standards Section (SS) of the concerned DSWD Field Office * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 2 - DSWD-SB-PSF-002: Application Form |
| 1. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency | | | * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 5 - DSWD-SB-PSF-003: Project Proposal |
| 1. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit | | | * https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/   Annex 7 - DSWD-SB-PSF-006: Undertaking |
| 1. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) | | | * Applicant |
| 1. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12). | | | • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/  Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report |
| 1. Sample of additional specific requirements for each methodology to be used, such as:   a. Ticket, Ballots, Cards and similar forms  b. Donation Boxes, Coin Banks and other similar forms  c. Benefits show such as fashion show, concert and similar activities  d. Photo or Painting Exhibits and similar activities  e. Written request such as envelops, letters of appeal, greeting cards and similar forms  f. Text message, e-mail, online post and other types of solicitation using electronic devices  g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms  h. Sport activities for a cause such as fun run, marathon, cycling and similar activities  i. Rummage sale, garage sale, sale of goods and other similar forms | | | * Applicant |
| ***Note to Applicant***: *The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.* | | | |

| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| --- | --- | --- | --- | --- | --- |
| 1. **Facilitation Procedures for the Issuance of Temporary Regional Public Solicitation Permit at the Standards Section of the concerned DSWD Field Office (Walk-in)** | | | | | |
| ***Step 1:*** Submission of Application | 1. Determine whether the submitted documents are complete.   ***If complete***, receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.   * 1. Prepares billing statement for the payment of the processing fee to Cash Section   2. Instruct the applicant to settle the processing fee at the DSWD Field Office – Cash Unit.   ***If incomplete***, return all documents submitted accompanied by a checklist of requirements for applicant Organization’s compliance. | | **PhP500.00** | 30 minutes | *Standards Section Support Staff* |
| ***Note:*** *Application documents received after 3:00 PM shall be considered as a next working day transaction.* | | | | | |
| ***Step 2: Awaits the result of Assessment*** | Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;  *May conduct validation activities, collateral interview and/or agency visit, if necessary*.  ***Step 2a – If found compliant to eligibility and documentary requirements***   1. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary 2. Sign and endorse the assessment report, complete application documents and Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director | | None | 4 hours | *NFRC Focal Person –*  *Standards Section – DSWD Field Office* |
| ***Step 2: Awaits the result of Assessment*** | ***Step 2b – If found non-compliant to eligibility and documentary requirements***   1. Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements. | | None | 2 hours | *NFRC Focal Person –*  *Standards Section – DSWD Field Office* |
|  | 1. Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements. | | None | 3 hours | *Standards Section Head/ Division Chief/Regional Director* |
| ***Step 3: Awaits the result of application*** | 4.1 Review and Sign assessment report with complete application documents  4.2 Prepared Certificate of Authority to Conduct Regional Fund Raising Campaign  4.3 Endorse to the Office of the Division Chief Supervising the Standards Section | | None | 3 hours | *Standards Section Head* |
| ***Step 4: Awaits the result of application*** | 5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign  5.2 Endorse the same to the Office of the Regional Director with recommendation for approval and signing of Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign | | None | 3 hours | *Division Chief* |
| ***Step 5: Awaits the result of application*** | Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund Raising Campaign | | None | 5 hours | *DSWD Regional Director or Authorized Representative* |
| ***Step 6: Receive the Certificate*** | Release/ transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds | | None | 30 minutes | *Standards Section – DSWD Field Office* |
| **TOTAL**  **Complete and Compliant:** | | | ₱500.00 | Two (2) working days | |
| **Complete but Non-Compliant and/or Incomplete Submission:** | | | ₱500.00 | 6 hours | |
| **Incomplete Submission:** | | | None | 30 minutes | |
| **B. Processing Procedures of Applications submitted at Field Office through Mail/Courier** | | | | | |
| ***STEP 1:*** Send the Application Form together with the prescribed documentary requirements through Mail or Courier to the concerned DSWD Field Office who has jurisdiction on the area for Solicitation. | | Log receipt into the Document Tracking System. This shall be route to the Assigned Technical Staff. | None | \*10 minutes | *Standards Section Support Staff in-charge of incoming documents* |
| ***Note:*** *Application documents received after 3:00 PM shall be considered as a next working day transaction.* | | | | | |
| ***Step 2: Awaits the result of Assessment*** | | Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;  *May conduct validation activities, collateral interview and/or agency visit, if necessary*.  ***Step 2a – If found compliant to eligibility and documentary requirements***   1. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary 2. Sign and endorse the assessment report, complete application documents and Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director | None | 4 hours | *NFRC Focal Person –*  *Standards Section – DSWD Field Office* |
| ***Step 2: Awaits the result of Assessment*** | | ***Step 2b – If found non-compliant to eligibility and documentary requirements***   1. Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements. | None | 2 hours | *NFRC Focal Person –*  *Standards Section – DSWD Field Office* |
|  | | 1. Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements. | None | 3 hours | *Standards Section Head/ Division Chief/Regional Director* |
| ***Step 3: Awaits the result of application*** | | 4.1 Review and Sign assessment report with complete application documents  4.2 Prepared Certificate of Authority to Conduct Regional Fund Raising Campaign  4.3 Endorse to the Office of the Division Chief Supervising the Standards Section | None | 3 hours | *Standards Section Head* |
| ***Step 4: Awaits the result of application*** | | 5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign  5.2 Endorse the same to the Office of the Regional Director with recommendation for approval and signing of Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign | None | 3 hours | *Division Chief* |
| ***Step 5: Awaits the result of application*** | | Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund Raising Campaign | None | 5 hours | *DSWD Regional Director or Authorized Representative* |
| ***Step 6: Receive the Certificate*** | | Release/ transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds | None | 30 minutes | *Standards Section – DSWD Field Office* |
| **TOTAL**  **Complete and Compliant:** | | | ₱500.00 | Two (2) working days | |
| **Complete but Non-Compliant and/or Incomplete Submission:** | | | ₱500.00 | 6 hours | |
| **Incomplete Submission:** | | | None | 30 minutes | |

*Note 1: If the concerned FO is affected by the Emergency situation, the application can be filed directly at the DSWD Standards Bureau – DSWD Central Office*

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

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

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

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Standards Section – DSWD Field Office | | | | |
| **Classification:** | | Complex Transaction | | | | |
| **Type of Transaction:** | | Government to Client (G2C) | | | | |
| **Who may avail:** | | Person/s whose child, relative or friend ailing of chronic ailments as endorsed by the LSWDO or a SWDA; non-stock, non-profit organizations; regional offices of government agencies (GAs), GOCCs and LGUs; and, SWDAs with updated/valid Certificate of Registration, License to Operate and/or Accreditation | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| 1. **For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by the Local Social Welfare and Development Office (LSWDO)** | | | | | | |
| 1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative | | | * Standards Section (SS) of the concerned DSWD Field Office * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 2 - DSWD-SB-PSF-002:  Application Form | | | |
| 1. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency | | | * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 5 - DSWD-SB-PSF-003: Project Proposal | | | |
| 1. Notarized Written Agreement or any similar document signifying the intended beneficiary’s concurrence as recipient of the fundraising activity.   For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child. | | | * Applicant | | | |
| 1. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO) | | | * Applicant | | | |
| 1. Medical Certificate/Abstract and/or Treatment Protocol signed by the attending physician or the hospital’s records section | | | * Applicant | | | |
| 1. Signed Memorandum of Agreement (MOA) between the DSWD and the LSWDO of the concerned LGU stating therein their commitment to monitor the applicant’s solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office. | | | * Applicant | | | |
| 1. Pledge of Commitment (Annex 11) | | | * https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/   Annex 11 - DSWD-SB-PSF-010: Pledge of Commitment | | | |
| 1. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) | | | * Applicant | | | |
| 1. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12). | | | * https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/   Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report | | | |
| 1. **For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by a registered, licensed and/or accredited Social Welfare and Development Agency (SWDA)** | | | | | | |
| 1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative | | | * Standards Section (SS) of the concerned DSWD Field Office * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 2 - DSWD-SB-PSF-002: Application Form | | | |
| 1. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency | | | * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 5 - DSWD-SB-PSF-003: Project Proposal | | | |
| 1. Notarized Written Agreement or any similar document signifying the intended beneficiary’s concurrence as recipient of the fundraising activity.   For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child. | | | * Applicant | | | |
| 1. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility | | | * Applicant | | | |
| 1. Board Resolution or any document authorizing the conduct of public solicitation | | | * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 10 - DSWD-SB-PSF-008: Board Resolution | | | |
| 1. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) | | | * Applicant | | | |
| 1. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12). | | | * https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/   Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report | | | |
| 1. **For Non- Stock, Non-Profit Corporations, Organizations or Associations** | | | | | | |
| 1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative | | | * Standards Section (SS) of the concerned DSWD Field Office * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 2 - DSWD-SB-PSF-002: Application Form | | | |
| 1. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency | | | * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 5 - DSWD-SB-PSF-003: Project Proposal | | | |
| 1. Certified True Copy (CTC) of Certificate of Registration with SEC which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new applicant | | | * Applicant | | | |
| 1. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/ Accomplished SEC General Information Sheet (GIS) from any of the above-mentioned regulatory government agency that has jurisdiction to regulate the applying organization or agency. | | | * Applicant | | | |
| 1. Updated Profile of Governing Board or its Equivalent in Government Organizations | | | * https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/   Annex 6 - DSWD-SB-PSF-004: Profile of  Governing Board | | | |
| 1. Board Resolution or any document authorizing the conduct of public solicitation | | | * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 10 - DSWD-SB-PSF-008: Board Resolution | | | |
| 1. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities. *For children beneficiaries, only the parent/s or maternal/paternal relative/s may sign the document in behalf of the child.* | | | * Applicant | | | |
| 1. Pledge of Commitment | | | * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment | | | |
| 1. 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: 2. Director of Private Schools 3. Schools Superintendent of Public School 4. Head or authorized representative of National Government Agencies (NGAs) 5. Head or authorized representative of Local Government Unit (LGU) 6. Bishop/Parish Priest/Minister or Head of Sect or Denomination 7. Others | | | * Applicant | | | |
| 1. Fund Utilization Report of proceeds and expenditures. | | | * https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/   Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report | | | |
| 1. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U | | | * Applicant | | | |
| 1. Sample of additional specific requirements for each methodology to be used, such as:   a. Ticket, Ballots, Cards and similar forms  b. Donation Boxes, Coin Banks and other similar forms  c. Benefits show such as fashion show, concert and similar activities  d. Photo or Painting Exhibits and similar activities  e. Written request such as envelops, letters of appeal, greeting cards and similar forms  f. Text message, e-mail, online post and other types of solicitation using electronic devices  g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms  h. Sport activities for a cause such as fun run, marathon, cycling and similar activities  i. Rummage sale, garage sale, sale of goods and other similar forms | | | * Applicant | | | |
| 1. **For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds** | | | | | | |
| 1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative | | | * Standards Section (SS) of the concerned DSWD Field Office * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 2 - DSWD-SB-PSF-002: Application Form | | | |
| 1. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency | | | * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 5 - DSWD-SB-PSF-003: Project Proposal | | | |
| 1. Written authorization from Head of Government Agency for the intended solicitation activity that also ensure strict compliance to the standard ratio of funds utilization | | | * Applicant | | | |
| 1. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) | | | * Applicant | | | |
| 1. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12). | | | • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/  Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report | | | |
| 1. Sample of additional specific requirements for each methodology to be used, such as:   a. Ticket, Ballots, Cards and similar forms  b. Donation Boxes, Coin Banks and other similar forms  c. Benefits show such as fashion show, concert and similar activities  d. Photo or Painting Exhibits and similar activities  e. Written request such as envelops, letters of appeal, greeting cards and similar forms  f. Text message, e-mail, online post and other types of solicitation using electronic devices  g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms  h. Sport activities for a cause such as fun run, marathon, cycling and similar activities  i. Rummage sale, garage sale, sale of goods and other similar forms | | | * Applicant | | | |
| 1. **For Social Welfare and Development Agency (SWDA) with updated/valid registration, licensing and/or accreditation** | | | | | | |
| 1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative | | | * Standards Section (SS) of the concerned DSWD Field Office * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 2 - DSWD-SB-PSF-002: Application Form | | | |
| 1. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency | | | * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 5 - DSWD-SB-PSF-003: Project Proposal | | | |
| 1. Notarized Written Agreement or any similar document signifying the intended beneficiary’s concurrence as recipient of the fundraising activity.   For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child. | | | * Applicant | | | |
| 1. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility | | | * Applicant | | | |
| 1. Board Resolution or any document authorizing the conduct of public solicitation | | | * [https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms](https://www.dswd.gov.ph/downloads-forms-downloads-public%20solicitation%20forms)/   Annex 10 - DSWD-SB-PSF-008: Board  Resolution | | | |
| 1. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) | | | * Applicant | | | |
| 1. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12). | | | * https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/   Annex 12 - DSWD-SB-PSF-011: Fund  Utilization Report | | | |
| 1. Sample of additional specific requirements for each methodology to be used, such as:   a. Ticket, Ballots, Cards and similar forms  b. Donation Boxes, Coin Banks and other similar forms  c. Benefits show such as fashion show, concert and similar activities  d. Photo or Painting Exhibits and similar activities  e. Written request such as envelops, letters of appeal, greeting cards and similar forms  f. Text message, e-mail, online post and other types of solicitation using electronic devices  g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms  h. Sport activities for a cause such as fun run, marathon, cycling and similar activities  i. Rummage sale, garage sale, sale of goods and other similar forms | | | * Applicant | | | |
| ***Note to Applicant***: *The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.* | | | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. **Facilitation Procedures after receipt of complete application documents from the applicant of Regional Public Solicitation Permit at the concerned DSWD Field Office** | | | | | | |
| ***Step 1:*** Submit Application | Applicant submits application documents to the Standards Section of the concerned DSWD Regional Office. Applications could be submitted personally or sent thru e-mail or courier. And wait for the response of the of the concerned DSWD Regional Office   1. Standards Section concerned Technical Staff reviews the completeness and correctness of the submitted application documents based on the checklist received either personally, thru courier or e-mail   *If complete, forward application documents to the Standards Section Support Staff, for tracking*  *If incomplete, the Technical Staff of Standard Section of the concerned DSWD-FO shall then provide the applicant with the necessary technical assistance to rectify the gap and/or submit lacking requirements. Provides applicant with checklist of requirements* | | | None | 2 Hours | *Applicant*  *Standards Section Technical Staff* |
| ***Step 2:*** Receives reference number for tracking | 1. Receives application documents and logs its receipt into the document tracking system 2. Provides the applicant with document reference number for easy tracking either in person, courier or e-mail. 3. Prepares billing statement for the payment of the processing fee to Cash Section 4. Provide instruction to the applicant to pay the processing fee at the Cash Section of the DSWD Field Office   *If the application documents are received via courier or e-mail, inform the Standards Section Technical staff to inform applicant for the payment of the processing fee* | | | None | 1 Hour | *Standards Section Support Staff* |
| ***Step 3:***  Payment of processing fee | 1. Applicant proceeds to the Cash Section or to the nearest LBP Branch or via online and pay the processing fee of PhP500.00 2. Cash Section accepts payment for processing fee and issue official receipt and provide instruction to return a photocopy of the receipt to the Standards Section 3. Applicant photocopies receipt and submit the same to the Standards Section of the concerned DSWD Field Office 4. Waits for the release of Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to be released within two (2) days after receipt of complete application documents | | | **PhP500.00** | 1 Hour | *Applicant*  *Cash Section Cashier/ Support Staff*  *Applicant* |
| ***Step 4:*** Submission of the OR for attachment to the application | 1. Receives photocopy of the official receipt for the processing fee and attached the same to the application documents 2. Routes the complete application documents including photocopy of official receipt to the Head of the Standards Section | | | None | 1 Hour | *Standards Section Support Staff* |
| ***Note:*** *Application documents received after 3:00 PM shall be considered as a next working day transaction.* | | | | | | |
| ***Step 5:*** Waiting for the result of the application | 1. Provides written notes/ instructions for appropriate action of the concerned Standards Section Technical Staff 2. Endorse application documents to the concerned Standards Section Technical Staff, for appropriate action 3. Standards Section concerned technical staff receives application documents and conducts assessment of the application for the issuance of solicitation permit 4. Acknowledges receipt of application documents and transmit it thru e-mail or courier   *If found eligible and compliant, facilitates the preparation of Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign and Conforme Letter and endorse the same to the Section Head for review.*  *If found non-eligible, non-compliant or both, technical staff immediately or within the day of receipt of application provide the applicant with technical assistance on fund raising requirements per M.C. 5 series of 2021 to rectify the gap and/or submit lacking requirements*   1. Takes proper action relative to the inputs/ comments/ correction provided by either the Section Head, Division Chief or the Regional Director for application documents and Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign not found in order and return the same to the Section Head for onward endorsement to the concerned Division Chief 2. Section Head receives and reviews the application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign endorsed by the technical staff.   *If found in-order, affix her initial and endorse the same to the concerned Division Chief for further review and/or onward endorsement to the Office of the Regional Director, for approval and signature*  *If found not in-order, provide comments/inputs/corrections and return the same to the technical staff*   1. Logs its receipt to the Document Tracking System 2. Route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to the Division Chief   Concerned Division Chief receives and reviews application for solicitation permit and the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Campaign.  *If found in-order, endorsed the same to the Office of the Regional Director for approval and signature*  *If found not in-order, return the same to the Standards Section for proper action*   1. Logs its receipt to the Document Tracking System 2. Route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to the Regional Director 3. The Regional Director reviews application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign   *If found in order, the Regional Director approves application for solicitation permit and signs the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign and transmit the same to the Standards Section for issuance*  *If found not in order, return the same to the Standards Section through the concerned Division Chief for appropriate action*   1. Logs the receipt of the approved Solicitation Permit /Certificate of Authority to Conduct Fund Raising Campaign to the Document Tracking System 2. Endorse the same to the Standards Section Head, for further instructions 3. Receives approves Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign and endorse the same to the concerned Standards Section Technical Staff and provide instructions to the Standards Section Technical Staff for its release to applicant 4. Receives approved application for solicitation permit and the signed Solicitation Permit/ Certificate of Authority to Conduct Fund Campaign and issue the same to the eligible and compliant applicant 5. Issue and e-mail the approved Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign including the Conforme Letter to the applicant 6. Facilitates the accomplishment of the Customer Satisfaction Survey to the applicant for the services rendered and ensures its return to the Standards Section for consolidation 7. Provides a copy of the issued permit to the Records and Archives Management Unit (RAMU) of the Administrative Division | | | None | 4 Hours | *Section Head* |
| None | 1 and 1/2 Days  1 Day  1 Hour | *Technical Staff*  *Standards Section*  *Section Head*  *Standards Section*  *Concerned Division Chief Support Staff* |
|  | 1 Day  30 Minutes | *Division Chief*  *Concerned Division*  *Office of the Regional Director Support Staff* |
|  | 1 and 1/2 Days | *Regional Director*  *DSWD Field Office* |
|  | 20 Minutes  1 Hour  4 Hours | *Concerned Division Chief Support Staff*  *Section Head*  *Standards Section*  *Standards Section Technical Staff* |
|  |  |  |
| ***Step 6:*** Receipt of the signed and approved Solicitation Permit | 1. Issuance of the Solicitation Permit to the successful applicant 2. Acknowledge/receives signed and approved Solicitation Permit and sign Conforme Letter 3. Transmit signed Conforme Letter to the Standards Section, DSWD Regional Office | | | None | 10 minutes | *Standards Section Technical/ Support Staff*  *Applicant* |
| **Total No. of Days** | | | | ₱500.00 | Seven (7) Working Days | |
| **Complete but Non-Compliant and/or Incomplete Submission:** | | | | ₱500.00 | Three (3) Working Days | |
| **Incomplete Submission:** | | | | None | 30 minutes | |

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

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

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

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office | | | | | |
| **Classification:** | | Complex | | | | | |
| **Type of Transaction:** | | Government to Client (G2C) | | | | | |
| **Who may avail:** | | All Private Organization that intends to engage in Social Welfare and Development Activities Operating in more than one (1) region | | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** | | | |
| 1. One (1) original copy of Duly Accomplished Application Form | | | * DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City * Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) * <https://www.dswd.gov.ph/downloads-2/>publications1/ *Annex 1. DSWD-RLA-F001 Application Form for Registration* | | | | |
| 1. One (1) photocopy of Updated Certificate of Registration and latest Articles of Incorporation and by-laws indicating that the organization’s primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non –profit organization to operate in the Philippines | | | * **Securities Exchange Commission (SEC) -** Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 | | | | |
| 1. One (1) original copy of any of the following:  * Handbook or Manual Operations of its programs policies and procedures to attain its purposes * Brochure * Duly signed Work and Financial Plan for at least two (2) years | | | * <https://www.dswd.gov.ph/downloads-2/publications1/> *Annex 4. DSWD-RLA-F004 Manual of Operation* * <https://www.dswd.gov.ph/downloads-2/>publications1/*Annex 5. DSWD-RLA-F005 Brochure* * <https://www.dswd.gov.ph/downloads-2/publications1/> *Annex 9. DSWD-RLA-F009 Work and Financial Plan* | | | | |
| ***Note to Applicant***: *The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Registration based on DSWD Memorandum Circular No. 17 Series of 2018.* | | | | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. **Assessment Procedures for Walk-in Applicants** | | | | | | | |
| ***STEP 1:*** Secure application form and other templates on Registration thru the DSWD Website/ Standards Bureau | Provide the client the copy of application form and | | | | None |  | Support Staff (Standards Bureau - SB) |
| ***STEP 2:***   * 1. Submit/ file application and supporting documents.   2. For applicant organizations with complete requirements, shall have acknowledgement receipt of the submitted documentary requirements.   3. For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements. | * 1. ***If complete***, receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.   2. Provides the walk-in applicant with document reference number for easy tracking   3. ***If incomplete***, return all documents submitted accompanied by a checklist of requirements for applicant Organization’s compliance. | | | | None | \*15 minutes | Support Staff in charge of all incoming documents (Standards Bureau - SB) |
| ***STEP 3:*** If complete, settle the required processing fee.  . | Prepares billing statement and instructs applicant to proceed to the Financial Management Service (***DSWD Cashier, 2nd Floor, Matapat Building***) for the payment of the necessary fee or thru online at <https://www.lbp-eservices.com/egps/portal/index.jsp>  Process payment and issued Official Receipt. | | | | None  ₱1,000.00 | \*15 minutes | Support Staff in-charge of the issuance of Billing statement (Standards Bureau - SB)  Cashier (Financial and Management Service) |
| ***STEP 4:*** Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR). | Attach the photocopy of the official receipt of the processing fee | | | | None | Support Staff in charge of all incoming documents (Standards Bureau - SB) |
| ***Note:*** *Application documents received after 3:00 PM shall be considered as a next working day transaction.* | | | | | | | |
| ***STEP 5:*** Wait for the result of the assessment. | * 1. Logs and endorses the application documents to concerned Section and technical staff   2. Conducts desk review of the received application as to the completeness and compliance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support said criteria   3. Once the applicant organization satisfies the prescribed requirements, the technical staff assessing the documents shall prepare the Confirmation Report and the Certificate of Registration.   4. Prepares Confirmation Report with attached draft Certificate of Registration and Executive Summary   5. Reviews and approval of the Confirmation Report; endorsement for approval of the Registration Certificate   6. Approval and Signing of Registration Certificate   7. Approval and Signing of Registration Certificate | | | | None | 2 days and 30 minutes | Support Staff in charge of incoming documents (Standards Bureau - SB)  Technical Staff/ Section Head/ Division Chief/ Bureau Director/Assistant Secretary/ Undersecretary |
| ***STEP 6:*** Receive the Certificate and confirmation letter. | Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier) | | | | None | 1 hour  (depending on the choice of the applicant) | Support Staff in-charge of outgoing documents (Standards Bureau - SB) |
| **TOTAL**  For Complete and Compliant: | | | | | ₱1,000.00 | **3 working days** |  |
| For Incomplete Submission: | | | | | None | **15 minutes** |  |
| 1. **Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:** | | | | | | | |
| ***STEP 1:*** Send the Application Form together with the prescribed documentary requirements through mail or courier to:  **Standards Bureau**  DSWD Central Office,  IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City. | * 1. Logs it into the Documentation Transaction Management System (DTMS)   2. Updates the DTMS and endorses the application documents to concerned Section and technical staff | | | | None | \*5 minutes  30 minutes | Support Staff in-charge of incoming documents  (Standards Bureau - SB)  SCMD Support Staff |
| ***Note:*** *Application documents received after 3:00 PM shall be considered as a next working day transaction.* | | | | | | | |
| ***STEP 2:*** Wait for the result of the assessment. | * 1. Conducts desk review of the received application as to the completeness and compliance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support said criteria.   2. ***If found non-compliant*** to eligibility and documentary requirements, return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements. | | | | None | 1 day, 1 hour and 40 minutes | Technical Staff (Standards Bureau - SB)  SCMD Support Staff/Technical Staff/ Section Head/ Division Chief/ Bureau Director |
|  | * 1. ***If found both complete and compliant,*** prepares and endorses the Confirmation Report with attached draft Certificate of Registration and Executive   In the Confirmation Report, the link for filling-up the Client Satisfaction Measurement Form is stated | | | | None | 1 day, 5 hours and 20 minutes | SB/SCMD Support Staff/Technical Staff/Section Head/Division Chief/Bureau Director/ Assistant Secretary/  Undersecretary |
|  | * 1. Updates DTMS and Review and approval of the confirmation report; endorsement for approval of the Registration Certificate | | | |
|  | Approval and Signing of Registration Certificate | | | |
|  | Approval and Signing of Registration Certificate | | | |
| ***STEP 7:*** Receive the Certificate and confirmation letter. | Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier) | | | | None | 1 hour  (depending on the choice of the applicant) | Support Staff in-charge of outgoing documents (Standards Bureau - SB) |
| **TOTAL**  For Complete and Compliant: | | | | | ₱1,000.00 | **3 working days** | |
| For Incomplete Submission: | | | | | None | **1 day, 2 hours and**  **15 minutes** | |

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

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

1. **Registration of Social Welfare and Development Agencies (SWDAS) Operating in One Region**

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

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Office or Division: | | | DSWD Field Office – Standards Section | | | | | | | |
| Classification: | | | Simple | | | | | | | |
| Type of Transaction: | | | * Government to Client (G2C) * Government to Government (G2G) | | | | | | | |
| Who may avail: | | | All eligible person/individual, corporation, organization or association intending/ already engaging in SWD activities in One (1) region | | | | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** | | | | | | |
| 1. **For *applicant person/individual, corporation, organization or association intending/already engaging in SWD activities*** | | | | | | | | | | |
| 1. One (1) Duly Accomplished and Notarized Application Form   (Note: Per Secretary’s advisory, during state of public health emergency, Application need not be notarized) | | | | * Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) * <https://www.dswd.gov.ph/downloads-2/publications1>  *Annex 1. DSWD-RLA-F001 Application Form for Registration* | | | | | | |
| 1. Updated Copy of Certificate of Registration and latest Articles of Incorporation and By-Laws, indicating that the organization’s primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non-profit organization to operate in the Philippines.   ***\*Not applicable to Government Agencies.*** | | | | * **Securities Exchange Commission (SEC) -** Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 * **Any SEC Extension Office** (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) | | | | | | |
| 1. Copy of any of the following: | | | |  | | | | | | |
| 3.1 Handbook or Manual of Operations of its programs, policies and procedures to attain its purposes. | | | | * <https://www.dswd.gov.ph/downloads-2/publications1>  *Annex 4. DSWD-RLA-F004 Manual of Operation* | | | | | | |
| 3.2 Brochure | | | | * <https://www.dswd.gov.ph/downloads-2/publications1> Annex 5. DSWD-RLA-F005 Brochure | | | | | | |
| 3.3 Duly signed Work and Financial Plan ( for two succeeding years) by the Head of Agency | | | | * [https://www.dswd.gov.ph/downloads-2/publications1 Annex 9](https://www.dswd.gov.ph/downloads-2/publications1%20Annex%209). DSWD-RLA-F009 Work and Financial Plan | | | | | | |
| 1. Copy of Official Receipt (OR) of processing fee on registration amounting to P 1,000.00 | | | | * Applicant | | | | | | |
| ***Note to Applicant***: *The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Registration based on DSWD Memorandum Circular No. 17 Series of 2018.* | | | | | | | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | | **FEES TO BE PAID** | | **PROCESSING TIME** | | **PERSON RESPONSIBLE** | |
| 1. **Pre-Registration Procedures for Walk-in Applicants** | | | | | | | | | | |
| ***STEP 1:***  Secure application form thru the DSWD Website or from the DSWD Field Office | Provided the client with application form and checklist of requirements | | | | None | | -- | | Support Staff (Standards Section- Field Office) | |
| ***STEP 2:***   * 1. Submit/ file application and supporting documents.   2. For applicant organization with complete requirements, receive the acknowledgement receipt of the submitted requirements.   3. For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements. | 1. Determine whether the submitted documents are complete.  1.1. If complete, receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.  1.2 Logs its receipt in the document tracking system (DTMS).  1.3 Provides the walk-in applicant with document reference number for easy tracking.  1.4. If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization’s compliance. | | | | None | | 30 minutes | | Support Staff in charge of all incoming documents  (Standards Section- Field Office)  Officer of the day (Standards Section- Field Office) | |
| ***STEP 3:*** If Complete, Settle the required processing fee and make payments to Cash Section or thru online. | Prepares billing statement | | | | None | | 10 minutes | | Support Staff in charge on the issuance of Billing Statement (Standards Section- Field Office) | |
| Process payment and issues Official Receipt. | | | | ₱1,000.00 | | 20 minutes | | Cashier (Cashier Section-FO) | |
| ***STEP 4:*** Provide the DSWD Standards Section the photocopy of the Official Receipt (OR). | Attach the photocopy of the official receipt of the processing fee. | | | | None | | 5 minutes | | Support Staff in charge on the issuance of Billing Statement (Standards Section- Field Office) | |
| ***STEP 5:*** Ensure that the Client Satisfaction Measurement Form is duly accomplished and emailed/via courier by the applicant to the Standards Bureau | Provides the applicant the Client Satisfaction Measurement Form | | | | None | | 5 minutes | | Standards Section Support Staff/Technical Staff | |
| ***Note:*** *Application documents received after 3:00 PM shall be considered as a next working day transaction.* | | | | | | | | | | |
| ***STEP 6:*** Wait for the result of the assessment. | 1.1 Routes to Standards Section the Application Documents. | | | | None | | 25 minutes | | Support Staff (Standards Section- Field Office) | |
| 1.2 Receives incoming applications and assigns to concerned technical staff. | | | | None | | 30 minutes | | Standards Section Head/ | |
| 1.3 Conducts desk review of the received application as to completeness and compliance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support the said criteria. If complete and compliant, notify the applicant SWDA on the payment for processing fee.   * 1. If incomplete, prepares an acknowledgement letter with checklist of documents indicating the lacking requirement. | | | | None | | 3 hours | | Assigned Technical Staff | |
| Preparation of the Confirmation Report with attached draft Certificate of Registration and printing of Security Paper( SECPA). | | | | None | | 5 hours and 25 minutes | | Assigned Technical Staff/ | |
| Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate | | | | None | | 7 hours | | Standards Section Support Staff/Standards Section Head/ PPD Chief/ ORD Support Staff/ Regional Director | |
| ***STEP 7:*** Signs in the logbook for received certificate thru pick-up. | Releasing of the Certificate of Registration to the SWDA | | | | None | | 30 minutes | | ORD / ARDA / Standards Section | |
| **TOTAL**  For Complete and Compliant: | | | | | ₱1,000.00 | | 3 working days | |  | |
| For Incomplete Submission  Walk-in:  Courier: | | | | | None | | 30 Minutes  2 days | |  | |
| **B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:** | | | | | | | | | | |
| ***STEP 1:*** Send the Application Form together with the prescribed documentary requirements through Mail or Courier to:  **Standards Bureau**  DSWD Central Office,  IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City. | | * 1. “Received” stamp the document and logs its receipt into the document tracking system.   2. Endorse the document to section head. | | | | None | | 30 minutes | | Support Staff (Standards Section- Field Office) |
| ***Note:*** *Application documents received after 3:00 PM shall be considered as a next working day transaction.* | | | | | | | | | | |
| ***STEP 2:*** Wait for the result of documents review. | | Receives incoming applications and assigns to concerned technical staff.  Provides notes/ instructions for action to concerned technical staff. | | | | None | | 30 minutes | | Standards Section Head |
|  | | * 1. Review the submitted documents as to completeness and compliance, both in form and substance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support the said criteria.   2. If complete and compliant, notify the SWDA on the payment for processing fee.   3. If incomplete, an acknowledgement letter with checklist of requirements shall be returned to the applicant. | | | | None | | 3 hours | | Technical Staff  (Standards Section- Field Office) |
| ***STEP 3:*** Wait for the result of the assessment. | | * 1. Prepares the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy.   2. Reviews and provides inputs and endorses the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy to the PPD Chief for initial.   3. Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate | | | | None | | 5 hours and 25 minutes  2 hours and 25 minutes  4 hours and 10 minutes | | Support Staff in charge of incoming documents (Standards Section- Field Office)  Standards Section Head/ Standards  Standards Section Support Staff/ PPD Chief/ORD Support Staff/  Regional Director/ |
| ***Step 4:*** Receive the Certificate and confirmation letter. | | Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier | | | | None | | 30 minutes | | Support Staff (Standards Section- Field Office) |
| **TOTAL**  For Complete and Compliant: | | | | | | ₱1,000.00 | | 3 working days | |  |
| For Incomplete Submission  Walk-in:  Courier: | | | | | | None | | 30 Minutes  2 days | |  |

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

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

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

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | DSWD Central Office, Standards Bureau  Standards Compliance Monitoring Division (SCMD) | | | | |
| **Classification:** | | Highly Technical | | | | |
| **Type of Transaction:** | | Government to Client (G2C) | | | | |
| **Who may avail:** | | ALL Private SWDAs Already Operational in more than one (1) region | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| 1. One (1) original copy of Duly Accomplished Application Form | | | * DSWD Central Office - Standards Bureau (SB)   IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City   * Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) * <https://www.dswd.gov.ph/downloads-2/> *Annex 2. DSWD-RLA-F002 Application Form for Licensing* | | | |
| 1. One (1) original copy of each of the Following Basic Documents    * + 1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others        2. Profile of Board Trustees        3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations        4. Certified True Copy of General Information Sheet issued by SEC        5. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application        6. 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.  (*Not applicable for first time applicants*)   * + - 1. Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)       2. Duly signed Work and Financial Plan for the two (2) succeeding years       3. Notarized Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years       4. Annual Accomplishment Report previous year       5. Audited Financial Report of the previous year       6. Profile of Clients served for the preceding and current year  1. **ADDITIONAL REQUIREMENTS**   a. For those operating in more than one region   * One original copy of List of main and satellite/branch offices with contact details, if any. * One (1) original Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others  1. ***For Applicant SWA’s implementing Child Placement Services***  * One (1) original copy of Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service***.***  1. ***Documents Establishing Corporate Existence and Regulatory Compliance***   1. For those operating in more than one region   * One (1) copy of the original Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting   to the existence and status of operation of the organization in the area/s of jurisdiction. * There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located.  1. For Center Based (Residential and Non-Residential Based)Copy of the valid safety certificates namely: 2. One (1) original copy of the Occupancy permit (only for new buildings) or Annual Building Inspection / Structural Safety Certificate (for old buildings) 3. One (1) original copy of the Fire Safety Inspection Certificate 4. Water Potability Certificate or Sanitary Permit | | | * <https://www.dswd.gov.ph/downloads-2/> *Annex 4. DSWD-RLA-F004 Manual of Operation* | | | |
| * <https://www.dswd.gov.ph/downloads-2/> *Annex 21. DSWD-RLA-F021 Profile of Governing Board* * <https://www.dswd.gov.ph/downloads-2/> *Annex 22. DSWD-RLA-F022 Profile of Employees* * **Securities Exchange Commission (SEC) -** Company Registration and Monitoring Department Secretariat   Building, PICC Complex, Roxas Boulevard, Pasay City, 1307   * **Securities Exchange Commission (SEC) -** Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 * <https://www.dswd.gov.ph/downloads-2/> *Annex 23. DSWD-RLA-F023 ABSNET Active Membership* * <https://www.dswd.gov.ph/downloads-2/> *AO 11 s2019 Annex A Declaration of Commitment* * <https://www.dswd.gov.ph/downloads-2/> *Annex 9. DSWD-RLA-F009 Work and Financial Plan* * Board resolution by the Organization | | | |
| * <https://www.dswd.gov.ph/downloads-2/> *Annex 6. DSWD-RLA-F006 Accomplishment Report* * <https://www.dswd.gov.ph/downloads-2/> *Annex 8. DSWD-RLA-F008 Audited Financial Statement* * <https://www.dswd.gov.ph/downloads-2/> *Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served* * <https://www.dswd.gov.ph/downloads-2/> *Annex 7. DSWD-RLA-F007 List of Main and Satellite Office* * Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization * <https://www.dswd.gov.ph/downloads-2/> *Annex 22. DSWD-RLA-F022 Profile of Employees* * <https://www.dswd.gov.ph/downloads-2/> *Annex 23. DSWD-RLA-F023 ABSNET Active Membership* * City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer * Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation * City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider | | | |
| 1. For applicant serving within the Ancestral Domains of Indigenous People (IP) – one (1) Photocopy of NGO Accreditation from NCIP 2. For applicant with past and current partnership with the DSWD that involved transfer of funds   One (1) original copy of the Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation | | | * National Commission of Indigenous People (NCIP) Regional Office where the NGO operates * DSWD Central Office – Financial and Management Service   IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City   * Government Agency where the Organization implemented or implements projects and programs. | | | |
| ***Note to Applicant***: *The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Licensing based on DSWD Memorandum Circular No. 17 Series of 2018.* | | | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **Assessment Procedures for Walk-in Applicants** | | | | | | |
| ***STEP 1:*** Secure application form thru the DSWD Website/Field Office/Standards Bureau | Provides client application form, and checklist of requirements. | | | None | \*30 minutes | Support Staff (Standards Bureau - SB) |
| ***STEP 2:*** Submit/ file application and supporting documents  For applicant organizations with complete requirements, shall have acknowledgement receipt of the submitted requirements.  For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements. | 1. Determine whether the submitted documents are complete.   * 1. If complete, receive the documentary requirements and shall provide the applicant SWDA with an application reference number for easy tracking and reference.      1. Provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau.   If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization’s compliance. | | | None | \*30 minutes | Support Staff in charge of all incoming documents (Standards Bureau - SB) |
| ***STEP 3:*** Settle the required processing fee. | **If found both complete and compliant**, notify the Applicant Organization that they have to settle their processing fee.  The Support Staff assigned on the issuance of Billing Statement shall prepare and instruct the applicant to proceed to the Financial Management Service (***DSWD Cashier, 2nd Floor, Matapat Building***). | | | ₱1,000.00 | \*15 minutes | Support Staff in charge of all incoming documents (Standards Bureau - SB) |
| ***STEP 4:*** Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR). | Acknowledge the copy of the Official Receipt from the applicant Organization. | | | None | \*15 Minutes | Support Staff (Standards Bureau - SB) |
| ***Step 5:*** Accomplish and drop the Customer’s Feedback Form on the dropbox. | Provide the applicant Organization the Customer’s Feedback Form | | | None | \*5 minutes | Support Staff (Standards Bureau - SB) |
| ***Note:*** *Applications received after 3:00pm shall be considered as a next working day transaction.* | | | | | | |
| ***STEP 6:*** Awaits the result of the documents review and notice of Virtual Assessment/ Validation Assessment. | 1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:   1. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards. 2. Applicants must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services. 3. The SWDA must have a financial capacity to operate for at least two (2) years. 4. Applicant keeps record of all social development and/or welfare activities it implements.   ***Note:******Criteria iii*** *and* ***v*** *are only applicable for those SWDAs that are already in operation prior to application for License to Operate.*  1.2 If complete and compliant, an Acknowledgement Letter and Notification on the proposed schedule on the conduct of Virtual Assessment/ Validation Assessment shall be prepared.  1.3 If found incomplete or non-compliant to the criteria, the Acknowledgement Letter prepared shall contain the criteria that need to be satisfied. This will be sent to the applicant SWDA together with all the application documents submitted. | | | None | 2 working days | Technical Staff  (Standards Bureau - SB) |
| ***STEP 7:*** Wait on the result of Assessment with the submitted Documents. | Review and approval of the Acknowledgement Letter including its attachments. | | | None | 2 working days | Technical Staff/ Section Head/ Division Chief/ Bureau Director |
| ***STEP 8:*** Confirm the Availability on the proposed Virtual Assessment/ Validation Assessment. | For those with requirements that are complete and compliant, Confirmation of Virtual Assessment Validation Assessment. | | | None | \*30 minutes | Technical Staff  (Standards Bureau - SB) |
| ***STEP 9:*** Assist the Assessor during the conduct of Virtual Assessment/Validation Assessment. | Conduct of Virtual Assessment/ Validation Assessment. | | | None | 1 working day per agreed schedule | Technical Staff  (Standards Bureau – SB) |
| ***Step 10:*** Accomplish and place the Customer’s Feedback Form on a sealed envelope. | Provide the applicant Organization the Customer’s Feedback Form | | | None | \*5 minutes | Technical Staff (Standards Bureau - SB) |
| ***STEP 11:*** Wait on the result of Virtual Assessment/ Validation Assessment. | 1.1 Prepare Confirmation Report  1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.  1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan. | | | None | 3 working days | Technical Staff (Standards Bureau – SB) |
| 1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.  1.3.2 If unfavorable, review and approval of the Confirmation Report. | | | None | Favorable;  8 working days  Unfavorable;  7 working days | Section Head/Division Chief/Bureau Director |
| 1.4.1 If favorable, for approval and signature of the Certificate of License to Operate.  1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier. | | |  | Favorable;  3 working days  Unfavorable;  2 working days | Undersecretary Supervising the Standards Bureau  Support Staff  (Standards Bureau - SB) |
| ***STEP 12:*** Wait on the release of the Certificate of License to Operate. | Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier) | | | None | 1 working day  (depending on the choice of the applicant) | Support Staff (Standards Bureau - SB) |
| **TOTAL**  For Complete and Compliant: | | | | ₱1,000.00 | 20 working days |  |
| For Incomplete Submission: | | | | None | 17 working days |  |
| **Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:** | | | | | | |
| ***STEP 1:*** Send the Application Form together with the prescribed documentary requirements for Licensing of Already Operational through Mail or Courier to:  **Standards Bureau**  DSWD Central Office,  IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City | Log receipt into the Document Tracking System (DTS) for Standards Bureau. This shall be routed to the Assigned Technical Staff. | | | None | \*15 minutes | Support Staff in charge of incoming documents  (Standards Bureau - SB) |
| ***STEP 2:*** Wait for the result of the assessment. | 1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:   1. Applicants must be engaged mainly or generally in Social Welfare and Development Activities. 2. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards. 3. Applicants must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services. 4. The SWDA must have a financial capacity to operate for at least two (2) years. 5. Applicant keeps record of all social development and/or welfare activities it implements.   ***Note:******Criteria iii*** *and* ***v*** *are only applicable for those SWDAs that are already in operation prior to application for License to Operate.*  1.2 **If complete and compliant**, an Acknowledgement Letter and Notification on the proposed schedule on the conduct of Virtual Assessment/ Validation Assessment shall be prepared.  1.3 **If found incomplete or non-compliant**, the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted. | | | None | 2 working days | Technical Staff (Standards Bureau - SB) |
| ***STEP 3:*** Settle the required processing fee.  For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization’s preference. | 1. **If found both complete and compliant**, notify the Applicant Organization that they have to settle their processing fee.   * 1. Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Bureau the copy of the Official Receipt.   **Field Office**: The Support Staff shall prepare Billing Statement and instructs applicants to proceed to the Field Office Cashier Section.  **Standards Bureau**: The Support Staff shall prepare Billing Statement and instruct applicants to proceed to the Financial Management Service (***DSWD Cashier, 2nd Floor, Matapat Building***).  ***Note: The processes shall only take place once the applicant organization settles its payment.*** | | | ₱1,000.00 | \*15 minutes | Technical Staff and Support Staff (Standards Bureau - SB) |
| ***STEP 4:*** Provide the DSWD Standards Bureau the copy of the Official Receipt (OR) through the following:   * + 1. Scanned copy of the Official Receipt [srb@dswd.gov.ph](mailto:srb@dswd.gov.ph) with the subject: ***Name of the Organization\_ Copy of OR for Licensing.***     2. Hand-carry the Photocopy of Official Receipt to Standards Bureau.     3. Courier the Photocopy of Official Receipt to Standards Bureau. | 1.1 Acknowledge the copy of the Official Receipt from the SWDA.  1.2 For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Bureau shall acknowledge the receipt of the Official Receipt and provide the copy to the Assigned Technical Staff. | | | None | \*15 Minutes | Support Staff in charge of incoming documents (Standards Bureau - SB) |
| ***STEP 5:*** Accomplish and drop the Customer’s Feedback Form on the dropbox. | Provide the applicant Organization the Customer’s Feedback Form | | | None | \*5 minutes | Support Staff (Standards Bureau - SB) |
| ***Note:*** *Applications received after 3:00pm shall be considered as a next working day transaction.* | | | | | | |
| ***STEP 6:*** Awaits the result of the documents review and notice of Virtual Assessment/ Validation Assessment. | Review and approval of the Acknowledgement Letter including its attachments.  For those with requirements that are complete and compliant, Confirmation of Virtual Assessment/ Validation Assessment. | | | None | 3 working days | Technical Staff/Section Head/Division Chief/Bureau Director |
| ***STEP 7:*** Confirm the Availability on the proposed Virtual Assessment/ Validation Visit. | For those with requirements that are complete and compliant, Confirmation of Virtual Assessment/ Validation Visit. | | | None | 1 working day | Technical Staff  (Standards Bureau - SB) |
| ***STEP 8:*** Assist the Assessor during the conduct of Virtual Assessment/ Validation Visit. | Conduct of Virtual Assessment/Validation Visit. | | | None | 1 working day per agreed schedule | Technical Staff  (Standards Bureau - SB) |
| ***Step 9:*** Accomplish and place the Customer’s Feedback Form on a sealed envelope. | Provide the applicant Organization the Customer’s Feedback Form | | | None | \*5 minutes | Technical Staff  (Standards Bureau - SB) |
| ***STEP 10:*** Wait on the result of Virtual Assessment/ Validation Visit. | 1.1 Prepare Confirmation Report  1.2 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.  1.3 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan. | | | None | 3 working days | Technical Staff (Standards Bureau - SB) |
| 1.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.  1.2 If unfavorable, review and approval of the Confirmation Report. | | | None | Favorable;  7 working days  Unfavorable;  7 working days | Section Head/Division Chief/Bureau Director |
| 1.1 If favorable, for approval and signature of the Certificate of License to Operate.  1.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier. | | |  | Favorable;  2 working days  Unfavorable;  1 working days | Undersecretary Supervising the Standards Bureau  Support Staff  (Standards Bureau - SB) |
| ***STEP 11:*** Wait on the release of the Certificate of License to Operate. | Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier) | | | None | 1 working day  (depending on the choice of the applicant) | Support Staff (Standards Bureau - SB) |
| **TOTAL**  For Complete and Compliant: | | | | ₱1,000.00 | 20 working days |  |
| For Incomplete Submission: | | | | None | 17 working days |  |

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

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

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

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

|  |  |  |
| --- | --- | --- |
| **Office or Division:** | DSWD Field Office – Standards Section | |
| **Classification:** | Highly Technical | |
| **Type of Transaction:** | Government to Client (G2C) | |
| **Who may avail:** | ALL Private SWDAs Intending to Operate in One Region | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** |
| 1. One (1) Duly Accomplished and Notarized Application Form | | * Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) * <https://www.dswd.gov.ph/downloads-2/> *Annex 2. DSWD-RLA-F002 Application Form for Licensing* |
| 1. One (1) set of the following Basic Documents:    1. A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of Employees and volunteers whichever is applicable    2. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others    3. Profile of Board of Trustees    4. Certified True Copy of General Information Sheet issued by SEC (One (1) copy)    5. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years    6. Work and Financial Plan for the two (2) succeeding years | | * <https://www.dswd.gov.ph/downloads-2/> *Annex 22. DSWD-RLA-F022 Profile of Employees* * <https://www.dswd.gov.ph/downloads-2/> *Annex 4. DSWD-RLA-F004 Manual of Operation* * <https://www.dswd.gov.ph/downloads-2/> *Annex 21. DSWD-RLA-F021 Profile of Governing Board* * **Securities Exchange Commission (SEC**) - Company Registration and Monitoring Department Secretariat   Building, PICC Complex, Roxas Boulevard, Pasay City, 1307   * **Any SEC Extension Office** (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) * Board resolution by the Organization * <https://www.dswd.gov.ph/downloads-2/> *Annex 9. DSWD-RLA-F009 Work and Financial Plan* |
| 1. **ADDITIONAL REQUIREMENTS**     1. Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others   b. ***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***.***   1. ***Documents Establishing Corporate Existence and Regulatory Compliance*** 2. For Center Based (*Residential and Non-Residential Based*)   Copy of the valid safety certificates namely:   * 1. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)   2. Fire Safety Inspection Certificate   3. Water Potability Certificate or Sanitary Permit  1. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP. 2. For applicant with past and current partnership with the DSWD that involved transfer of funds    1. Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation | | * Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization * <https://www.dswd.gov.ph/downloads-2/> *Annex 22. DSWD-RLA-F022 Profile of Employees* * City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer * Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation * City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider * National Commission of Indigenous People (NCIP) Regional Office where the NGO operates. * DSWD Field Office – Financial and Management Service * Government Agency where the Organization implemented or implements projects and programs. |
| ***Note to Applicant***: *The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Licensing based on DSWD Memorandum Circular No. 17 Series of 2018.* | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **Assessment Procedures for Walk-in Applicants** | | | | |
| ***STEP 1:*** Secure application form thru the DSWD Website/ Standards Section – Field Office | Provides client application form, and checklist of requirements | None | \*10 minutes | Support Staff (Standards Section- Field Office) |
| ***STEP 2:***   * 1. Submit/ file application and supporting documents.   2. For applicant organization with complete requirements, shall have acknowledgement receipt of the submitted requirements.   3. For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements. | * 1. Receive the documentary requirements and provide the applicant organization with an application reference number for easy tracking and reference.   2. Determine whether the submitted documents are complete.   3. If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section – Field Office.   4. If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization’s compliance. | None | \*20 minutes | Support Staff in charge of all incoming documents  (Standards Section- Field Office)  Officer of the day (Standards Section- Field Office) |
| ***STEP 3:*** If Complete, Settle the required processing fee. | Prepare Billing Statement and instruct applicant to proceed to the Cash Section of DSWD Field Office | None | \*20 minutes | Support Staff in charge on the issuance of Billing Statement (Standards Section- Field Office) |
| Process payment and issues Official Receipt. | ₱1,000.00 | \*15 minutes | Cashier (Cashier Section-FO) |
| ***STEP 4:*** Provide the DSWD Standards Section the photocopy of the Official Receipt (OR). | Acknowledge the photocopy of the Official Receipt from the applicant Organization. | None | \*15 Minutes | Support Staff (Standards Section- Field Office) |
| ***Step 5:*** Accomplish and drop the Customer’s Feedback Form on the dropbox. | Provide the applicant Organization the Customer’s Feedback Form | None | \*5 minutes | Support Staff (Standards Section- Field Office) |
| ***Note:*** *Applications received after 3:00pm shall be considered as a next working day transaction.* | | | | |
| ***STEP 6:*** Wait for the result of the documents review and notice of validation assessment. | 1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:   1. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer. 2. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards. 3. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services. 4. The SWDA must have a financial capacity to operate for at least two (2) years. 5. Applicant keeps record of all social development and/or welfare activities it implements.   ***Note:******Criteria iv*** *and* ***vi*** *are only applicable for those SWDAs that are already in operation prior to application for License to Operate.*   * + 1. **If complete and compliant**, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.     2. **If found incomplete or non-compliant**, the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted. | None | 2 working days | Technical Staff  (Standards Section- Field Office) |
| 1.3 Review and approval of the Acknowledgement Letter including its attachments. | None | 2 working days | Section Head/Division Chief/Regional Director  (Standards Section- Field Office) |
| ***STEP 7:*** Confirm the Availability on the proposed Validation Visit | For those with requirements that are complete and compliant, Confirmation of Validation Visit. | None | \*30 minutes | Technical Staff  (Standards Section- Field Office) |
| ***STEP 8:*** Assist the Assessor during the conduct of Validation visit. | Conduct of Validation visit | None | 1 working day per agreed schedule | Technical Staff  (Standards Section- Field Office) |
| ***Step 9:*** Accomplish and place the Customer’s Feedback Form on a sealed envelope. | Provide the applicant Organization the Customer’s Feedback Form | None | \*5 minutes | Technical Staff  (Standards Section- Field Office) |
| ***STEP 10:*** Awaits the result of the licensing assessment | 1.1 Prepare Confirmation Report  1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.  1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan. | None | 3 working days | Technical Staff (Standards Section- Field Office) |
| 1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.  1.3.2 If unfavorable, review and approval of the Confirmation Report. | None | Favorable;  8 working days  Unfavorable;  7 working days | Section Head/Division Chief  (Standards Section- Field Office) |
| 1.4.1 If favorable, for approval and signature of the Certificate of License to Operate.  1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier. |  | Favorable;  3 working days  Unfavorable;  2 working days | Regional Director (Standards Section- Field Office)  Support Staff  (Standards Section- Field Office) |
| ***STEP 11:*** Acknowledge the receipt of the Certificate of License to Operate. | Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier) | None | 1 working day  (depending on the choice of the applicant) | Support Staff (Standards Section- Field Office) |
| **TOTAL**  For Complete and Compliant: | | ₱1,000.00 | 20 working days | |
| For Incomplete Submission: | | None | 17 working days | |
| **Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:** | | | | |
| ***STEP 1:*** Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to:  **Standards Section** of concerned DSWD Field Office | Log receipt into the Document Tracking System (DTS) for Standards Section – Field Office. This shall be route to the Assigned Technical Staff. | None | \*15 minutes | Support Staff in charge of incoming documents  (Standards Section- Field Office) |
| ***STEP 2:*** Wait for the result of documents review. | 1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:   1. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. (e.g. Situationer) 2. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards. 3. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services. 4. The SWDA must have a financial capacity to operate for at least two (2) years. 5. Applicant keeps record of all social development and/or welfare activities it implements.   ***Note:******Criteria iv*** *and* ***vi*** *are only applicable for those SWDAs that are already in operation prior to application for License to Operate.*  1.2 **If complete and compliant,** an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.  1.3 **If found incomplete or non-compliant**, the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted. | None | 2 working day | Technical Staff  (Standards Section- Field Office) |
| ***STEP 3:*** Settle the required processing fee. | **If found both complete and compliant**, notify the Applicant Organization that they have to settle their processing fee.   * Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Section the copy of the Official Receipt.   **Field Office**: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to Field Office Cashier Section.  ***Note: The processes shall only take place once the applicant organization settle its payment.*** | ₱1,000.00 | \*15 minutes | Technical Staff and Support Staff (Standards Section- Field Office) |
| ***STEP 4:*** Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following:   * + 1. Scanned copy of the Official Receipt to the concerned DSWD Field Offices’ official email address with the subject: ***Name of the Organization\_ Copy of OR for Licensing.***     2. Hand-carry the Photocopy of Official Receipt     3. Courier the Photocopy of Official Receipt | * 1. Acknowledge the copy of Official Receipt from the SWDA.   2. For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Section shall acknowledged its receipt.   1.3.For the Copy of OR sent through mail/courier: the assigned technical Staff shall acknowledged its receipt. | None | \*15 Minutes | Support Staff in charge of incoming documents (Standards Section- Field Office) |
| ***Step 5:*** Accomplish and drop the Customer’s Feedback Form on the dropbox. | Provide the applicant Organization the Customer’s Feedback Form | None | \*5 minutes | Support Staff (Standards Section- Field Office) |
| ***Note:*** *Applications received after 3:00pm shall be considered as a next working day transaction.* | | | | |
| ***STEP 6:*** Wait for the notice of validation assessment. | Review and approval of the Acknowledgement Letter including its attachments.  For those with requirements that are complete and compliant, Confirmation of Validation Visit. | None | 3 working days | Section Head/Division Chief  (Standards Section- Field Office) |
| ***STEP 7:*** Confirm the Availability on the proposed Validation Visit | For those with requirements that are complete and compliant, Confirmation of Validation Visit. | None | 1 working day | Technical Staff  (Standards Section- Field Office) |
| ***STEP 8:*** Assist the Assessor during the conduct of Validation visit. | Conduct of Validation visit | None | 1 working day per agreed schedule | Technical Staff  (Standards Section- Field Office) |
| ***Step 9:*** Accomplish and place the Customer’s Feedback Form on a sealed envelope. | Provide the applicant Organization the Customer’s Feedback Form | None | \*5 minutes | Technical Staff  (Standards Section- Field Office) |
| ***STEP 10:*** Wait for the result of the Validation visit. | 1.Prepare Confirmation Report  1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.  1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan. | None | 3 working days | Technical Staff (Standards Section- Field Office) |
| 1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.  1.3.2 If unfavorable, review and approval of the Confirmation Report. | None | Favorable;  8 working days  Unfavorable;  7 working days | Section Head/Division Chief  (Standards Section- Field Office) |
| 1.4.1 If favorable, for approval and signature of the Certificate of License to Operate.  1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier. |  | Favorable;  3 working days  Unfavorable;  1 working days | Regional Director (Standards Section- Field Office)  Support Staff  (Standards Section- Field Office) |
| ***STEP 11:*** Wait on the release of the Certificate of License to Operate. | Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier) | None | 1 working day  (depending on the choice of the applicant) | Support Staff (Standards Section- Field Office) |
| **TOTAL**  For Complete and Compliant: | | ₱1,000.00 | 20 working days |  |
| For Incomplete Submission: | | None | 17 working days |  |

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

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

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

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Office or Division:** | Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office | | |
| **Classification:** | Highly Technical | | |
| **Type of Transaction:** | Government to Client (G2C) | | |
| **Who may avail:** | All Private Licensed SWA with Social Welfare and Development Programs and Services and Public SWDA | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | |
| 1. One (1) original copy of the Duly Accomplished Application Form | | | * DSWD Central Office - Standards Bureau (SB)   IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City   * Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) * <https://www.dswd.gov.ph/downloads-2/> *Annex 3. DSWD-RLA-F003 Application Form for Accreditation* |
| 1. Pre-accreditation assessment  * For New Applicant, submit one (1) original copy of the pre-assessment conducted by concerned Field Office covering the Area of Operation * For Renewal, submit one (1) original copy of the assessment tool signed by the SWAs Head of Agency | | | * <https://www.dswd.gov.ph/issuances/#MCs> * *For Residential*   [Amended Administrative Order No. 11, s.2007 Entitled Revised Standards](https://www.dswd.gov.ph/issuances/AOs/AO_2012-015.pdf) on Residential Care Service   * *For Community Based*   Please email [sb@dswd.gov.ph](mailto:sb@dswd.gov.ph) |
| 1. *One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance*    * Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application ***(not applicable for Public SWDA)***    * 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.  For RAB President, the Standards Section shall be the one to issue the required certification. | | | * **Securities Exchange Commission (SEC) -** Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 * <https://www.dswd.gov.ph/downloads-2/> *Annex 23. DSWD-RLA-F023 ABSNET Active Membership* |
| 1. *One (1) Original Copy of each of the following Documents Establishing Track Record and Good Standing*    * + 1. Duly signed Work and Financial Plan for the two (2) succeeding years        2. Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organization’s to operate for at least two (2) years.   ***(not applicable for Public SWDA)***   * + - 1. Annual Accomplishment Report previous year       2. Audited Financial Report of the previous year       3. Profile of Clients served for the preceding and current year | | | * <https://www.dswd.gov.ph/downloads-2/> *Annex 9. DSWD-RLA-F009 Work and Financial Plan* * Board Resolution by the Organization * <https://www.dswd.gov.ph/downloads-2/> *Annex 6. DSWD-RLA-F006 Accomplishment Report* * <https://www.dswd.gov.ph/downloads-2/> *Annex 8. DSWD-RLA-F008 Audited Financial Statement* * <https://www.dswd.gov.ph/downloads-2/> *Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served* |
| 1. *One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance*  * Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003) | | | * <https://www.dswd.gov.ph/downloads-2/> *AO 11 s2019 Annex A Declaration of Commitment* |
| 1. *One (1) Original Copy of each of the following Basic Documents*    * + 1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others        2. Profile of Board Trustees or its equivalent   ***(not applicable for Public SWDA)***   * + - 1. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations       2. Certified True Copy of General Information Sheet issued by SEC   ***(not applicable for Public SWDA)***  **(Note:** ***The first 4 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau)***  **For those operating in more than one region**   1. One (1) original copy of the List of main and satellite/branch offices with contact details, if any.   **For Applicant SWA’s implementing Child Placement Services:**   1. One (1) Original Copy of the Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired RSW related to child placement service.   ***One (1) Original Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance***   1. Certified true copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies   ***(not applicable for Public SWDA)***   1. For Center Based (Residential and Non-Residential Based) AND Community Based, Copy of the valid safety certificates namely: 2. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) 3. Fire Safety Inspection Certificate Water 4. Potability Certificate or Sanitary Permit 5. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP 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 | | | * <https://www.dswd.gov.ph/downloads-2/> *Annex 4. DSWD-RLA-F004 Manual of Operation* * <https://www.dswd.gov.ph/downloads-2/> *Annex 21. DSWD-RLA-F021 Profile of Governing Board* * <https://www.dswd.gov.ph/downloads-2/> *Annex 22. DSWD-RLA-F022 Profile of Employees* * **Securities Exchange Commission (SEC) -** Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 * <https://www.dswd.gov.ph/downloads-2/> *Annex 7. DSWD-RLA-F007 List of Main and Satellite Office* * <https://www.dswd.gov.ph/downloads-2/> *Annex 22. DSWD-RLA-F022 Profile of Employees* * **Securities Exchange Commission (SEC) -** Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 * City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer * Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation * City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider * National Commission of Indigenous People (NCIP) Regional Office where the NGO operates * DSWD Central Office – Financial and Management Service   IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City   * + Government Agency where the Organization implemented or implements projects and programs. |
| ***Note to Applicant***: *The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators on the Accreditation Tools based on DSWD Memorandum Circular No. 17 Series of 2018.* | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **PRE-ASSESSMENT**  **Assessment Procedures for Walk-in Applicants** | | | | |
| ***STEP 1:*** Secure application form and other templates on Accreditation thru the DSWD Website/ Standards Bureau/Field Office | Provide via email and/or posts the application form and other templates on Accreditation at the DSWD website. | None | -- | Support Staff (Standards Bureau - SB) |
| ***STEP 2:***   * 1. Submit/ file application and supporting documents*.*   2. For applicant SWDA with complete requirements, shall have acknowledgement receipt of the submitted requirements.   3. For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements. | 1. Determine whether the submitted documents are complete.  ***If complete***, receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.   * 1. Logs its receipt into the Document Transaction Management System (DTMS)   2. Provides the walk-in applicant with Document Reference Number for easy tracking.   ***If incomplete***, return all documents submitted accompanied by a checklist of requirements for applicant Organization’s compliance. | None | 30 minutes | Incoming Support Staff |
| ***STEP 3:***  1.1 If Complete, settle the required processing fee.  1.2 Presents the Billing Statement at the Cashier and settles the required fee. | Prepares billing statement and instructs applicant to proceed to the Financial Management Service (DSWD Cashier 2nd Floor, Matapat Building) for the necessary fee or thru online at: <http://www.lbp-eservices.com/egps/portal/index.jsp> |  |  | SCMD Support staff |
| Process payment and Issues Official Receipt | 1,000.00 | \*20 minutes | Cashier (Finance Management Service-Cashier Division) |
| ***STEP 4:*** Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR). | Attach the photocopy of the official receipt of the processing fee. | None |  | Incoming Support Staff |
| *Note:* *Application documents received after 3:00 PM shall be considered as a next working day transaction.* | | | | |
| ***STEP 5:*** Wait for the result of the documents review and notice of Virtual Assessment. | * 1. Logs its receipt into the DTMS.   2. Routes to concerned Section Head | None | 30 minutes | Incoming SCMD Support Staff |
|  | 1. Prepares acknowledgement of the submitted application documents    1. If complete and compliant, prepares acknowledgement letter indicating the schedule and mode of assessment:  * Under Normal circumstances actual accreditation visit shall be conducted; * During the state of calamity/ emergency, virtual assessment shall be conducted   1. If incomplete or non-compliant, prepare an acknowledgement letter indicating the checklist of lacking documents. | None | 3 days | Assigned technical staff |
|  | 1.1.Reviewed acknowledgement letter and affixes the initial  1.1.1 If no comments/ clarifications, initial/ endorse the final draft of acknowledgement letter to the Division Chief for approval  1.1.2 If with inputs/ comments/ corrections, return to the technical staff | None | 1 day | Section Head, Division Chief of SCMD |
|  | Tracks and endorses the acknowledgement letter   * 1. Logs into the DTMS |  | 1 hour | Incoming SCMD Support Staff |
|  | 1.2. Routes finalized acknowledgement letter to the OIC/ Bureau Director for approval |  | 1 hour | OBD Support Staff |
|  | Approves Acknowledgement letter   * 1. If approved: Signed/ approved acknowledgement letter   2. If with inputs/ comment/corrections, return to SCMD/technical staff |  | 1 day | Bureau Director |
|  | Tracks and forwards the signed acknowledgement letter  1.1 Logs it into the DTMS |  | 1 hour | OBD Support Staff, SCMD Support Staff |
|  | Receives and tracks the signed acknowledgment letter   * 1. Emails advance copy of the signed acknowledgement letter |  |
|  | Transmits to Records Section for delivery to concerned SWDA   * 1. For complete/compliant documents, send to SWDA the acknowledgement letter indicating the assessment schedule   2. For non-complaint/with list of lacking requirements, end of process |  | 1 hour | Outgoing SCMD Support Staff |
| **TOTAL**  For Complete and Compliant | | Php 1,000 | 5 working days |  |
| Incomplete Submission | | None | 30 minutes |  |

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

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

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

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | | DSWD Field Office - Standards Section  (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) | | | | |
| **Classification:** | | | Highly Technical | | | | |
| **Type of Transaction:** | | | * Government to Client (G2C) * Government to Government (G2G) | | | | |
| **Who may avail:** | | | New applicant Registered and licensed SWDA operating within the region. | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** | | | |
| 1. One (1) original copy of the Duly Accomplished Application Form | | | | * Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) * <https://www.dswd.gov.ph/downloads-2/> Annex 3. DSWD-RLA-F003 Application Form for Accreditation | | | |
| 1. Pre-accreditation assessment  * For New Applicant, submit one (1) original copy of the pre-assessment conducted by concerned Field Office covering the Area of Operation * For Renewal, submit one (1) original copy of the assessment tool signed by the SWAs Head of Agency | | | | * <https://www.dswd.gov.ph/issuances/#MCs> * For Residential [Amended Administrative Order No. 11, s.2007 Entitled Revised Standards](https://www.dswd.gov.ph/issuances/AOs/AO_2012-015.pdf) on Residential Care Service * For Community Based Please email [sb@dswd.gov.ph](mailto:sb@dswd.gov.ph) | | | |
| 1. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance    1. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application **(not applicable for Public SWDA)**    2. 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.  For RAB President, the Standards Section shall be the one to issue the required certification. | | | | * **Securities Exchange Commission (SEC) -** Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 * <https://www.dswd.gov.ph/downloads-2/> Annex 23. DSWD-RLA-F023 ABSNET Active Membership | | | |
| 1. One (1) Original Copy of each of the following Documents Establishing Track Record and Good Standing    * + 1. Duly signed Work and Financial Plan for the two (2) succeeding years        2. Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organization’s to operate for at least two (2) years. **(not applicable for Public SWDA)**        3. Annual Accomplishment Report previous year        4. Audited Financial Report of the previous year        5. Profile of Clients served for the preceding and current year | | | | * <https://www.dswd.gov.ph/downloads-2/> Annex 9. DSWD-RLA-F009 Work and Financial Plan * Board Resolution by the Organization * <https://www.dswd.gov.ph/downloads-2/> Annex 6. DSWD-RLA-F006 Accomplishment Report * <https://www.dswd.gov.ph/downloads-2/> Annex 8. DSWD-RLA-F008 Audited Financial Statement * <https://www.dswd.gov.ph/downloads-2/> Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served | | | |
| 1. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance  * Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003) | | | | * <https://www.dswd.gov.ph/downloads-2/> AO 11 s2019 Annex A Declaration of Commitment | | | |
| One (1) Original Copy of each of the following Basic Documents   * + - 1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others       2. Profile of Board Trustees (Not applicable to Public SWDAs)       3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations       4. Certified True Copy of General Information Sheet issued by SEC **(not applicable for Public SWDA)**   Note: The first 4 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau.  For those operating in more than one region   1. One (1) original copy of the List of main and satellite/branch offices with contact details, if any.   For Applicant SWA’s implementing Child Placement Services:   1. One (1) Original Copy of the Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired RSW related to child placement service. 2. Certified True Copy of General Information Sheet issued by SEC **(not applicable for Public SWDA)** 3. For Center Based (Residential and Non-Residential Based) AND Community Based, Copy of the valid safety certificates namely: 4. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) 5. Fire Safety Inspection Certificate Water 6. Potability Certificate or Sanitary Permit 7. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP 8. For applicants with past and current partnership with the DSWD that involved transfer of funds. 9. Signed Data Privacy Consent Form | | | | * <https://www.dswd.gov.ph/downloads-2/> Annex 4. DSWD-RLA-F004 Manual of Operation * <https://www.dswd.gov.ph/downloads-2/> Annex 21. DSWD-RLA-F021 Profile of Governing Board * <https://www.dswd.gov.ph/downloads-2/> Annex 22. DSWD-RLA-F022 Profile of Employees * **Securities Exchange Commission (SEC) -** Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 * <https://www.dswd.gov.ph/downloads-2/> Annex 7. DSWD-RLA-F007 List of Main and Satellite Office * <https://www.dswd.gov.ph/downloads-2/> Annex 22. DSWD-RLA-F022 Profile of Employees * **Securities Exchange Commission (SEC) -** Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 * City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer * Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation * City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider * National Commission of Indigenous People (NCIP) Regional Office where the NGO operates * Field Office- Financial and Management Service Unit or concerned Government Agency where the Organization implemented or implements projects and programs. * Applicant | | | |
| ***Note to Applicant***: *The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Accreditation based on DSWD Memorandum Circular No. 17 Series of 2018.* | | | | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **Request received through courier/email (7 days)** | | | | | | | |
| **STEP 1:** Secures application form thru the DSWD Website/ Field Office | Upload and make available of the necessary documents in the DSWD website | | | | None | None | SWDA/ DSWD Field Office |
| **STEP 2:** Submits the application documents, get a stamped receiving copy of the documents submitted and reference number for follow up of the request. | Receives the documentary requirements, stamped the receiving copy and provide the applicant SWDA with an application reference number for easy tracking. | | | | None | 30 minutes | Support Staff in charge of all incoming documents |
| ***Note:*** *Application documents received after 3:00 PM shall be considered as a next working day transaction.* | | | | | | | |
| **STEP 3:** Awaits the result of the documents review and notice of pre-accreditation assessment. | 1. Conducts desk review of the documentary requirements:    1. If complete, prepares acknowledgement letter indicating the schedule of the pre-assessment;    2. If Incomplete, prepares an acknowledgement letter indicating the checklist of   documents to be submitted | | | | None | 6 days, 7 hours 30 minutes | Technical Staff/ Section Head/ Division Chief/ Regional Director |
| **Step 4:** Receive the acknowledgment letter from the DSWD Field Office:  If the acknowledgement letter indicates that the submitted documents are complete and compliant, confirm the schedule of the pre-accreditation assessment to the DSWD Field Office.  If the acknowledgement letter indicates that the submitted documents submitted are incomplete and non-compliant, comply and submit the lacking requirements. | Prepare necessary documents: pre-assessment tool, power point presentation, special order, etc. | | | | None | Depends on the SWDA | Technical Staff |
| **STEP 5:** For the SWDA with complete and compliant documents, participate in the conduct of pre- accreditation assessment | Conducts the pre-accreditation assessment (virtual or actual visit) through the following activities: Focus Group Discussion with Clients   1. Interview with the staff 2. Review of documents 3. Ocular Inspection 4. Action Planning/ Exit Conference | | | | None | Minimum of 2 working days depending on the Programs and Services for Accreditation | Technical Staff/ SWDA |
| **Step 6:** Answer the Client Satisfaction Measurement Form (CSMF) and submit to DSWD Field Office. | Provide the SWDA with a Client Satisfaction Measurement Form for them to answer and submit to the DSWD Field Office. | | | | None | After the pre-accreditation assessment | Technical Staff/ SWDA |
| ***Note:*** *Application documents received after 3:00 PM shall be considered as a next working day transaction.* | | | | | | | |
| **STEP 7:** Wait for the result of assessment. | If the result of the pre-accreditation assessment is favorable, the technical staff to prepare the following:   * Confirmation Report to the SWDA * Transmittal memo to Standards Bureau attached the confirmation report, complete documentary requirements including the accomplished pre-accreditation assessment tool.   If the result of the pre-accreditation is not favorable, prepares a confirmation report to the SWDA and Standards Bureau highlighting the indicators / requirements for compliance of SWDA. | | | | None | 11 working days | Technical Staff (Standards Bureau - SB)  Section Head/Division Chief/Bureau Director |
| **TOTAL**  Social Work Agency: | | | | | None | 20 working days |  |
| Senior Citizen Center: | | | | | None | 19 working days |  |
| *\*The number of minutes shall be included on the total number of working days.*  *\*\* This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.* | | | | | | | |
| **CLIENT STEPS** | | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **Applications received through Mail/Courier** | | | | | | | |
| ***STEP 1:*** Send the Application Form together with the prescribed documentary requirements for Accreditation through Mail or Courier to:  **Standards Bureau**  DSWD Central Office,  IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City | | Receives application (Completeness of requirements)   * 1. Checks the completeness of the submitted application documents.      * 1. Logs its receipt into the Document Transaction Management System(DTMS)   Note: Applications shall not be facilitated if no proof of payment for the processing fee is submitted.) | | |  | 1 hour | Incoming SB Support Staff |
| ***STEP 2:***   * 1. For applicant SWDA with complete requirements, shall have acknowledgement receipt of the submitted requirements.   1.2 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements. | | * 1. Routes to SCMD   Log receipt into the DTMS | | | None | 30 minutes | Incoming SB Support staff |
| Tracks/Farms our to concerned Section Head:  1.2 Routes to concerned Section Head | | |  | 30 minutes | Incoming SB Support staff |
|  | | Assigns to Technical Staff   * 1. Monitors incoming applications and assigns to technical staff   2. Provides notes/ instructions for action | | |  | 2 hours | Section Head |
| ***STEP 3:*** Settle the required processing fee.  1.1 For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization’s preference.  1.2 Presents the Billing Statement at the Cashier and settles the required fee. | | Assesses the submitted application documents if complete/compliant  If with comments/inputs/ return to technical staff, conduct desk review of the received application as to completeness and compliance.   * 1. If complete and compliant, prepares acknowledgement letter indicating the schedule and mode of assessment   2. Notify the SWDA on the payment for processing fee, otherwise, application shall not be facilitated. * Under Normal circumstances actual accreditation visit shall be conducted; * During the state of calamity/ emergency, virtual assessment shall be conducted  1. If incomplete or non-compliant, prepare an acknowledgement letter indicating the checklist of lacking documents. | | |  | 3 days | Assigned Technical Staff |
|  | | Process the payment and issues Official Receipts | | | Php 1,000 | \*15 minutes | Cashier (Finance Management Service-Cashier Division) |
| ***STEP 4:*** Provide the DSWD Standards Bureau the copy of the Official Receipt (OR) through the following:   * + 1. Scanned copy of the Official Receipt [srb@dswd.gov.ph](mailto:srb@dswd.gov.ph) with the subject: ***Name of the Organization\_ Copy of OR for Accreditation.***     2. Hand-carry the Photocopy of Official Receipt to Standards Bureau.     3. Courier the Photocopy of Official Receipt to Standards Bureau. | | Acknowledge the copy of the Official Receipt from the SWDA.  For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Bureau shall acknowledge the receipt of the Official Receipt and provide the copy to the Assigned Technical Staff. | | | None | \*15 Minutes | Support Staff in charge of incoming documents (Standards Bureau - SB) |
| ***Note:*** *Application documents received after 3:00 PM shall be considered as a next working day transaction.* | | | | | | | |
| ***STEP 5:*** Wait for the result of the documents review and notice of Virtual Assessment. | | Reviews acknowledgement letter and affixes the initial   * 1. If no comments/ clarifications. Initial/endorse the final draft acknowledgement letter to the Division Chief for approval   If with inputs/ comments corrections, return to the technical staff | | |  | 2 days | Section Head, Division Chief |
|  | | 1.2. Logs it into the DTMS  1.3. Routes finalized acknowledgement letter to the OIC/Bureau Director for approval | | |  | 2 hours | Incoming Support Staff, OBD Support Staff |
|  | | Approves acknowledgment letter.  1.1 If approved: Signed/ approved acknowledgement letter  1.2 If with inputs/comments/ corrections, return to SCMD/technical staff | | |  | 1 day | Bureau Director |
|  | | Tracks and forwards the signed acknowledgement letter.  Logs it into the DTMS | | |  | 30 minutes | OBD Support Staff |
|  | | Receives and tracks the signed acknowledgement letter.   * 1. Logs it into the DTMS.   2. Emails advance copy of the signed acknowledgement letter | | |  | 30 minutes | SCMD Support Staff |
| ***STEP 7:*** Confirm the Availability on the proposed Accreditation Assessment | | Transmits to Records Section for delivery to concerned SWDA   * 1. For complete/compliant documents, send to SWDA the acknowledgement letter indicating the assessment schedule   1.2 For non-compliant/with list of lacking requirements, end of process | | |  | 1 hour | Outgoing SCMD Support Staff |
| **TOTAL**  For Complete and Compliant | | | | | Php 1,000 | 6 working days |  |
| Incomplete Submission | | | | | None | 4 working days |  |
| **Accreditation Assessment Proper (2days)** | | | | | | | |
| **STEP 1:**   * 1. Prepare and make available if necessary on the day of the scheduled/agreed assessment visit   2. Assist the Assessor during the conduct of the Accreditation Assessment   1.3 Accomplish and place the Customer’s Feedback Form on a sealed envelope. | | 1.1 Conduct of Accreditation Assessment, with the applicable mode:   * Under normal circumstances actual accreditation visit; * During the state of calamity/ emergency virtual assessment.   1.2 Activities to take place:   * Focused Group Discussion; * Key informant Interview; * Review of documents based on the SWDA’s compliance with standard indicators; * Ocular inspection (thru virtual or actual); * Exit conference; * Highlights the result of the assessment. * If initial findings are not favorable, agreed Action plan shall be prepared * Requests SWDA to accomplish Client Satisfaction Measurement Form | | |  | 2 days | Assigned Technical Staff |
| **Sub-Total** | | | | | | **2 working days** |  |
| **POST-ACCREDITATION ASSESSMENT**   * **For Issuance (11 working days)** | | | | | | | |
| **STEP 1:**  Wait on the result of Virtual Assessment/ Validation Assessment. | | Favorable:   * 1. Prepares confirmation report with attachments. * If with comments/ inputs/ returned to technical staff   1. Review and provide inputs on the submitted reports including the attachments   2. Prepares Certificate in the security paper and second copy of the Certificate   3. Assigns accreditation number   4. Affixes initial on the second copy of certificate   5. Reviews final draft, signed/ approve confirmation report. Affixed initials with the certificate of accreditation and transmittal to the USBG, for approval | | |  | 6 days | Assigned Technical Staff, Section Head, Incoming SCMD Support Staff, Division Chief, SCMD, OBD Support Staff |
| Wait on the result of Virtual Assessment/ Validation Assessment. | | Endorse final draft of Confirmation report for approval with Certificate of accreditation and executive summary | | |  | 3 days | Bureau Director, OBD Support Staff, Outgoing SCMD Support Staff |
|  | | 1.1 SCBG Heads approve/ sign the Certificate of Accreditation  If with inputs/ comments/ corrections, return to the technical staff | | |  | 1 day | Incoming Support Staff from the Office of the Assistant Secretary, Assistant Secretary, Outgoing Support Staff from the Office of the Assistant Secretary |
| **STEP 2:**  1.1 Inform SB on the preferred mode of release of Certificate (e.g. Pick-up or courier)  1.2 For those through courier, endorsement to Administrative Service - Records and Archives Management Division | | Reviews/approves the Certificate of Accreditation  1.1 Signs/ approves certificate of accreditation  1.2 If with inputs/ comments, return to the SB | | |  | 1 day | Undersecretary, Outgoing Support Staff from the Office of the Undersecretary, Incoming SB Support Staff |
|  | | Receives signed Accreditation Certificate   * 1. Email scanned copy of the confirmation report and signed Certificate to the SWDA   2. Prepares receiving copy of signed Confirmation Report   1.3 Coordinate with the concerned technical staff as to the SWDA’s preferred mode of release of certificate e.g pick-up or courier  1.4 For those through courier, endorsement to Administrative Service - Records and Archives Management Division  1.5 Transmits the approved confirmation report and Certificate of Accreditation to the Records Section | | |  | 2 hours | Incoming SB Support Staff, SCMD Support Staff, Outgoing SCMD Support Staff |
| **Held in Abeyance (11 Working days)** | | | | | | | |
| **STEP 1:**   * 1. Wait on the result of Virtual Assessment/ Validation Assessment   2. Work on the agreed compliance/ lacking indicators | | * 1. Prepare confirmation report with indicators and period for compliance with Attached Action Plan   2. Track, review and endorse confirmation report to the OIC/Bureau Director | | |  | 5 days and 6 hours | Assigned Technical Staff, Section Head, Incoming SCMD Support Staff, Division Chief, Incoming SCMD support staff, OBD Support Staff |
|  | | * 1. Approves confirmation report   2. If with inputs/ comments/ corrections, return to SCMD technical staff | | |  | 2 days, 30 minutes | Bureau Director, OBD Support Staff |
|  | | Tracks the signed confirmation report   * 1. Emails advance copy of the signed confirmation report to SWDA   2. Transmits to Records Section for delivery to concerned SWDA | | |  | 1.5 hours | SCMD Support Staff, Outgoing SCMD Support Staff |
| **TOTAL**  For Compliant/Approved | | | | | None | 11 working days | |
| For Complete Requirements with Areas for Compliance: | | | | | None | 11 working days | |

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

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

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

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

|  |  |  |
| --- | --- | --- |
| Office or Division: | Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office | |
| Classification: | Highly Technical | |
| Type of Transaction: | Government to Client (G2C) | |
| Who may avail: | Social Work Agencies w/ at least one (1) year valid license to operate | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** |
| 1. One (1) Original Copy of Duly Accomplished and Notarized Application Form (DSWD-SB-CSOA-001A) | | * DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City * Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) * **DSWD website** <https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-001A-Application-Form-Implementing-CSO.doc> |
| 1. One (1) Photocopy of the Audited Financial Statements as received by the BIR/Authorized collecting bank for the past three (3) years | | **Applicant** |
| 1. One (1) original copy of the Duly Accomplished Data Sheet of the Directors, Trustees, Officers, and Key Personnel of the applicant CSO. (DSWD-SB-CSOA-003A) | | * DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City * Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) * **DSWD website**   <https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-003A-CSO-Data-Sheet-Implementing-CSO-1.doc> |
| 1. One (1) original copy or photocopy of the location sketches (spot/ satellite map) and photographs (façade and interior) of the principal office and/or satellite Offices | | **Applicant** |
| 1. One (1) Original Copy of the Certificate of Good Standing or Certificate of No Derogatory Information issued by SEC | | **Securities Exchange Commission (SEC) -** Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 |
| 1. One (1) Original Copy of the Duly Accomplished Declaration of Commitment pursuant to AO No. 11 series of 2019 | | **DSWD website**  <https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/Declaration-of-Commitment-Pursuant-to-AO-no.-11-s-2019.pdf> |
| **ADDITIONAL REQUIREMENTS AS APPLICABLE:**   1. One (1) Original Copy of the Duly Accomplished List of Projects and Programs funded by DSWD or any government agency. If applicable. (DSWD-SB-CSOA-002A) | | **DSWD website**  <https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-002A-List-of-Projects-Programs-Implementing-CSO.docx> |
| 1. One (1) Original Copy of Certificate of No Default or Delay in Liquidating Funds signed by theDSWDField Office Head and countersigned by the Finance Management Service or by the concerned government official of the other Government Agencies, if applicable. (DSWD-SB-CSOA-004A) | | **DSWD website**  <https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-004A-Certification-of-No-Unliquidated-Funds-Implementing-CSO.docx> |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME\*** | **PERSON RESPONSIBLE** |
| ***STEP 1:*** The CSO representative files the Application Form together with other documentary requirements to the Standards Bureau of the DSWD CO. | Receives and records the application at the e-DTMS | None | \*30 minutes | Standards Bureau administrative personnel (SCMD) |
| ***STEP 2:*** The applicant CSO awaits for notification relative to the application | 1.1. If found complete, SB will request the Field Office to conduct a Virtual/On-Site Validation Assessment.  Posts notice to the public or invitation to submit derogatory report  (Within three (3) working days from the receipt of a derogatory report, the Standards Bureau, through a formal letter shall notify the applicant and require the same to submit an explanation/ comment within ten (10) working days from the receipt thereof. Please also refer to Section VI. No. 2 of MC 13 series of 2019)  1.2. If found incomplete, SB will return all submitted documents to the applicant CSO with a letter and attached checklist (DSWD-SB-CSOA-007A) indicating the lacking required documents  1.3. If found with irregularities, documents will not be returned to applicant which shall serve as evidence and a ground for blacklisting | None | 2 working days | Standards Bureau assigned personnel (SCMD) through Standards Section (FO)  -Information and Communication Technology Management Services (ICTMS) |
| ***STEP 3:*** Actual Virtual/On-site Validation Assessment. | Conducts Virtual/ On-Sit/ Validation Assessment to the applicant CSO’s address or location  (If the applicant recently received its accreditation (as SWA) within six (6) months prior to the date of its application as an Implementing CSO, there is no need for a Virtual/ On-Site Validation Assessment., unless the declared projects and programs applied for accreditation requires further verification as per assessment of the Standards Bureau staff.) | None | 1 working day  (per agreed schedule) | Standards Section (FO) per area of jurisdiction.  Standards Bureau for those operating in more than one region |
| ***STEP 4:*** Awaits approval or denial of the application for accreditation | 4.1. Prepares and submit the Virtual/On-Site Validation Assessment. report to SB  4.2. Conducts assessment and examination of application  4.3. Final Review and evaluation (An Applicant may be required by the SB to submit additional sets of requirements which are deemed necessary to verify doubtful information and to establish compliance to appropriate policies.)  4.4. Confirmation letter on the result of the evaluation  4.5. Approval of the Certificate of Accreditation | None | \*\*4 working days  4 working days and 1 hour and 30mins  3 working days and 2 hours  5 working days, 2 hours | Standards Section (FO), Division Chief and Regional Director  Standards Bureau assigned personnel (SCMD)  Standards Bureau assigned personnel (SCMD)  Standards Bureau assigned personnel (SCMD), SB Director  Standards Bureau assigned personnel (SCMD), SB Director, Cluster Heads and Department Secretary |
| ***STEP 5:*** Receives the Certificate of Accreditation or the Denial Letter | 1.1 Notify the Applicant Organization on the availability of the Certificate  1.2 Issues the Certificate of Accreditation or the Denial Letter | None | 2 hours | Support Staff (Standards Bureau - SB) |
| **TOTAL**  For Complete and Compliant: | | None | 20 working days | |

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

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

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

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

|  |  |  |
| --- | --- | --- |
| **Office or Division:** | DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) | |
| **Classification:** | Complex | |
| **Type of Transaction:** | * Government to Client (G2C) * Government to Government (G2G) | |
| **Who may avail:** | All eligible beneficiary CSOs organized by the Department through SLP. | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** |
| 1. Certified true copy of the Certificate of Eligibility (CoE)   *\*The issuance of COE is subject to compliance on SLP existing guidelines.* | | * DSWD Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO) |
| 1. Endorsement of SLPAs with CoE signed by the Regional Program Coordinator (to include the project/s approved, address of the SLPA, and the budget approved for the project) | | * DSWD Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO) |
| ***Note to Applicant***: *The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No.26 Series of 2020.* | | |

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

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

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

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

|  |  |  |
| --- | --- | --- |
| Office or Division: | DSWD Field Office - Standards Section  (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA & NCR) | |
| Classification: | Highly Technical | |
| Type of Transaction: | * Government to Client (G2C) * Government to Government (G2G) | |
| Who may avail: | All eligible beneficiary CSOs organized by the Department through DSWD project/s and/or program/s. | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** |
| 1. Duly accomplished and duly sworn Beneficiary CSO Accreditation Application Form | | * DSWD FO- Standards Section |
| 1. Proof of existence or presence of the CSO in its stated address and area of operation or organization, namely:    1. Pictures of office and direction sketch; and    2. At least one of the following documents:   *Barangay certification*  *Certification or endorsement from at least two (2) publicly known individuals in the community*  *Other documents showing proof of existence* | | * CSO Beneficiary Applicant |
| 1. Proof of organization, namely:    1. Organizational chart or governance structure; and    2. Date of organization, list of officers and members with their complete names, dates of birth (if known and or registered, complete address, and contact numbers, if available; | | * CSO Beneficiary Applicant |
| 1. Certificate of Good Standing – if the CSO applicant has received public funds prior to its application; Specifically staying that the CSO has liquated, in accordance with COA regulations, all fund transfers due for liquidation | | * Government agency or agencies from which it has received public funds |
| 1. Proof of having undergone Social Preparation | | * Designated DSWD Regional Program/Project Officer of the DSWD Program or project where the CSO applicant is seeking funds |
| ***Note to Applicant***: *The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 17 Series of 2017.* | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| ***STEP 1:***  Submit/file application documents | Logs receipt into the document tracking system (DTS)/ Logbook  Refer to the concerned unit. | None | \*2 hours | Focal Person -Standards Section -  DSWD Field Office |
| ***Note:*** *Application documents received after 3:00 PM shall be considered as a next working day transaction.* | | | | |
| ***STEP 2:***  Wait for the result of the assessment | **If Complete and Compliant:**   * 1. Receive and review the documentary requirements   2. Posting of applicant to DSWD website   3. Preparatory activities for the conduct of validation   4. Conducts validation as to the existence of the applicant beneficiary CSO including its on-going projects and/or programs as applicable.   To include activities e.g. FGD, interviews, photo documentation of the validation site, interviewed persons and other related documents   * 1. Prepares and signs Validation Report and Abstract with supporting documents.   2. Evaluation and deliberation by the Field Office- Accreditation Committee.   3. Prepares the Certificate of Accreditation   4. Facilitates the signing of the Certificate of Accreditation   5. Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board   **If found incomplete or non-compliant** (in any part of the process)   * 1. If found to be incomplete, prepares acknowledgement memorandum returning the application documents for compliance.   2. If an irregularity, falsehood, fabrication or forgery is noted or found in the documents the applicant shall be required to explain not later than 3 days from receipt of notice issued by the Regional Director. | None | \*18 days and 6 hours | Focal Person -Standards Section -  DSWD Field Office |
| ***STEP 3:***  ***Receives the Certificate of Accreditation*** | Release of the signed Certificate/s of Accreditation through:   1. Befitting ceremony (e.g. during the flag-raising ceremony) 2. Pick-up by the CSO applicant, 3. Courier, and 4. Hand-carrying of the Certificate/s of Accreditation whichever is practicable | None | \*1 day | Focal Person -Standards Section -  DSWD Field Office |
| **TOTAL**  For Complete and Compliant: | | N/A | 20 working days |  |
| For Incomplete Submission: | | None | 30 minutes |  |

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

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

**t Toolnsent (Annex 31)hp1,000.00 for the accreditation fee (OR No. 1084616)s.ard. the attestation must be signed by the**

1. **Accreditation of Pre-Marriage Counselors**

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

|  |  |  |
| --- | --- | --- |
| **Office or Division:** | DSWD Field Office - Standards Section  (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) | |
| **Classification:** | Highly Technical | |
| **Type of Transaction:** | * Government to Client (G2C) | |
| **Who may avail:** | All qualified applicants per item VIII of MC 1 s. 2019 and as amended in MC 10 s. 2021 | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** |
| 1. **For New Applicants** | | |
| 1. One (1) Duly Accomplished Application Form. | | * Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) * <https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf>   *Annex A. PMC Form\_App* |
| ***One (1) photocopy of the following documents (original copies must be presented):*** | | |
| 1. Any of the following as proof that the applicant is a graduate of four (4) year course: 2. Photocopy of Certificate of graduation/college diploma or transcript of records; or   b. Certified photocopy of valid PRC ID. | | * **Any PRC Office nationwide** |
| 1. Photocopy of Training Certificates/Certificates from seminars, conferences, training, and other related activities on basic counseling service for at least twenty-four (24) four hours. If original copy is unavailable, a certified true copy of the certificate of participation/attendance from the training provider will be accepted. | | * **Training Provider** |
| 1. Any of the following as proof that applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team, if applicable: 2. Certification from immediate Supervisor; or 3. An approved resolution | | * **Local Government Office** |
| 1. Documentation of at least six (6) PMC sessions, which captures the role performed by the applicant as proof that he/she has assisted in the PM Counseling session. | | * <https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf>   *Annex C. Documentation Report Template* |
| ***Other documents to be made available during the assessment visit:*** | | |
| Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit. | |  |
| 1. **For Renewal** | | |
| * + 1. Certificates of training, seminars, orientation and other related or similar activities on marriage counseling or topics related to pre-marriage counseling such as but not limited to Gender and Development, Human Maturity, Value Clarification and Responsible Parenting for at least twenty-four (24) hours within the validity period of the preceding certificate. | | * **Training Provider** |
| * + 1. Accomplishment Report for the past year with at least a minimum of ten (10) PMC sessions conducted preceding the application using the template provided by DSWD (***Annex D***); | | * Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) * <https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf> *Annex D. PMC Form* |
| * + 1. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (***Annex C***); | | * Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) * <https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf> *Annex C. PMC Form* |
| ***Other documents to be made available during the validation visit.*** | | |
| * + - 1. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit. | |  |
| * 1. Accomplished and consolidated result of client feedback/satisfaction survey (*See* ***Annex F****) for the template*) of about fifty (50) percent of the total number of counselled couple for the past year; and | | * Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) * <https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf> *Annex F. PMC Form* |
| * 1. A summary/record on the number of Certificate of Marriage Counseling issued. | |  |
| ***Note to Applicant***: *The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 01 Series of 2019.* | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **Assessment Procedures for Walk-in Applicants** | | | | |
| ***STEP 1:*** Secures application form thru the DSWD Website/Field Office | Provides client application form, and checklist of requirements | None | \*5 minutes | Support Staff in charge of all incoming documents (Field Office - Standards Section) |
| ***STEP 2:*** Submit/ file application and supporting documents at Field Office – Standards Section | Records receipt of application and forward the same to assigned staff. | None | \*15 minutes | Support Staff in charge of all incoming documents (Field Office - Standards Section) |
| ***Note:*** *Application documents received after 3:00 PM shall be considered as a next working day transaction.* | | | | |
| ***STEP 3:*** Awaits for acknowledgement or notification relative to the application. | 1. Reviews and Assess the completeness of requirements/ documents submitted and prepare acknowledgement letter, to wit:   * 1. If found complete/ sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit.   2. If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements and provide necessary technical assistance.      1. Review and approval of Supervisor/Section Head      2. Review and approval of the Regional Director. | None | 5 working days and 2 hours | Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Field Office - Standards Section)  Supervisor/ Section Head  Regional Director |
| ***Step 4:*** Accomplish and drop the Customer’s Feedback Form on the dropbox. | Provide the applicant Organization the Customer’s Feedback Form | None | \*5 minutes | Support Staff (Field Office - Standards Section) |
| ***STEP 5:*** Actual Accreditation Assessment | Conducts validation assessment with the applicable mode:   * Under Normal circumstances actual accreditation visit; * During the state of calamity/ emergency virtual assessment.   Activities to take place:   1. Brief overview on the assessment process; 2. Observation on the couseling session; and 3. Exit Conference | None | 1 working day | Technical Staff or Officer of the day (Field Office - Standards Section) |
| ***STEP 6:*** Awaits the approval of the confirmation report/issuance of the Certificate | 1.1 Final Assessment of the application documents and result of the actual accreditation assessment.  1.2 Prepares the confirmation report, with the following possible content:  a. If favorable, inform applicant on the approval of his/her accreditation.  b. If unfavorable, recommend for re-assessment.  1.3 Forwards to the office of the RD for approval/signature.  1.4 Approval and signature of the documents | None | 7 working days | Technical Staff/ Section Head/ Division Chief/  Support Staff  Regional Director |
| ***STEP 7:*** Awaits for the approval and issuance of certificate, if favorable. | Prepares certificate for issuance, if favourable.  Approval and signature of the Certificate | None | 5 working days | Support Staff  Regional Director |
| ***STEP 8:*** Receives the Accreditation Certificate | Release of Certificate | None | 1 working day | Support Staff (Field Office - Standards Section) |
| **TOTAL**  For Complete and Compliant: | | None | 18 working days and 2.25 hours |  |
| For Complete Requirements with Areas for Compliance: | | None | 25 minutes | |

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

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

1. **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 – DSWD Field Office  Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office | |
| **Classification:** | Highly Technical | |
| **Type of Transaction:** | Government to Client (G2C) | |
| **Who may avail of:** | Licensed and/or accredited private Social Welfare and Development Agencies (SWDAs) in accordance to section 800(m) of the Republic Act No. 10863, otherwise known as the Customs Modernization and Tariff Act (CMTA) of 2016, who wish to exempt from customs dues the foreign donations consigned to them. | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** |
| 1. Application form (DSWD DFE Form 1) | | * DSWD Central Office - Standards Bureau (SB)   IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City   * Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) * <https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf> – *DSWD DFE Form 1* |
| 1. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin | | Philippine Consular Office (i.e. embassy or consulate) of the country of origin |
| 1. Notarized Deed of Acceptance | | Notary public |
| 1. Copy of valid DSWD Registration, License and/or Accreditation Certificate | | Issued by the DSWD to the licensed and/or accredited SWDA |
| 1. Bill of Lading or Airway Bill | | Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee. |
| 1. Packing List | | Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee |
| 1. Plan of Distribution | | <https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf>– *DSWD DFE Form 2*   * To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution |
| **OPTIONAL REQUIREMENTS**   1. Certification from Food and Drug Administration (FDA), in case of medicines | | Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781 |
| 1. Notarized distribution report on latest shipment, if not the first time to import foreign donations. | | <https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf>– *DSWD DFE Form 3*   * To be certified correct by the concerned DSWD Field Office |
| 1. Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines | | Appropriate government agencies |
| ***Note to Applicant***: *The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 21 Series of 2019.* | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| ***STEP 1:*** The representative of the SWDA files the application form, together with the supporting documents/requirements at the respective DSWD-Field Office covering the region where the intended distribution of goods shall take place. | 1. Reviews the completeness and **correctness** of the submitted application documents based on the checklist.   *If complete, forward for tracking to Support Staff*  *If incomplete, return to applicant, provide TA and checklist of requirements.*   1. Logs its receipt into the document tracking system 2. Provides the walk-in applicant with document reference number for easy tracking. | None | \*30 minutes | Field Office:  Standards Unit administrative personnel and/or Officer-of-the-Day |
| ***Note:*** *Application documents received after 3:00 PM shall be considered as a next working day transaction.* | | | | |
| ***STEP 2:*** The applicant shall pay the required processing fee at the Cash Unit of the concerned DSWD-Field Office; provides a copy to the Standards Section | Accounting Section for the order of payment then pay the necessary fee to Cash Section;  Issues an official receipt. | Php1,000.00 | \*10 minutes | Field Office: Cash Section personnel |
| ***STEP 3:*** Awaits results of the assessment. | Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;  ***Step 3a – If found compliant to eligibility and documentary requirements***  Prepare for conduct of area visit | None | 3 working days | Field Office:  Standards Section technical staff |
| ***Step 3b – If found non-compliant to eligibility and documentary requirements***  Return application documents to the applicant with a letter and checklist citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements  Provides the applicant the Client Satisfaction Measurement Form |
| **Note:** While face-to-face is still prohibited during this pandemic situation, technical assistance shall be provided in written form. In the event that the return of documents cannot be facilitated due to unavailability of the service provider, acknowledgment letter shall indicate the checklist of documents for compliance to be secured or accomplished. | | | | |
| ***STEP 4:*** Validation Visit | Conducts area visit, obtains in-depth information concerning administrative and operational aspects of the program. (***Optional***) | None | 2 working days  (per agreed schedule) | Field Office:  Standards Section Technical Staff |
| ***STEP 5:***  Endorsement to the DSWD Central Office. | Endorses the draft acknowledgment letter to the Regional Director for approval | None | 1 working day | Field Office:  Standards Section Technical Staff  DSWD Regional Director |
| Endorses the application to the Standards Bureau at the Central Office |
| If deficient to return the application to the applicant and provide the necessary technical assistance to comply with the requirement/s. |
|  | Checks the completeness of the submitted application documents.   * 1. Logs its receipt into the Document Transaction Management System(DTMS)   If incomplete, return the documents and inform the Field Office concerned that the application shall not be processed unless they have submitted the complete documents.  If approved, forward the application to the Office of the Undersecretary supervising the Standards Bureau. | None | 3 working days | Standards Bureau:  SCMD Technical Staff/ Division Chief/ Bureau Director |
| Prepares the following:   * Endorsement letter to the DOFConforme letter to applicant that it should comply with post-facilitation requirements * Letter to concerned DSWD Field Office informing them of the endorsement   If disapproved, return the documents and send a written communication to concerned DSWD Field Office, copy furnished the applicant, indicating reasons for disapproving the application. |
|  | Endorsement to the Secretary  Affixes initial to the endorsement letter to DOF | None | 1 working day | DSWD Undersecretary supervising the Standards Bureau |
|  | Final Approval of the Endorsement  Affixes signature to the endorsement letter to DOF | None | 3 working days | SWD Secretary |
| ***STEP 6:*** Approved applicants to pick up the Endorsement Letter | Informs the applicant and Field Office of the approval of endorsement.  Preparation of the endorsement letter for pick-up of the applicant and the conforme letter for their signature. | None | \*10 minutes | Standards Bureau:  SCMD Technical Staff |
| **TOTAL**  Complete and Compliant: | | ₱1,000.00 | Fourteen (14) days | |
| Complete but non-Compliant Submission: | | ₱1,000.00 | Eight (8) days and fifty (50) minutes | |
| For Incomplete Submission: | | None | 30 minutes | |

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

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

1. **Accreditation of Social Workers Managing Court Cases (SWMCCS)**

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Office:** | Standards Section – DSWD Field Office  Standards Compliance and Monitoring Division (SCMD)  Standards Bureau – DSWD Central Office | | |
| **Type of Transaction:** | Highly Technical | | |
| **Who may avail:** | All Social Workers who are direct practitioners including  supervisors from the DSWD Field Offices, residential, and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups. | | |
| **CHECKLIST OF REQUIREMENTS1** | | **WHERE TO SECURE** | |
| 1. **For New Applicants** | | | |
| 1. For Social Workers | | | |
| 1. 2 copies of Application Form for Accreditation of Social Workers Managing Court Cases (Annex A) | | * DSWD Central Office - Standards Bureau (SB)   IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City   * Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) * Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the form | |
| 1. 2 copies and original Valid Professional Regulations Commission Registration ID Card | | Professional Regulations Commission | |
| 1. 2 copies of Certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions;   *\*In case of lost certificate, a certified true copy from the training provider may be presented* | | Training Provider | |
| 1. Summary documentation of four (4) cases managed (Annex B) | | Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template | |
| 1. Letter of Recommendation attesting to the competence of the social worker | | Any of the following:   * 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) | |
| 1. The following documents on cases handled must be made available during on-site assessment:  * Case study reports; * Progress/running notes; * Case summaries; * Case conference proceedings/notes | | Applicant/Client | |
| 1. For Supervisors | | | |
| 1. First three (3) requirements stated under new applicants for social worker | | (Same as stated above) | |
| 1. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance | | Applicant/Client | |
| 1. The following documents on cases handled must be made available during on-site assessment:  * Case study reports; * Progress/running notes; * Case summaries; * Case conference proceedings/notes | | Applicant/Client | |
| 1. **For Renewal** | | | |
| 1. For Social Workers | | | |
| 1. Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours | | | DSWD or recognized training institutions |
| 1. Summary documentation (Annex B) of cases managed for the last six months | | | Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template |
| 1. Recommendation from the Supervisor attesting to the competence of social worker in managing court cases | | | Applicant/Client |
| 1. The following documents on cases handled must be made available during on-site assessment:  * Case study reports; * Progress/running notes; and * Other relevant documentations pertaining to the cases | | | Applicant/Client |
| 1. For Supervisor | | | |
| 1. First three (3) requirements stated under renewal for social worker | | | (As stated above) |
| 1. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance | | | Applicant/Client |
| 1. The following documents on cases handled must be made available during on-site assessment:  * Case study reports; * Progress/running notes/marginal notes; * Case summaries; * Case conference proceedings/notes | | | Applicant/Client |
| ***Note to Applicant***: *The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 17 Series of 2018.* | | | |

*\*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **Applications received through Walk-in Applicants** | | | | |
| **STEP 1:** The Applicant shall file application (Annex A) at the concerned DSWD Field Offices (FO) –Standards Section together will the requirements stated above. | A. the Field Office- Standards Section Support Staff shall receive submitted documents with its original copies. A Document Reference Number shall be provided to the applicant for easy tracking.  If complete, the Technical Staff assigned by the Section Head will then proceed with the pre-assessment process.  If incomplete, documents shall be returned accompanied by provision of technical assistance and checklist of requirements. | None | 1 hour and 30 minutes | Standards Section Support Staff/ Standards Section Head /  Technical Staff |
| **Applications received through Mail/Courier** | | | | |
|  | 1.1.B The Field Office- Standards Section shall receive the submitted documents and shall then farms out to the Standards Head Section.  If complete, the Technical Staff assigned by the Section Head will then proceed with the pre-assessment process. | None | 4 hours 20 minutes | Standards Section Support Staff/ Standards Section Head /  Technical Staff |
| * 1. The technical staff shall conduct desk review of the received application as to completeness and compliance. | None | 6 days and 1 hour | Assigned Standards Section Technical Staff / Standards Section Head/ PPD/ ORD |
| * 1. If requirements are complete and compliant, the Field Office-Standards Section shall prepare pre-assessment report and/or endorsement report to Standards Bureau along with the acknowledgement letter to the applicant Social Worker on the status of the application.   If incomplete or non-compliant, an acknowledgement letter shall be prepared indicating the checklist of lacking documents. | None |
| * 1. One set of copy of the application requirements and the signed/approved pre-assessment report and/or endorsement report shall be endorsed to DSWD- Standards Bureau, and file the other copy in the Field Office.   The signed/approved acknowledgement letter shall also be sent to the applicant Social Worker. | None | 1 hour | Standards Section Support Staff |
| * 1. The Standards Bureau- Support Staff shall receive the endorsed application and will endorse to Standards Compliance Monitoring Division (SCMD) thru the Section Head. | None | 2.5 hours | DSWD – Standards Bureau Support Staff / SCMD Section Head |
| * 1. The Standards Compliance Monitoring Division (SCMD) Technical Staff shall review the application and documents submitted by the Applicant through Field Office.   If complete and compliant, preparation of acknowledgement letter indicating the schedule and mode of accreditation shall be made:   * Under Normal circumstances actual accreditation visit shall be conducted; * During the state of calamity/ emergency, virtual accreditation shall be conducted   If incomplete or non-compliant, the Technical Staff to also prepare an acknowledgement letter indicating the checklist of lacking documents. | None | 1 day | Assigned DSWD– Standards Bureau technical staff, depending on the Field Office where the application was from. |
| * 1. If the submitted documents are complete and compliant, the signed and approved Acknowledgement letter shall be endorsed to the Applicant through the Field Office on the schedule of the assessment | None | 13 hours and 30 minutes | Support Staff / Assigned technical staff/ SCMD Section Head / Bureau Director  DSWD- Standards Bureau |
| **STEP 2:** The Applicant shall coordinate with Standards Bureau through the Field Office on the schedule of the assessment. | The technical staff shall conduct assessment through review of case records, interview of the applicant and client/s, and conduct of other relevant activities. | None | 1 day  (per agreed schedule) | Assigned technical staff from DSWD-Standards Bureau |
| * 1. Technical Staff shall prepare the Confirmation Report Certificate of Accreditation, Executive Summary for the Assistant Secretary and Undersecretary and the transmittal memo for review and approval of the Section Head and Division Chief.   *\*If the applicant/s falls below the set standards, the said applicant/s shall be given appropriate technical assistance on the areas needing improving. A re-assessment shall be conducted after six months.* | None | 5 days and 2 hours after conduct of assessment | DSWD – Standards Bureau Support Staff / Assigned technical staff/ SCMD Section Head / SCMD Division Chief |
| **Issuance of Accreditation Certificate.** This shall be issued by the Department Secretary or his/her duly authorized representative if the applicant has qualified the accreditation standards. | | | | |
|  | * 1. Standards Bureau shall review and/or approve and endorse the Confirmation Report, Executive Summary, Certificate of Accreditation and transmittal memo to the Assistant Cluster Head.   If with inputs/comments/ corrections, the documents shall be returned to the technical staff. | None | 1 day and 1 hour and 30 minutes | Bureau Director  DSWD-Standards Bureau |
|  | * 1. The Assistant Cluster Head to review and/or approve and endorse the Executive Summary, Certificate of Accreditation and transmittal memo to the Undersecretary.   If there will be inputs/comments, it shall be returned to the Standards Bureau. | None | 1 day and 1 hour | Assistant Secretary/ Cluster Head  DSWD-Standards and Capacity Building Group |
|  | * 1. The Cluster Head to review and/or approve the Certificate of Accreditation and other approved attached documents. | None | 1 day and 1 hour | Undersecretary/ Cluster Head  DSWD-Standards and Capacity Building Group |
|  | * 1. Standards Bureau to endorse the approved Certificate of Accreditation to the qualified Social Worker through the Field Office.   One set of copy of the approved Confirmation Report and Certificate of Accreditation shall be transmitted to Records Section | None | 2 hours | Standards Compliance Monitoring Division (SCMD) Support Staff |
| 1. Qualified applicant shall receive/pick-up the Accreditation Certificate from the Field Office where the application was filed. | 1.1 Notify the Applicant Organization on the availability of the Certificate  1.2 Issues the Certificate of Accreditation | None | 30 minutes | Support staff from the DSWD FO- Standards Section |
| **Total Processing Time:** | | | **20 working days** | |

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

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

1. **Implementation of Government Internship Program (GIP)**

The Government Internship Program is part of the Kabataan 2000 program of the government. It was developed with the end goal of providing opportunity for both out-of-school and in-school youths a hands-on experience of working in various government agencies, which they could later use when they later decide to be part of the government workforce. This is likewise an opportunity for them to learn life skills in the workplace at the same time earn money to augment their school needs.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Office or Division** | | Sectoral Programs Division | | | | | |
| **Classification** | | Simple | | | | | |
| **Type of Transaction** | | G2G – Government to Government | | | | | |
| **Who may avail** | | Filipino Youth (18 – 25 years of age) | | | | | |
| **CHECKLIST of REQUIREMENTS** | | | | **WHERE TO SECURE** | | | |
| **Government Internship Program Implementation** | | | | | | | |
| *A. Application as participants of the program* | | | | | | | |
| 1. Duly accomplished Application Form | | | | DSWD Central Office and Field Offices | | | |
| 2. Photocopy of PSA issued Birth Certificate of the Youth or any government issued ID indicating the date of birth – youth must be aged 18-25 years old. | | | | Philippine Statistics Authority (PSA) Concerned Government Agencies | | | |
| 3. Recent School registration form or certification from the school indicating the recent year/semester of the applicant’s school attendance. | | | | School | | | |
| 4. Photocopy of income tac return (ITR) of parents/head of the family/guardian or Barangay Certificate or Indigency confirming that family is residing in the barangay. | | | | Barangay or Concerned Office/s of the parents | | | |
| **TRANSACTION** | | | | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | | **PROESSING TIME** | | **PERSON RESPONSIBLE** |
| **I. Pre-Implementation Phase** | | | | | | | |
| 1. Announcement on the deadline of the application form and other needed documents | 1.1 Notice of acceptance of applicants  (Announcement during flag raising ceremonies, through press release and radio announcements) | | None | | 10 minutes | | Youth Focal Person |
| 2. Application or Registration | 2.1 Issuance of Applications forms  2.2 Issuance service sequence number  2.3 Encoding of the client’s information in Spreadsheet) | | None | | 10 minutes | | Youth Focal Person |
| 3. Submit the required documents to the DSWD Central Office/Field Office | 3.1 Screen the required documents its authenticity | | None | | 1 day | | Youth Focal Person and TWG or Selection Committee Members |
| 4. Assessment of applications | 4.1 Conduct table Assessment of the applications based on the qualifications. | | None | | 2 days | | TWG or Selection Committee members |
| 5. Notification of qualified applicants for interview | 5.1 Notify the qualified applicants for Interview | | None | | 1 day | | TWG or Selection Committee Members |
| 6. Client will go for an interview at DSWD Central Office/Field Office | 6.1 Conduct actual interview with the applicants. | | None | | 2 days | | Youth Focal Person and TWG |
| 7. Receive notification on the status of your application | 7.1 Final screen the applicants  (All qualified applicants will be notified on the next steps to take while the applicants who did not qualify will still be notifies about the status of their application) | | None | | 1 day | | Youth Focal Person |
| **Total** | | | **None** | | | **7 days** | |
| **II. Implementation Phase** | | | | | | | |
| 8. Attend Orientation | 8.1 Conduct orientation with the selected participants about the GIP program) | | None | | 1 day | | Youth Focal Person |
| 9. Render service in the area of assignment | 9.1 Assist and monitor the youth in their area of assignment | | None | | 30 working days | | Youth Focal Person |
| 10. Attend Capacity Building Activities | 10. 1 Conduct capacity building activities | | None | | 1 day | | Youth Focal Person |
| 11. Receive stipend | 11. 1 Provide stipend to the youth (Stipend is 75% of the current regional minimum wage rate) | | None | | 1 day | | Youth Focal Person |
| **Total** | | | **None** | | **33 days** | |  |
| **III. Post-Implementation Phase** | | | | | | | |
| 12. Attend Program Evaluation Activity | 12.Conduct program evaluation activity | | None | | 1 day | | Youth Focal Person/TWG |
| **TOTAL** | | | **NONE** | | **1 Day** | | |

# **SUSTAINABLE LIVELIHOOD PROGRAM**

**(SLP)**

**FRONTLINE SERVICES**

1. **Referral Management Process for SLP - NPMO**

The Referral Management Process of NPMO, provides the initial implementation of facilitating the request of individual client/s. The final and full implementation of the process will be in the in the Field Offices.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Sustainable Livelihood Program – Grievance and Referral Management (GRMU) | | | |
| **Classification:** | | Highly Technical | | | |
| **Type of Transaction:** | | G2C – Government to Citizens  G2G – Government to Government | | | |
| **Who may avail:** | | All Qualified Program Participants | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| Filled-out SLP Profile Form- for Walk-in Clients Referral/endorsement letter from OBSUs, NGA’s, NGOs, | | | SLP Helpdesk 3rd floor, Mahusay Building | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Walk – in Clients | * 1. Explain to and request the client to sign or place his/her thumb mark on the Data Privacy Act (DPA) of 2012   Brief orientation on the SLP Processes | | None | 5 minute | GRMO / Technical Officer of the day |
| * 1. Fill-out the SLP Profile Form   2. Request the client to register in the Walk-In Clients Logbook | | 10 minutes | GRMO / Technical Officer of the day  Walk-in Clients |
| * 1. Issue SLP Walk-In Clients Slip to Walk-in Client, certify that client appeared at the SLP-NPMO | | 5 minutes | GRMO / Technical Officer of the day  Walk-in Clients |
| * 1. Request the client to fill up the Client Satisfaction Measurement Report Form | |
| * 1. Data encoding of client’s profile in the SLP Referral Management System (SLP RMS) | | 5 minutes | GRMO / Technical Officer of the day |
| * 1. Classification of client’s request, provide instructions on the received referrals, and distribute to assigned GRMO | | 3 minutes | GRM Unit Head |
| * 1. Validating of lacking information of the client/s as necessary | | 5 minutes | Administrative Assistant (AA) |
| * 1. Refer/Endorse to concerned DSWD Field Office, OBSUs, NGA’s, NGOs, and other institutions | | 8 Hours | GRMO Technical Officer of the day |
| * 1. Monitor and follow-up feedback/updates to concerned FOs | | 3 days | GRMO Technical Officer of the day |
| 1. Referral from OBSUs, NGAs, NGOs, CSOs, and other institutions | 2.1. Classification of client’s request, provide instructions on the received referrals, and distribute to assigned GRMO | | None | 3 minutes | GRM Unit Head |
| * 1. Validating of lacking information of the client/s as necessary | | 5 minutes | GRMO Technical Officer of the day Administrative Assistant (AA) |
| * 1. Refer to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions | | 8 hours | GRMO Technical Officer of the day |
| * 1. Monitor and follow-up feedback/updates to concerned FOs | | 3 days | GRMO Technical Officer of the day |
| 1. Inquiries and Applications through 8888, Email, Social Media, Phone Calls and SMS. | 3.1. Classification of client’s request, provide instructions on the received referrals, and distribute to assigned GRMO | | None | 3 minutes | GRM Unit Head |
| * 1. Validating of lacking information of the client/s as necessary | | 5 minutes | GRMO Technical Officer of the day Administrative Assistant (AA) |
| * 1. Refer/endorse to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions | | 8 hours | GRMO Technical Officer of the day |
| * 1. Monitor and follow-up feedback/updates to concerned FOs | | 3 days | GRMO Technical Officer of the day |
| **TOTAL** | | | **None** | **4 days and 33 minutes** | |

1. **Grievance Management Process for SLP - NPMO**

The Grievance Management Process of NPMO, provides the initial implementation of facilitating the request of individual client/s. The final and full implementation of the process will be in the Field Office.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | | Sustainable Livelihood Program – Grievance and Referral Management Unit (GRMU) | | | | | | |
| **Classification:** | | | Highly Technical | | | | | | |
| **Type of Transaction:** | | | G2C – Government to Citizen  G2G – Government to Government | | | | | | |
| **Who may avail:** | | | All DSWD FOs, DSWD OBSUs, or other Agencies/Institutions | | | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** | | | | | |
| 1. Filled-up SLP Grievance Form – for walk-in clients Grievance/ Complaint received from OBSUs, NGAs, NGOs, concerned citizen, social media and others 2. Supporting documents | | | | SLP Helpdesk  3rd Floor, Mahusay Building | | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | | **PROCESSING TIME** | | **PERSON RESPONSIBLE** | |
| 1. Walk-in Client/s | * 1. Explain to and request the client to sign or place hi/her thumb mark on the Data Privacy Act (DPA) of 2012 | | | None | | 5 Minutes | | GRMO/ Technical Officer of the day | |
| * 1. Require the client to register in the Walk-in Clients Log Book | | | 2 minutes | | GRMO/ Technical Officer of the day | |
| * 1. Initial Interview to the complaint | | | 10 minutes | | GRMO/ Technical Officer of the day | |
| * 1. Fill out the SLP Grievance Form | | | 10 minutes | | GRMO/ Technical Officer of the day  Walk-in Client | |
| * 1. Validates lacking information of the client/s as necessary | | | 3 Minutes | | GRMO/ Technical Officer of the day  Administrative Assistant (AA) | |
| * 1. Request the client to fill-up the Customer Feedback Form | | | 5 Minute | | Walk-in Client | |
| * 1. Issue SLP Walk-in Client Slip; Certify that clients appeared at the SLP NPMO | | | GRMO/ Technical Officer of the day  Walk-in Client | |
| * 1. Data encoding of client/s profile in the SLP Referral Management System (SLP GMS) | | | 5 minutes | | GRMO/ Technical Officer of the day | |
| * 1. Classify the complaint/grievance | | | 3 Minutes | | GRM Unit Head | |
| * 1. Validates if the finding is valid. Notified the concerned process owner for the invalid findings, and validates lacking information of the client/s as necessary. | | | 10 minutes | | GRMO/ Technical Officer of the day | |
| * 1. Encode the details in the SLP GMS and EDTMS | | | 6 minutes | | GRMO/ Technical Officer of the day  Administrative Assistant (AA) | |
| * 1. Refer/Endorse for verification to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs and other institutions. | | | 72 hours (simple) 168 hours (complex) 480 hours (highly technical) | | GRMO/ Technical Officer of the day | |
| * 1. Monitor and follow-up feedback/updates to concerned FOs | | | 72 hours (simple) 168 hours (complex) 480 hours (highly technical) | | GRMO/ Technical Officer of the day | |
| * 1. Classify the complaint/Grievance | | | 3 Minutes | | GRM Unit Head | |
| **TOTAL FOR SIMPLE** | | | | **None** | | ***3 days and 1 hour and 2 minutes*** | | | |
| **TOTAL FOR COMPLEX** | | | | **None** | | ***7 days and 1 hour and 2 minutes*** | | | |
| **TOTAL FOR HIGHLY TECHNICAL** | | | | **None** | | ***20 days and 1 hour and 2 minutes*** | | | |
| **Grievance referral/endorsed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions** | | | | | | | | | |
| 1. Receiving Grievance referred/endor sed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions | | 1.1 Validates if the finding is valid. Notified the concerned process owner for the invalid findings, and validating of lacking information of the client/s as necessary | | |  | | 10 minutes | | GRMO/ Technical Officer of the day |
| 1.2 Encode the details in the SLP GMS and DTMS | | |  | | 6 minutes | | GRMO/ Technical Officer of the day Administrative Assistant (AA) |
| 1.3 Refer/endorse for verification to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions | | |  | | 72 hours (simple) 168 hours (complex) 480 hours (highly technical) | | GRMO/ Technical Officer of the day |
| 1.4 Monitor and follow-up feedback/updates to concerned FOs | | |  | | 72 hours (simple) 168 hours (complex) 480 hours (highly technical) | | GRMO/ Technical Officer of the day |
| 1.5 Classify the complaint/grievance | | |  | | 3 Minutes | | GRM Unit Head |
| **TOTAL FOR SIMPLE** | | | | | **None** | | ***72 hours and 19 minutes*** | | |
| **TOTAL FOR COMPLEX** | | | | | **None** | | ***168 hours and 19 minutes*** | | |
| **TOTAL FOR HIGHLY TECHNICAL** | | | | | **None** | | ***480 hours and 19 minutes*** | | |
| Grievance received through emails, social media, phone calls and SMS | | | | | | | | | |
| 1. Client to Submit Grievances through email, social media, phone calls and SMS | | 1.1 Validates if the finding is valid. Notified the concerned process owner for the invalid findings, and validating of lacking information of the client/s as necessary | | | None | | 10 minutes | | GRMO/ Technical Officer of the day |
| 1.2 Encode the details in the SLP GMS and DTMS | | | 6 minutes | | GRMO/ Technical Officer of the day  Administrative Assistant (AA) |
| 1.3 Refer/endorse for verification to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions | | | 72 hours (simple) | | GRMO/ Technical Officer of the day |
| 1.4 Monitor and follow-up feedback/updates to concerned FOs | | | 168 hours (complex) 480 hours (highly technical) | | GRMO/ Technical Officer of the day |
| **TOTAL FOR SIMPLE** | | | | | **None** | | ***72 hours and 19 minutes*** | | |
| **TOTAL FOR COMPLEX** | | | | | **None** | | ***168 hours and 19 minutes*** | | |
| **TOTAL FOR HIGHLY TECHNICAL** | | | | | **None** | | ***480 hours and 19 minutes*** | | |

1. **Referral Management Process for SLP - RPMO**

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Sustainable Livelihood Program – Grievance and Referral Management Regional Office / Field Offices | | | |
| **Classification:** | | Highly Technical | | | |
| **Type of Transaction:** | | G2C – Government to Citizens  G2G – Government to Government | | | |
| **Who may avail:** | | All Qualified Program Participants | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| Filled-out SLP Profile Form- for Walk-in Clients Referral/endorsement letter from OBSUs, NGA’s, NGOs, | | | SLP Helpdesk 3rd floor, Mahusay Building | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Walk – in Clients | * 1. Explain to and request the client to sign or place his/her thumb mark on the Data Privacy Act (DPA) of 2012   Brief orientation on the SLP Processes  *Note: For referral SLP, NPMO, PCC, 8888, OP and other institutions, proceed to 1.4* | | None | 10 minute | RPMO or Field Project Development Officer |
| 2.Issuance of SLP Profile Form and Walk-in Clients Slip | 2.1Fill-out the SLP Profile Form  Request the client to register in the Walk-In Clients Logbook | | None | 20 minutes | RPMO or Field Project Development Officer  Walk-in Clients |
| * 1. Issue SLP Walk-In Clients Slip to Walk-in Client, certify that client appeared at the SLP-NPMO   *Note: Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and orientation as initial intervention.* | | None | 20 minutes | Project Development Officer |
| 1. Assess/   Validation | 3.1Assess/Validate the receive walk-in and referrals from SLP NPMO, PCC, 8888, OP and other institution | | None | 1 day | Regional Focal for Referral  RPMO Project Development Officer |
| 4.Data Encoding | 4.1Data encoding of client’s profile in the SLP Referral Management System (SLP RMS) | | None | 20 minutes | RPMO or Field Project Development Officer  And Administrative Assistant (AA) |
| 5.Name Matching | * 1. Provides list of names for name matching to Listahanan – NHTU and Pantawid Database   *Note: provided that there are enough staff/personnel to administer the name matching both at the SLP RPMO and NHTU and Pantawid* | | None | Pantawid  (1 day)  Non-Pantawid  (2 days) | RPMO Project Development Officer |
| 6.Endorsement | * 1. Endorse to Provincial Offices for appropriate action | | None | 1 hour | RPMO Project Development Officer |
| * 1. Inform the client/s on the result of the name matching:   a. If client is eligible proceed to capbuild – Proceed 2.0  b. If no matched – NTHU to conduct HAF or SLP Means Test  b.1. Conduct home visitation to Administration to HAF.  b.2. Administer SLP Means Test  c. If non-poor refer to other institution  *Note: Field Offices with Island Municipality/ies or Geographically Isolated and Disadvantaged Areas (GIDA), validation may exceed the prescribed timeline due to the distance and travel time.* | | None | 1 day | Field PDO, IPDO and MPDO |
|  | * 1. Administer the Livelihood Assessment Form (LAF)   If eligible proceed to 2.0  If not eligible refer to other institution | | None | 1 day | PDO  Partnership Officers |
| 7. Social Preparation | 7.1 Qualified individuals will undergo on the following activities:  a.) Conduct Capacity Building  b.) Provides result on the conducted Sustainable Livelihood Analysis (SLA), and SWOT Analysis.  c.) Track Selection Client/s will show their interest, strength and weaknesses, so that they can identify the best TRACT for them.  d.) Conduct of Micro-Enterprise Development Training (MD) or Basic Employment Skills Training. | | None | 3 days and 5 hours | Field Project Development Officer |
| 8. Identification and Proposal Preparation | * 1. Prepares and submit the Modality Application Form and the Mungkahing Proyekto. | | None |  | Program Participants |
| * 1. Review and Assess the project proposal   *If the intended project proposal is complete, proceed to the next process, if not, give it back to the participant for revision.*  *Note: The succeeding SLP processes will be subjected to the availability of Funds* | | None | 1 day | Provincial Coordinator  RPMO Project Development Officers  Regional Review Committee (RRC) |
| 9. Resource Mobilization | * 1. Prepare project proposals for fund processing.   *The proposal has been approved by the RD, then forwarded to FMD* | | None | 2 days | Regional Monitoring and Evaluation for Finance (RMEF) |
|  | 9.2 Prepare Obligation Report | | None | 2 days | Budget Officer/ SLP Mainstreamed Staff |
| * 1. Prepare/process voucher | | None | 3 days | Accountant/ Mainstream Staff |
| * 1. Monitor the issuance of the approved check for disbursement. | | None | 1 day | Cashier /Mainstreamed Staff |
|  | * 1. Notify the program participants for the release of the check   *Note: Subject to available means of communication to inform the client (text, email, call, visit)* | | None | 1 day | Field Project Development Officer |
|  | * 1. Release of livelihood assistance grants | |  | 1 day | Regional Cashier |
| **TOTAL** | | | **None** | **20 days, 7 hours and 10 minutes** | |

1. **Grievance Management Process for SLP - RPMO**

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

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | | Sustainable Livelihood Program – Grievance and Referral Management Unit (GRMU) | | | | | | |
| **Classification:** | | | Highly Technical | | | | | | |
| **Type of Transaction:** | | | G2C – Government to Citizen  G2G – Government to Government | | | | | | |
| **Who may avail:** | | | All DSWD FOs, DSWD OBSUs, or other Agencies/Institutions | | | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** | | | | | |
| 1. Filled-up SLP Grievance Form – for walk-in clients Grievance/ Complaint received from OBSUs, NGAs, NGOs, concerned citizen, social media and others 2. Supporting documents | | | | SLP Helpdesk  3rd Floor, Mahusay Building | | | | | |
| **Regional Program Management Office (RPMO) Level** | | | | | | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | | **PROCESSING TIME** | | **PERSON RESPONSIBLE** | |
| 1. Receiving Grievance referred/endor sed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions | * 1. Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form.   *Note: for complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 4.* | | | None | | 10 Minutes | | Grievance Referral Management Officer (GRMO) | |
| * 1. Fill-out the SLP Grievance Intake Form.   Request the complainant to register in the Walk-in Complainant Logbook | | | 10 minutes | | GRMO Complainant | |
| * 1. Issue SLP Walk-in Complainant Slip; certifying that the complainant appeared at the SLP RPMO   Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention | | | 20 minutes | | GRMO Complainant | |
| * 1. Grievances are assessed and sorted based on the validity/gravity.   Ensure accomplished forms.  Prepare letter of acknowledgement.  Encoding to Database the deployment of Fact-Finding Team. | | | 30 minutes | | Regional Program Coordinator  Grievance Referral Management Officer (GRMO) | |
| * 1. ***Non-Cognizable Grievance*** (Simple Transactions)   The Non-Cognizable (invalid) grievance does not require verification  The GRMO will provide Technical Assistance, simple explanation, and orientation on program implementation. | | | 7 days | | Fact Finding Team | |
| * 1. For Cognizable Grievance- ***Major Grievance*** (Highly Technical Transactions)   The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance.  For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall be activated to include the deployment of Fact-Finding Team.  Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance. | | | 20 days | | SLP Regional Grievance Management Committee (RGMC) | |
| * 1. The Fact finding team shall conduct field visit for assessment/ validation and investigation and other duties and responsibilities under GMP | | | 4 days | | SLP Regional Grievance Management Committee (RGMC) | |
| * 1. Data gathered and other essential information, reasons/factors that trigger the filing of grievance shall be part of the feedback | | | 4-13 days | | Fact Finding Team | |
| * 1. Provide recommendation and decision or be endorsing to concerned OBSUs towards the resolution of the grievance | | | 1 day | | SLP Regional Grievance Management Committee (SLP RGMC) | |
| * 1. Provide feedback to the complainant on the action taken | | |  | | 1 day | | Grievance Referral Management Officer (GRMO) | |
| * 1. The SLP RGMC may endorse unresolved grievances to the DSWD FO Regional Grievance Committee for resolution | | | 1-4 days (FO RGC) | | SLP Regional Grievance Management Committee (RGMC) | |
| * 1. SLP RGMC gathered information/documentation for submission and endorsement to Management (FO RGMC/AG-AC/RD) | | |  | | 1 day | | RGMO | |
| * 1. SLP RGMC gathered information/documentation for submission to the Office of the Secretary | | |  | | FO RGMC/  AG-AC/  Management | |
| * 1. SLP RGMC gathered information/documentation submitted shall be processed based on the existing guidelines | | |  | | FO RGMC/  AG-AC/  Management | |
| * 1. SLP RGMC gathered information/documentation submitted along LGU *concerned Employee* and if the LGU Official is concerned to the Civil Service Commission   LGU Employees - Endorse to the Local Government Unit – Local Chief Executives | | |  | | FO RGMC/  AG-AC/  Management | |
| * 1. SLP RGMC gathered information/documentation in the form of Grievance Management Report for submission to the Regional Director for action.   The DSWD Central Office or Field Office lawsuits against the stakeholder | | |  | | FO RGMC/  AG-AC/  Management | |
| * 1. SLP RGMC gathered information/documentation in the form of Grievance Management Report for submission to the Regional Director following the RA No. 6713 and to the DSWD Regional Grievance Committee. | | |  | | FO RGMC/  AG-AC/  Management | |
| * 1. Issuance of Resolution based on the decision by the authority | | | 1 day | | (GRMO) | |
| * 1. If Resolution was issued by the:   PC – Appeal processed by the SLP RGMC  SLP RGMC or SLP RPMO – The appeal shall be processed by the SLP NPMO GMC  SLP NPMO GMC – Appeal process by Office of the Secretary or OBSUs concerned | | | 1 day | | (GRMO) | |
| * 1. Continuously monitors the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties. | | | 1 day | | (GRMO) | |
| **TOTAL** | | | | **None** | | **43 days,10 minutes - 55 days,10 minutes** | | | |
| **Provincial Management Office (PMO) Level** | | | | | | | | | |
| 1. Receiving Grievance referred/endor sed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions | | 1.1. Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form.  *Note: for complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 4.* | | | None | | 10 minutes | | Provincial Grievance Management Officer (PGMO) |
| 1.2. Fill-out the SLP Grievance Intake Form.  Request the complainant to register in the Walk-in Complainant Logbook | | | 10 minutes | | PGMO |
| 1.3. Issue SLP Walk-in Complainant Slip; certifying that the complainant appeared at the SLP RPMO  Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention | | | 20 minutes | | PGMO |
| 1.4. Grievances are assessed and sorted based on the validity/gravity.  Ensure accomplished forms, prepare letter of acknowledgement.  The Non – cognizable Grievance (invalid) grievance does not require verification  Encoding to Database | | | 30 minutes | | PGMO |
| 1.5. Non-Cognizable Grievance (Simple Transactions)  The PGMO will provide Technical Assistance, simple explanation, and orientation on program implementation. | | | 1-3 days | | PGMO |
| 1.6. All major grievances are endorsed to RPMO | | | 1 day | | PGMO |
| 1.7. Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance. | | | 4-13 days | | PGMO |
| 1.8. The Data gathered and essential information will be part of the endorsed documents to RPMO. | | | 1 day | | PGMO |
| 1.9. Provide feedback to the complainant on the action taken | | | 1 day | | PGMO |
|  | | 1.10. Continuously monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties. | | |  | | 1day | | PGMO |
| **TOTAL** | | | | | **None** | | **10 days,10 minutes - 21 days, 10 minutes** | | |
| **SLP Municipal Level** | | | | | | | | | |
| 1. Receiving Grievance referred/endorsed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions | | 1.1. Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form.  *Note: for complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 4.* | | | None | | 11 minutes | | FPDO |
| 1.2. Fill-out the SLP Grievance Intake Form.  Request the complainant to register in the Walk-in Complainant Logbook | | | 11 minutes | | FPDO Complainant |
| 1.3. Issue SLP Walk-in Complainant Slip; certifying that the complainant appeared at the SLP RPMO  Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention | | | 20 minutes | | FPDO Complainant |
| 1.4. Grievances are assessed *(e.g. involvement of PDO)* and sorted based on the validity/gravity.  Ensure accomplished forms, prepare letter of acknowledgement.  Encoding to Database | | | PGMO  30 minutes | | PGMO |
| 1.5. Non-Cognizable Grievance (Simple Transactions)  The FPDO will provide Technical Assistance, simple explanation, and orientation on program implementation. | | | 3 days | | PGMO |
| 1.6. All major grievances are endorsed to RPMO | | | 1 day | | PGMO |
| 1.7. Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.  The PGO will check the involvement of the PDO before | | | 1 day | | Grievance Verification Report (Annex C) |
| 1.8. Provide feedback to the complainant on the action taken | | | 1 day | | Grievance Feedback Report (Annex B) |
| 1.9. Continuously monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties. | | | 1 day | | Grievance Monitoring Report (Annex D)  Encoded in the SLP Grievance Tracker |
| **TOTAL** | | | | | **None** | | **8 days and 12 minutes** | | |

# **SOCIAL MARKETING SERVICES**

**(SMS)**

**FRONTLINE SERVICES**

1. **Facilitation of Media Interview**

The Social Marketing Service (SMS) is responsible for undertaking advocacy, social marketing, and networking activities to promote social change and to nurture the DSWD’s relationships with its publics and stakeholders

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | **Public Affairs and Advocacy Division** | | | |
| **Classification:** | | **Simple** | | | |
| **Type of Transaction:** | | **Public to Government (External)** | | | |
| **Who may avail:** | | **Media Institutions/Media Practitioners** | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| Request for Media Interview | | Social Marketing Service - PAAD | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Client submits request for media interview through email, text message, or through telephone call | 1. Receives and reviews the request/ memorandum and scans it for SMS Data Tracking System (DTS).   Endorses the request to the SMS Director. | | N/A | 10 minutes | Office of the  Director  (OD) staff |
|  | 1.1 Reviews the request and writes instructions to concerned Division | | N/A | 6 minutes | SMS Director |
|  | 1.2 Scans instructions of SMS Director and forwards/ emails to Public  Affairs and Advocacy Division (PAAD). | | N/A | 4 minutes | OD Admin Staff |
|  | 1.3 Records request and endorses to the PAAD Division Chief (DC). | | N/A | 7 minutes | PAAD Admin Staff |
|  | 1.4 Reviews request, instructs and assigns Technical Staff (TS) to act on the request  Reviews draft briefer  submitted by the TS;   returns to TS with  suggested inputs. | | N/A | 10 minutes | PAAD Division Chief |
|  | 1.5 Sends required Media Enquiry Form to requesting media institutions/media persons.  Prepares briefers, conducts research based on guide questions, in coordination with focal program person of concerned OBSU and with previously approved briefers as reference.  Incorporates inputs from  DC.  Revises draft document. | | N/A | 2.5 hours | PAAD Technical Staff |
|  | 1.6 If there are no further comment, DC endorses draft document to SMS Director for review and approval. | | N/A | 1 hour | PAAD Division Chief |
|  | 1.7 Reviews the document.  If there are comments, SMS Director returns the draft document to DC for revision.  If there are no further comments, SMS Director  endorses to  the Office of the  Undersecretary for Social  Welfare and Development (OUSWD). | | N/A | 5.5 hours | SMS Director |
|  | 1.8 Records the SMS submission for review of technical staff. | | N/A | 10 minutes | OUSWD Admin Staff |
|  | 1.9 Reviews draft briefer.  Provides comments/  additional inputs. | | N/A | 2.5 hours | Technical Staff of OUSWD |
|  | 1.10 Revises output based on comments and additional inputs.  Re-submits briefer to  OUSWD for further review. | | N/A | 4 hours | SMS |
|  | 1.11 Final reviews and endorses  to OUSWD for approval. | | N/A | 2.5 hours | OUSWD Technical Staff |
|  | 1.12 OUSWD reviews the output.  If there are further comments, return output to TS for appropriate action.  If no further comments.  OUSWD approves the  request. | |  | 1 hour | OUSWD |
|  | 1.13 SMS coordinates with media institution/media practitioner on the schedule of interview with the Spokesperson or designated talking head identified by the Secretary.  Sends letter to media,  including Client Satisfaction Survey | | N/A | 20 minutes | PAAD Technical Staff |
|  | **TOTAL** | | **NONE** | **2 Working Days, 4 hours, 7 minutes** | |

# **SOCIAL TECHNOLOGY BUREAU**

**(STB)**

**FRONTLINE SERVICES**

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

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

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Written and signed request letter with complete contact details (name and contact information) of the requesting party, 2. details of the technical assistance needed. | | Requesting Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The Local Government Units, NGOs, Academe, and other National Government Agencies write an official request through email or other electronic platforms to DSWD-Field Office through Social Technology Units (STUs) requesting for technical assistance and provide the details of the TA being requested from the bureau.   For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy furnished with the request. | 1. Receive the Signed Document on the Request for TA; Review attachments and signatures; Tag as priority ISO/EODB document; Affix routing slip; and Record the document in the Tracking System. 2. Forward the document to the Head of Office via email or printed copy | None | 30 minutes | Administrative Staff |
| None | 1. Assess the requested assistance and identify the concerned division/ staff who will take action on the request.   For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy-furnished with the request. | None | 4 hours | Head of Office |
| None | 1. Review the document, provide instructions and assign to Technical Staff who will act on the request, and forward the document to the Administrative Staff to record the instruction through hard or electronic copy in the Tracking System   If the office has a separate Document Tracker, copy furnish him/her for updating and tracking. | None | *4 hours* | Division Chief / Section / Unit Head |
| None | 1. Review the request and its attachment. | None | 1 hour | Technical Staff |
| None | 1. Coordinate with the requesting or the needed technical assistance | None | *3 hours* | Technical Staff |
| None | 1. Prepare response to the request to include result of coordination with respective offices;   7.1. Insert the Client Satisfaction Survey Form / Link in the response if the requested service was already provided through the response.  7.2. Insert schedule of follow-through activities and actual conduct of meetings, orientation or capability building activities, if the requested service requires. | None | 2 hours | Technical Staff |
| None  *Wala* | 8. Review the response to the requesting office:  8.1. If approved, submit to the Regional Director, copy furnished the Document Tracker for recording.  If not approved, go back to number 7. | None | 4 hours | Division Chief /  Section / Unit Head |
| None | 9.) Forward the document to the Head of Office, review completeness of attachments and affix e-signatures/initials, proper use of templates | None | 30 minutes | Administrative Staff |
| None  *Wala* | 10.) Review the response  10.1. If approved, sign the document and forward to outgoing staff, copy furnished the Document Tracker for recording in the Tracking System  If not approved, go back to number 8. | None | 4 hours | Head of Office |
| None | 11) Forward the Signed Document Response to the requesting office, through email or mail, record in the monitoring/tracking tool | None | 30 minutes | Administrative Staff |
| None | 12.) Keep a copy of the file in the Records / Filing System | None | 30 minutes | Administrative Staff |
| None | 13) As may be needed and agreed with the requesting party, conduct actual technical assistance activity (meeting, orientation and capability building activity), either via face-to-face or online means. Administer the Client Satisfaction Survey. | None | 2 days | Technical Staff |
| None | 14.) Keep a copy of the CSS and include in the periodic preparation of CSMR (refer to the DSWD Client Satisfaction Measurement Survey and Continual Improvement System Procedure Manual) | None | *1 hour* | Administrative Staff |
| TOTAL | | *None* | 5 days,  2 hours |  |

1. **Provision of Technical Assistance Along Social Technology Development or Sectoral Concerns**

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Social Technology Bureau (STB) | | | | | |
| **Classification:** | | Complex | | | | | |
| **Type of Transaction:** | | G2C - Government to Citizen  G2G – Government to Government | | | | | |
| **Who may avail?:** | | DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD-Field Offices, National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), and academe | | | | | |
| **CHECKLIST OF REQUIREMENT** | | | | **WHERE TO SECURE** | | | |
| Request Letter | | | | From the requesting LGU, NGO, or NGA | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | | **PROCESSING TIME** | | **PERSON RESPONSIBLE** |
| 1. The Local Government Units, NGOs, Academe, and other National Government Agencies write an official request through email or other electronic platforms to STU requesting for technical assistance and provide the details of the TA being requested from the bureau.   For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy furnished with the request. | 1.1. Receive the Signed Document on the Request for TA;Review attachments and signatures; Tag as priority ISO/EODB document; Affix routing slip; and Record the document in the Tracking System  Forward the document/email to the Head of Office via email or printed copy. | | None | | | 30 minutes | Administrative Staff |
| 1.2. Assess the requested assistance if it is within the scope of the Bureau, or if there are existing ST projects for TA being requested. Identify the concerned division/ staff who will take action on the request. | | None  *Wala* | | | 4 hours | Office Director |
| 1.3. Record the note of the Bureau Director and forward the document/email to the concerned division. | | None | | | 1 hour | Administrative Staff |
| 1.4. Review the document, assign staff who will act on the request and provide instruction/s. Forward the document/email to the staff assigned. | | None | | | 4 hours | Division/Section/Unit Head |
| 1.5. Review the request for technical assistance and prepare a reply relative to the TA being requested on available data. Coordinate with the requesting office as necessary. If the TA being requested only needs written technical assistance, actual TA must be provided by officially communicating it to the requesting office.  Ensure inclusion of the Client Satisfaction Survey link in the memorandum/ letter. | | None | | | 2 working days | Technical Staff |
| 1.6. Review and approve the official reply and its attachments.    If with comments for revision, return to step 1.4.  If approved, proceed to step 1.7 | | None | | | 2 hours | Division/Section/Unit Head |
| 1.7. Forward the document to the Head of Office, review completeness of attachments and affixed e-signatures/initials, proper use of templates. | | None | | | 30 minutes | *Administrative Staff* |
| 1.8. Review and sign the document or affix e-signature on a PDF copy of the document prepared by the technical staff.  If with comments for revision, return to step 1.6.  If approved, proceed to step 1.8. | | None | | | 2 hours | Office Director |
| 1.10. Record the signed document in the Tracking System. Send the reply to the requesting office, either via email or courier. | | None | | | 15 minutes | *Administrative Staff* |
|  | 1.11. As may be needed and agreed with the requesting party, conduct actual technical assistance activity either via face-to-face or online means. Administer the Client Satisfaction Survey. | | None | | | 2 days | Technical Staff |
| **Total** | | | None | | | **5 days,**  **6 hours & 15 minutes** | |

1. **Sharing of Data, Information, and Knowledge Products on Social Technologies (STs)**

Refers to request to share data, information, and knowledge products regarding completed Social Technologies. The data or information may include reports on completed Social Technology, disaggregated data, and other knowledge products such as manual, training modules on Social Technologies.

The service aims to provide accurate and relevant data, and knowledge products on social technologies that respond to the emerging needs of the poor, vulnerable, and disadvantaged sectors that the DSWD and other intermediaries ought to serve. The requested data may be used for policy, program formulation, and implementation.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Social Technology Unit | | | |
| **Classification:** | | COMPLEX | | | |
| **Types of Transaction:** | | G2G – Government to Government  G2C – Government to Citizens | | | |
| **Who may avail:** | | DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD-Field Offices, National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and academe | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| 1. Letter of Request 2. Template of data requirement (if applicable) | | | From the requesting NGAs, LGUs or CSOs | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| The Local Government Units, NGOs, Academe, and other National Government Agencies write an official request through email or other electronic platforms to STB requesting for data, information, and knowledge products regarding completed Social Technologies.  For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy furnished with the request *via email soctech@dswd.gov.ph.* | 1. Receive the Signed Document or accomplished Request Form (request for data, information, and other knowledge products) ; Review attachments and signatures; Tag as priority ISO/EODB document; Affix routing slip; and Record the document in the Tracking System 2. Forward the document/email to the Head of Office via email or printed copy. | | None | 45 minutes | Administrative Staff |
| None | 1. Assess the request and provide instruction and forward the document to the Division Chief concerned, copy furnished the Document Tracker for recording/tracking   2.1) For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy-furnished with the request. | | None | 4 hours | Head of Office |
| None | 1. Review the document, provide instructions and assign to Technical Staff who will act on the request, and forward the document to the Administrative Staff to record the instruction through hard or electronic copy   If the office has a separate Document Tracker, copy furnish him/her for updating and tracking. | | None | 4 hours | Division Chief / Section / Unit Head |
| None | 1. Review the request and determine source and method of sharing data   5.1) If available in the website, include the link from the STB website or FO website.  5.2) If not available, coordinate with the requesting party if necessary to ensure that data to be shared are not privileged and sensitive information in adherence to the Data Privacy Act (DPA); with the Program Focal Person/s to generate the data needed; and with the PDPS for regional data  5.3) If not compliant with the Data Privacy Act and DSWD Research Protocol, inform the requesting party following the DSWD Data Privacy Manual or endorse to the Policy Development and Planning Bureau (PDPB) or Field Office Policy and plans Division (PPD) | | None | 8 hours | Technical Staff |
| None | 6. Prepare response to the requesting party; Include Client Satisfaction Survey | | None | 1 hour | Technical staff |
| None | 7. Review the response to the requesting office:    7.1. If approved, submit to the Head of Office, copy furnished the Document Tracker for recording.  7.2. If not approved, go back to Number 6 | | None | 2 hours | Designated Division Chief / Section / Unit Head |
| None | 8. Review the response  8.1. If approved, sign the document and forward to outgoing staff, copy furnished the Document Tracker for recording  8.2) If not approved, go back to Number 7 | | None | 2 hours | Head of Office |
| None | 9. Forward the response to the requesting office, through email or mail, record in the monitoring/tracking tool | | None | 30 minutes | Administrative Staff |
| **TOTAL** | | | None | **2 days, 6 hours, 15 minutes** | |

# **SOCIAL WELFARE INSTITUTIONAL DEVELOPMENT BUREAU**

**(SWIDB)**

**FRONTLINE SERVICES**

1. **Availment of Accommodation at SWADCAP Guest Rooms**

The Social Welfare and Development Center for Asia and the Pacific (SWADCAP) has guest rooms that cater DSWD employees, other government staff, and private individuals either through walk-in or reservation basis. Customers will settle the payment upon vacating the room within the set schedule. This is an alternative process considering the “new normal” where social interaction should be limited and physical distancing must be observed.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Social Welfare Institutional Development Bureau (SWIDB) -  Knowledge Management Division (KMD) - Social Welfare and Development Center for Asia and the Pacific (SWADCAP) | | | | |
| **Classification:** | | Simple | | | | |
| **Type of Transaction:** | | G2G - Government to Government  G2C - Government to Citizen | | | | |
| **Who may avail:** | | DSWD employees, other government workers/agencies, and private individuals/organizations | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| ***A) Thru Reservation*** | | | | | | |
| 1. SWADCAP Reservation Form | | | DSWD Website | | | |
| 2. Scanned copy of requestor’s ID | | | Requesting Party | | | |
| ***B) Thru Walk-in*** | | | | | | |
| 1. Billet Form accessible thru Google Form | | | Via generated QR code | | | |
| 2. Valid ID (to be uploaded online) | | | Requesting party | | | |
| 3. Feedback Form accessible thru Google Form | | | Via generated QR code | | | |
| 4. Acknowledgment Receipt | | | SWADCAP Front Desk | | | |
| ***1A.) Thru Reservation*** | | | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Inquire if guest room is available |  | | | None | 1 Hour |  |
| 1. Check availability of guest rooms | | | None | 1 Hour | SWADCAP Admin Staff |
| 2. If available, inform customer to download the Reservation Form accessible via DSWD website | | | None | 1 Hour | SWADCAP Admin Staff |
| 2. Access and download the Reservation Form via DSWD website |  | | | None | 1 Hour |  |
| 3. Fill out and submit Reservation Form together with a copy of the requestor’s ID to SWADCAP thru email |  | | | None | 2 Hours |  |
| 3. Book reservation to SWADCAP Calendar | | | None | 1 Hour | SWADCAP Admin Staff |
| 4. Send confirmation of reservation | | | None | 1 Hour | SWADCAP Admin Staff |
| **SUBTOTAL:** | | | |  | 8 Hours or 1 Day |  |
| ***Please proceed to 1B) Client Step No. 1 onwards.*** | | | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***1B.) Thru Walk In*** | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Approach the front desk and express intent to check-in |  | None | 1 Hour |  |
|  | 1. Receive the customer and ask whether they have reservation or not  If none, check availability of rooms | None | 2 Hours | SWADCAP Admin Staff |
|  | 2. Request the customer to scan the Billet Form QR Code | None | 2 Hours | SWADCAP Admin Staff |
| 2. Access and accomplish billet form thru online and upload copy of ID |  | None | 1 Hour |  |
|  | 3. Assign room and provide Check-In Kit and Check-In Form | None | 2 Hours | SWADCAP Admin Staff |
| 3. Sign Check-In Form and proceed to the assigned room |  | None | 1 Hour |  |
| 4. For check out, inform the front desk and surrender the signed return slip of Check-In Kit Acknowledgement and the room key and remote controls |  | None | 1 Hour |  |
|  | 4. Instruct the customer to scan the QR code of the CSMS | None | 1 Hour | SWADCAP Admin Staff |
|  | 5. Check vacated room | None | 2 Hours | SWADCAP Admin Staff |
| 5. Access and accomplish the feedback form online |  | None | 1 Hour |  |
| 6. Provide payment for the use of room | For DSWD employees  For other government workers outside DSWD  For private individuals | PHP 250  PHP 400  PHP 900 | 1 Hour |  |
|  | 6. Issue an acknowledge- ment receipt and payment details will be encoded to the database | None | 1 Hour | SWADCAP Admin Staff |
| **SUBTOTAL:** | |  | 16 Hours or  2 Days |  |
| **TOTAL:**  For DSWD employees  For other government workers outside DSWD  For private individuals | | PHP 250  PHP 400  PHP 900 | **24 Hours or**  **3 Days** |  |

1. **SWADCAP Function Room Reservation by External Stakeholders**

Request for and submission of Reservation Form and Activity Terms and Conditions to Social Welfare and Development Center for Asia and the Pacific (SWADCAP) for the use of function rooms by external stakeholders.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Social Welfare Institutional Development Bureau (SWIDB) -  Knowledge Management Division (KMD) - Social Welfare and Development Center for Asia and the Pacific (SWADCAP) | | | | |
| **Classification:** | | Simple | | | | |
| **Type of Transaction:** | | G2G - Government to Government  G2C - Government to Citizen | | | | |
| **Who may avail:** | | Other government workers/agencies and private individuals/ organizations | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| 1. SWADCAP Reservation Form | | | DSWD Website | | | |
| 1. Activity Terms and Conditions | | |
| 3. Scanned copy of requestor’s ID | | | Requesting party | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Inquire if function room is available | 1. Check availability of function rooms | | | None | 2 Hours | SWADCAP Admin Staff |
|  | 2. If available, inform customer to download the Reservation Form and Activity Terms and Conditions accessible from the DSWD website | | | None | 2 Hours | SWADCAP Admin Staff |
| 2. Access and download the Reservation Form and Activity Terms and Conditions from the DSWD website |  | | | None | 4 Hours |  |
| 3. Fill out and submit the Reservation Form, Activity Terms and Conditions and copy of the scanned ID of the requestor to SWADCAP thru email |  | | | None | 4 Hours |  |
|  | 3. Book reservation to SWADCAP Calendar | | | None | 2 Hours | SWADCAP Admin Staff |
|  | 4. Send confirmation of reservation and link to the CSMS form thru email | | | None | 2 Hours | SWADCAP Admin Staff |
| **TOTAL:** | | | | None | **16 Hours or**  **2 Days** |  |

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

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

|  |  |
| --- | --- |
| **Office or Division:** | Social Welfare Institutional Development Bureau (SWIDB) - All Field Offices |
| **Classification:** | Complex |
| **Type of Transaction:** | G2G - Government to Government  G2C - Government to Citizen |
| **Who may avail:** | DSWD intermediaries (local government units, non-government organizations, peoples’ organizations, civil society organizations, academe) and stakeholders |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Memo of Request | | Requesting party | | |
| DSWD Intellectual Property Agreement | | DSWD Field Office Capacity Building Section/Social Welfare Institutional Development Section | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Send request letter to DSWD |  | None | 1 Hour |  |
|  | 1. Receive, check and log request letter and forward to the Office of the Regional Director (ORD) | None | 1 Hour | Admin staff (Records Section) |
|  | 1. Receive the request letter and endorse to the Regional Director | None | 1 Hour | Admin staff/Regional Executive Assistant (ORD) |
|  | 1. Review and provide instructions and endorse to Protective Services Division (PSD) | None | 6 Hours | Regional Director |
|  | 1. Review and provide instructions and endorse to Capability Building Section (CBS)/Social Welfare Institutional Development Section (SWIDS) | None | 3 Hours | Protective Services Division Chief/Head |
|  | 1. Receive the request letter | None | 1 Hour | Admin staff (CBS/SWIDS) |
|  | 1. Review and assess the request | None | 2 Hours | CBS Section Head |
|  | 1. Identify resource person per database/list of CGS/program focal/SWD L-Net | None | 2 Hours | Technical Staff (CBS/SWIDS) |
|  | 1. Coordinate with the head of the CGS/program focal or SWD L-Net member to inform and check availability | None | 2 Hours | Technical Staff (CBS/SWIDS) |
|  | 1. Prepare confirmation letter (to include name and details of identified resource person) and Regional Special Order | None | 3 Hours | Technical Staff (CBS/SWIDS) |
|  | 10. Forward confirmation letter and draft RSO to PSD Chief for review and initials | None | 1 Hour | Admin Staff (CBS/SWIDS) |
|  | 11. Review and sign confirmation letter and draft RSO and endorse to ORD | None | 3 Hours | Protective Services Division Chief |
|  | 12. Review and sign the confirmation letter and RSO | None | 6 Hours | Regional Director |
|  | 13. Return to CBS/SWIDS | None | 1 Hour | Admin staff (ORD) |
|  | 14. Receive signed confirmation letter and RSO. Attach the Intellectual Property Agreement (IPA) as well as the Customer Satisfaction Measurement Survey (CSMS) Form | None | 1 Hour | Admin staff (CBS/SWIDS) |
|  | 15. Send out to the requestor the documents thru email and to Records Section for numbering (RSO) and sending out (confirmation letter, IPA and CSMS) to mail | None | 1 Hour | Admin staff (CBS/SWIDS) |
|  | 16. Encode details of the request to a database | None | 1 Hour | Admin staff (CBS/SWIDS) |
|  | 17. Coordinate with requestor to set a pre-activity meeting with the identified RP and requestor |  | 3 Hours | Technical staff (CBS/SWIDS) |
| 2. Fill out the DSWD Intellectual Property Agreement and Customer Satisfaction Measurement Survey |  | None | 1 Hour |  |
|  | **Total** | **None** | **40 Hours or**  **5 Days** |  |



**DEPARTMENT OF**

**SOCIAL WELFARE AND DEVELOPMENT**

# **NON- FRONTLINE SERVICES**

# **ADMINISTRATIVE SERVICE**

**(AS)**

**FRONTLINE SERVICES**

1. **Issuance of Sticker Pass**

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

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office/Division:** | | Administrative Service – Property Supply and Asset Management Division (AS-PSAMD) | | | | |
| **Classification:** | | Simple | | | | |
| **Type of Transaction :** | | G2G – Government to Government | | | | |
| **Who may avail:** | | Department of Social Welfare and Development (DSWD) Officials and Employees | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| One (1) original copy of duly accomplished request for issuance of Portable Equipment Sticker Pass (PESP) | | | To be prepared by the client OBSUs’ Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System; | | | |
| **CLIENT STEPS** | **AGENCY ACTION** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit duly accomplished request for PESP | 1. Validate submitted request if duly signed by the Head of OBSUs 2. Update expiration date of the sticker in PREMIS; for DSWD property with accountable person under regular / contractual / co-terminous / casual employee expiration date shall be every at the end of every semester and for COS workers, expiration date shall be by the endo of the last month of every quarter. For personal property expiration date shall be similar to the DSWD property with regular accountable person 3. Generate and portable equipment sticker pass and forward to AS-PSAMD Division Chief for signature 4. Record PESP details in the logbook | | | None | 1 Hour | Property Records and Accountability Section Technical Staff |
| 1. Sign PESP | | | None | 5 Minutes | AS-PSAMD Division Chief |
| 1. Claim PESP and present the portable property | 1. Validate presented property vis-à-vis the details of property indicated in the request for issuance of PESP 2. Attach PESP in the most visible and secure area of the property 3. Present PESP request submitted by the client for signature as received sticker 4. Update PREMIS and marked sticker pass as claimed | | | None | 30 Minutes | Property Records and Accountability Section Technical Staff |
| **TOTAL** | | | | **None** | **1 HOUR, 35 MINUTES** | |

1. **Transfer of Property Accountability**

Transfer of property accountability to another accountable person shall be processed for documentation of the actual transfer of property and issuance of new Property Acknowledgement Receipt for signature of the new accountable person to warrant cancellation of property accountability of the previous accountable person.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office/Division:** | | Administrative Service – Property Supply and Asset Management Division (AS-PSAMD) | | | | |
| **Classification:** | | Simple | | | | |
| **Type of Transaction :** | | G2G – Government to Government | | | | |
| **Who may avail:** | | Department of Social Welfare and Development (DSWD) Officials and Employees | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| One (1) original copy of the duly accomplished Furniture and Equipment Transfer Slip (FETS) | | | To be prepared by the client OBSUs’ Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS); | | | |
| **CLIENT STEPS** | **AGENCY ACTION** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit duly accomplished request for FETS | 1. Validate submitted request if duly signed by the concerned officials and employees 2. Validate FETS Request created by the Designated Property and Supply Custodian (DPSC) in PREMIS vis-à-vis the submitted FETS Request 3. Approve request in PREMIS 4. Accomplish the “encoded by” portion in the submitted FETS request 5. Generate and print 2 copies of PAR if acquisition cost of property is 15,000 and above, 2 copies of ICS if acquisition cost is lower than 15,0000. Should the end user be COS, 2 copies of the undertaking shall be printed. 6. Generate and print barcode sticker and attach to the printed PAR/ICS 7. Record in the logbook details of transfer properties as stated in the printed PAR/ICS 8. Forward PAR/CS to the concerned OBSUs for signature of the previous accountable person and the new accountable person | | | None | 1 Hour | Property Records and Accountability Section Technical Staff |
| 1. Return the duly accomplished PAR/ICS and or Undertaking and attach the barcode sticker to the visible and secure area of the property | 1. Validate the returned document if accurately signed and forward to AS-PSAMD Division Chief for approval | | | None | 15 Minutes | PRAS Technical Staff |
| 1. Approve duly accomplished document | | | None | 5 Minutes | AS-PSAMD Division Chief |
| 1. Provide 1 copy of approved PAR/ICS and or Undertaking to the Accountable Person 2. Record the approval of record in PREMIS 3. Scan and upload the approved PAR/ICS and or Undertaking 4. File approved PAR/ICS and or undertaking in the respective folder of the accountable person for safekeeping | | | None | 30 Minutes | Property Records and Accountability Section Technical Staff |
| **TOTAL** | | | | **None** | **1 HOUR, 50 MINUTES** | |

1. **Surrender / Turnover of Property and Cancellation of Property Accountability**

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office/Division:** | | Administrative Service – Property Supply and Asset Management Division (AS-PSAMD) | | | | |
| **Classification:** | | Simple | | | | |
| **Type of Transaction :** | | G2G – Government to Government | | | | |
| **Who may avail:** | | Department of Social Welfare and Development (DSWD) Officials and Employees | | | | |
| **CHECKLIST OFREQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| 1. One (1) Original Copy and 1 photo copy of duly Accomplished Furniture and Equipment Transfer Slip (FETS) 2. Actual Property for turnover | | | 1. To be prepared by the client OBSUs’ Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format; 2. To be made available by the accountable person | | | |
| **CLIENT STEPS** | **AGENCY ACTION** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit duly accomplished FETS for turnover and property for turnover | 1. Validate surrendered property vis-à-vis duly accomplished FETS 2. Fill up the “inspected and received by” portion in FETS 3. Provide copy of signed FETS to the Accountable Officer/Designated Property and Supply Custodian. | | | None | 15 Minutes | Warehouse and Supply Management Section Technical Staff |
| 1. Updates record of surrendered items in PREMIS | 1. Validate submitted request if duly signed by the concerned officials and employees 2. Validate FETS Request created by the Designated Property and Supply Custodian (DPSC) in PREMIS vis-à-vis the submitted FETS Request 3. Approve request in PREMIS 4. Generate and print PAR if acquisition cost of property is 15,000 and above, ICS if acquisition cost is lower than 15,0000. Signed the received by portion of PAR/ICS. 5. Generate and print barcode sticker and attach to the surrendered property. | | | None | 1 Hour | Warehouse and Supply Management Section Technical Staff |
| 1. Approve PAR/ICS | | | None | 5 Minutes | AS-PSAMD Division Chief |
| 1. Scan approved documents and upload to PREMIS 2. Record the approval of record in PREMIS 3. File approved PAR/ICS and or undertaking in the respective folder of the accountable person for safekeeping | | | None | 15 Minutes | Property Records and Accountability Section Technical Staff |
| **TOTAL** | | | |  | **1HOUR, 35 MINUTES** | |

1. **Recording, Documentation, and Issuance of Expendable or Consumable Supplies**

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

|  |  |  |
| --- | --- | --- |
| **Office/Division:** | Administrative Service – Property Supply and Asset Management Division (AS-PSAMD) | |
| **Classification:** | Complex Transaction | |
| **Type of Transaction :** | G2G – Government to Government | |
| **Who may avail:** | Department of Social Welfare and Development (DSWD) OBSUs | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** |
| 1. Three (3) copies of duly accomplished RIS of concerned OBSU 2. One (1) Photocopy of approved PPMP of requesting OBSU 3. One (1) Photocopy of approved Technical Assistance Request, if required 4. One (1) Photocopy of project proposal, if required | | 1. RIS template issued to respective Office, Bureaus, Services, Units (OBSUs) with prescribed format; 2. Designated Supply/Property Officer of respective Office, Bureaus, Services, Units; 3. Focal person of concerned technical support office such as AS-BGMD, ICTMS, SMS, among others, depending on the nature of technical assistance request without any prescribed format 4. Focal person of proponent OBSU |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit duly approved RIS to Procurement Management Service including required attachment such as PPMP and Technical Assistance Request | 1. Receive, review and record the submitted duly approved RIS 2. Assign RIS number 3. Verify availability of requested supplies and materials 4. Update concerned OBSU staff on the availability or non-availability of supplies and materials 5. Request for the approval of RIS of the Chief of AS-PSAMD | None | 2 Hours | PSAMD Administrative Staff |
| 1. Receipt of issued supplies and materials | 1. Update stock card and issue requested supplies and materials    1. Updating of stock/bin card    2. Pull out of stocks for issuance to requesting OBSU    3. Update database | None | 4 Hours | PSAMD Administrative Staff |
| **TOTAL:** | | **None** | **6 HOURS** | |

1. **Re-issuance of Equipment and Semi-Expendable Supplies**

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office/Division:** | | Administrative Service – Property Supply and Asset Management Division (AS-PSAMD) | | | | |
| **Classification:** | | Complex Transaction | | | | |
| **Type of Transaction :** | | G2G – Government to Government | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| 1. One (1) Original copy of memorandum requesting for issuance of property 2. Two (2) Original copies of Furniture and Equipment Transfer Slip (FETS) 3. Two (2) Original copies of Property Accountability Receipt or Inventory Custodian Slip | | | 1. From concerned OBSUs and personnel, interoffice memorandum format 2. From AS-PSAMD through the Designated Property Officer of concerned OBSU 3. From the AS-PSAMD / PREMIS online through the Designated Property Officer of concerned OBSU | | | |
| **CLIENT STEPS** | **AGENCY ACTION** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Prepare request letter containing item specifications, quantity, purpose and to whom the equipment or semi-expendable equipment/supply shall be assigned. | 1. Receive, review and verify the availability of request    1. Inform requesting OBSU of availability or non-availability of items.    2. Request approval of FETS for confirmation of transfer | | | None | 3 Hours | Requesting OBSU  PSAMD staff |
| 1. Process the signing of FETS of the recipient office or accountable person for the re-issuance of item or equipment | 1. Update PREMIS and generate PAR or ICS    1. Transfer accountability through updating of database and issuance of PAR or ICS    2. Process the approval of PAR or ICS | | | None | 3 Hours | Requesting OBSU  PSAMD staff |
| 1. Confirm acceptance of item or property through signing of PAR or ICS | 1. Physical issuance of item or equipment and filing of PAR or ICS | | | None | 2 Hours | Requesting OBSU  PSAMD staff |
| **TOTAL:** | | | | **None** | **8 Hours** | |

1. **Provision of Technical Assistance on Property and Supply Management**

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

|  |  |  |
| --- | --- | --- |
| **Office/Division:** | Administrative Service – Property Supply and Asset Management Division (AS-PSAMD) | |
| **Classification:** | Highly Technical | |
| **Type of Transaction :** | G2G – Government to Government | |
| **Who may avail:** | 1. DSWD Offices 2. DSWD Designated Property and Supply Custodian 3. Field Offices | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** |
| 1. Request for Technical Assistance - One (1) original copy. | | To be prepared by DSWD Office OBSU and Field Offices though Memorandum addressed to Administrative Service Director, Attention the AS-PSAMD Chief Administrative Officer signed by their Head of Office or authorize official. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Forward the request for Technical Assistance indicating the specific topics and concerns to be discussed. | 1. Received the request 2. Record the request in the Electronic Database (EDMS). Forward request to AS-PSAMD Chief Administrative Officer. | None | 5 Minutes | PSAMD Receiving Staff |
| 1. Review the request. Check the availability of Technical Staff on the requested date of Technical Assistance. 2. Assigned the request to concerned Technical Staff. | None | 10 Minutes | PSAMD CAO |
| 1. Technical Staff prepare reply for confirming the date of Technical Assistance.    1. Prepared Special Order (If Field Office) for the period of Technical Assistance.    2. Prepare the needed documents and information for the conduct of Technical Assistance | None | 5 Days | PSAMD Technical Staff |
| Conduct Technical Assistance on the scheduled date | None | 1 day for OBSU/4 days for Field Office | PSAMD Technical Staff |
| 1. Accomplished the Technical Assistance Evaluation Form | 1. Receive the duly accomplished Technical Assistance Evaluation Form. | None | 10 Minutes | PSAMD Technical Staff |
| 1. Consolidate the Technical Assistance Evaluation Form. 2. Prepared Feedback Report for approval of PSAMD CAO. 3. Provide copy of Feedback Report to the requestor of Technical Assistance | None  None  None | 7 Days from returned to Official Station | PSAMD technical staff |
| **TOTAL** | | **None** | **14 Days and 25 Minutes for DSWD OBSU/ 18 Days and 25 Minutes for Field Office** | |

1. **Facilitation of Request for Relief from Property Accountability from Commission on Audit**

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office/Division:** | | Administrative Service – Property Supply and Asset Management Division (AS-PSAMD) | | | |
| **Classification:** | | Complex | | | |
| **Type of Transaction :** | | G2G – Government to Government | | | |
| **Who may avail:** | | Department of Social Welfare and Development (DSWD) Employees who are:   1. DSWD employees and officials | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| 1. One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP). 2. One (1) original copy of duly notarized Affidavit of Loss 3. One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person. 4. One (1) original copy of Police Report 5. One (1) original copy Comments of the Head Cluster 6. One (1) original copy of Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency. 7. One (1) original copy of Inspection Report of Damaged Property. 8. One (1) photocopy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS) | | | 1. From PSAMD Office through PREMIS 2. To be prepared by the client without any prescribed format 3. To be prepared by the client without any prescribed format 4. To be prepared by the client without any prescribed format 5. To be prepared by the client without any prescribed format 6. To be prepared by the client without any prescribed format 7. To be prepared by the client without any prescribed format 8. From PSAMD Office | | |
| **CLIENT STEPS** | **AGENCY ACTION** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit request for Technical Assistance to AS-PSAMD re loss of issued property | 1. Record the request in the Electronic Database (EDMS). Forward request to AS-PSAMD Chief Administrative Officer | | None | 5 Minutes | PSAMD Staff |
|  | 1. Review the document and assign to concerned Technical Staff | | None | 5 Minutes | PSAMD CAO |
|  | 1. Review and prepare Memorandum for signature of the Administrative Service Director addressed to the requester to inform of the processes to be undertaken in requesting for relief from property accountability and the requirements to be submitted in accordance with the COA Guidelines. | | None | 3 Hours | PSAMD Technical Staff |
| 1. Submit request for relief from property accountability to COA with the following documentary requirements:    1. RLSDDP    2. Affidavit of Loss    3. Affidavit of Two (2) Disinterested Person    4. Comment of the Cluster Head    5. Police Blotter and Certification (if applicable)    6. Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency    7. Inspection Report of Damaged Property.    8. Copy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS) | 1. Review the documents submitted:    1. If not complete -  Prepare Memorandum for Accountable Officer to require compliance    2. If complete – Prepare endorsement letter to Commission on Audit for Request for Relief to be signed by Undersecretary for GASSG.    3. Forward the signed endorsement to COA copy furnished the Accountable Officer. | | None | 3 Hours | PSAMD Technical Staff |
| 1. Upon receipt of COA Decision, request Technical Assistance as to settlement of accountability in accordance with COA decision | 1. Provide Technical Assistance as follows:    1. Request Granted – 2. Prepare Memorandum endorsing the COA Decision to FMS for dropping of the lost property, for signature of AS-Director, copy furnished the Accountable Officer 3. Update records/PREMIS 4. Request Denied – Prepare memorandum informing the Accountable Officer of the processes for replacement, payment or reimbursement | | None | 3 Hours | PSAMD Technical Staff |
| 1. Submit replacement unit in accordance with COA Decision | 1. Request presence of COA representative during inspection of replacement unit    1. Analyze the specification of offered replacement item.    2. Accept replacement unit upon concurrence of COA representative    3. Prepare necessary documentation/ update record in PREMIS    4. Prepare Memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Account. | |  | 1 Hour  1 Hour  2 Hours | PSAMD Technical Staff |
| 1. Pay the value of property in accordance with the COA Decision | 1. Provide assistance as to the mode of payment    1. Prepare Memorandum to FMS for the receipt of payment; or    2. Prepare Memorandum to HRMDS-PAD for the deduction of the amount of property in accordance with COA Decision    3. Prepare necessary documentation/ update record in PREMIS | |  | 3 Hours | PSAMD Technical Staff |
| **TOTAL:** | | | **None** | **16 HOURS , 10 MINUTES** | |

1. **Facilitation of Request for Relief from Property Accountability Through Reimbursement/Replacement**

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office/Division:** | | Administrative Service – Property Supply and Asset Management Division (AS-PSAMD) | | | |
| **Classification:** | | Complex | | | |
| **Type of Transaction :** | | G2G – Government to Government | | | |
| **Who may avail:** | | Department of Social Welfare and Development (DSWD) Employees | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| 1. One (1) copy of duly accomplished Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP), with proof of submission to COA 2. One (1) original copy of Memorandum requesting reimbursement/replacement of item lost endorsed by Undersecretary concern to Undersecretary for GASSG | | | 1. From PSAMD Office through PREMIS 2. To be prepared by the Client without any prescribed format | | |
| **CLIENT STEPS** | **AGENCY ACTION** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit copy of Memorandum to OUSGASSG and duly accomplished RLSDDP received by COA | 1. Record the request in the Electronic Database (EDMS). Forward request to AS-PSAMD Chief Administrative Officer 2. Review the Request and RLSDDP | | None | 5 Minutes | PSAMD Staff |
| 1. Assigned the request to concerned Technical Staff | | None | 5 Minutes | PSAMD CAO |
| 1. Review the Request. 2. If not complete - Return to Accountable Officer for Compliance 3. If complete – Prepare Memorandum on the recommendation relative to request to Undersecretary for GASSG to be signed by the AS-Director 4. Prepare Memorandum for Accountable Officer informing the approval of the request for Reimbursement/Replacement of Lost Property. | | None | 4 Hours | PSAMD Technical Staff |
| 1. Submit compliance on the approved recommendation of settlement. | 1. **Reimbursement** 2. Assist the Accountable Office for the Issuance of Order of Payment from Accounting Division. 3. Assist the Accountable Officer for the issuance of Official Receipt of Cash Division for the payment. 4. Update PREMIS as to the settlement of property accountability. 5. **Replacement** 6. Inspection of the offered replacement item. 7. If not compliant – Returned the item/s to Accountable Officer for compliance. 8. If compliant – Updates record in PREMIS 9. Prepare Memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Account.. | | None | 1 Hour | PSAMD Technical Staff |
| **TOTAL:** | | | **None** | **5 HOURS , 10 MINUTES** | |

1. **Request for Air Transport Service**

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office** | | AS – General Services Division | | |
| **Classification** | | Simple | | |
| **Type of Transaction** | | G2G Government-to-Government | | |
| **Who may avail** | | DSWD Central Office | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | |
| Submit the following documents to the Administrative Service-General Services Division (AS-GSD) System Administrator:   1. Air Transport Order (ATO)   2. Authority to Travel | | | Concerned Office, Bureau, and Service  (OBS) | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit the Air Transport Order (ATO) with the following details:   Name of employee  Scheduled flights  Place of destination | 1.Review and stamp “Receive” in the receiving copy | None | 1-2 minutes | Requesting Party  *Enhanced Document Transaction Management System (EDTMS) Controller* |
| 1. Authority to Travel | 2.Review/validate the ATO and Authority to Travel; | None | 1-2 minutes |  |
| 1. Keep the   receiving copy of the ATO and the Authority to Travel | 3.1 Check and validate if concerned OBS is updated with their respective payments through the online portal system.   * 1. If concerned OBS has been found to be updated with their payments, access to portal system of the concerned OBS shall be opened.   3.3. If concerned OBS has been found to have long overdue accounts, access to the portal system shall not be opened. | None | 30 minutes | *Administrative Officer (System Administrator)* |
| 4. Receive an e-mail to proceed with the conduct of the booking of scheduled flights. | 3.4. Prepare an e-mail addressed to the concerned OBS informing the Air Transport Reservation Officer (ATRO) that they can now proceed to the booking of scheduled flights though the online portal system. | None | 5-10 minutes (depending on the number of officials listed on the ATO) | *Administrative Officer (System Administrator)* |
| 5. ATRO to conduct the booking of flights though the online portal system. | 3.5 Monitor the processing of payments of the booked flights | None | 5-10 minutes | Administrative Assistant II |
| **TOTAL** | | **None** | **54 minutes** | |

1. **Request for Use and Monitoring of Vehicle**

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

|  |  |
| --- | --- |
| **Office** | AS – GSD – Transport Management Section |
| **Classification** | Simple |
| **Type of Transaction** | G2G Government-to-Government |
| **Who may avail** | All DSWD personnel regardless of nature of employment or rank |

|  |  |
| --- | --- |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| Present either of the following to the AS-GSD:   1. Accomplished one (1) copy of Request for Use of Service Vehicle Form to be received at the AS-GSD with attach Form (AS-TMS-01). 2. Original Copy for GSD 3. One (1) receiving copy of the OBS (Xerox only) 4. Electronic Technical Assistance Request (ASETS) | The Request for Use of Service Vehicle Form can be requested at the GSD-TMS  AS-GSD  Administrative Services e-Ticketing System (ASeTS) |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the filled –up Request for Use of Vehicle and/or AS-TMS-01): together with the receiving copy to the AS-GSD | 1. Review and stamp “Receive” in the receiving copy | None | 5 minutes | Requesting Party  *Administrative Aide II* |
| 2. Informed of the availability of Vehicle and Driver Assignment | 2.1 Review the current schedule of availability of vehicle and assign to concerned driver  2.2 Advise driver of his trip:  2.2.1 Motorpool Dispatcher prepares Trip ticket for trips within Metro Manila  2.2.2. Motorpool Dispatcher prepares Travel Order and Trip ticket in case of out-of town trip | None | 1 day | *Motorpool Dispatcher* |
| 3.Receive the Certification of unavailability of vehicle – in case of no available vehicle | 3.1 The Motorpool dispatcher prepare certification of no available vehicle.  3.2 The GSD Chief signs the certification  3.3 Issue the certification | None | 30 minutes | *Motorpool Dispatcher*  *Administrative Officer III* |
| **Total** | | **None** | **1 Day 35 Minutes** | |

1. **Request for DSWD Dormitory Accommodation**

Administrative Service-General Services Division (AS – GSD) commits itself to deliver a very satisfactory delivery and conveyance of the officials, personnel, staff and services of the department at all times.

This services monitor the operations of the central office dormitories, auditorium and lobby areas and to ensure the quality service management of the facilities located at the DSWD central office.

|  |  |
| --- | --- |
| **Office** | AS – GSD |
| **Classification** | Simple |
| **Type of Transaction** | G2G Government-to-Government  G2B Business Entity  G2C Transacting Public |
| **Who may avail** | DSWD Central Office ,Field Offices and Others |

|  |  |
| --- | --- |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| Present either of the following to the AS-GSD:   1. Request for CO Dorm Form to be received at the AS-GSD with attach Form (AS-GSD-P-08).   2. General Services Electronic- Ticketing System (GSETS) | To be accomplished and submitted by the requesting party to the AS-GSD  AS-GSD  General Services Electronic- Ticketing System (GSETS)) |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the filled –up Request for CO Dorm AS-GSD-P-08 and/or done through GSETS together with the receiving copy to the AS-GSD | 1.Review and Receive the receiving copy and/or through GSETS | None | 1-2 minutes | Requesting Party  *Dormitory Manager I/II* |
| 2. Informed the client of the availability of CO Dorm | 2.2.1 Review the current schedule of availability of CO Dorm  2.2.2 The Director shall approve the use of the CO-Dormitory which shall be use issued prior to check-in:  2.2.3 Confirm to the guest the availability of the Dormitory through GSET, email or in writing. | None | 1 day | *Dormitory Manager I/II*  *Director IV (Administrative Service)*  *Dormitory Manager I/II* |
| 3. Upon check-in | 3.3.1 GSD shall issue a Billet Form (ANNEX B) to be filled up and signed by the lodger/guest upon entry to the facility. | None | 1-2 mins | *Dormitory Manager I/II* |
| 4. Upon check-out | 4.4.1 All accounts shall be settled before leaving the CO-Dormitory. Borrowed supplies, linen, and other items must be all accounted for by the lodger/guest. A clearance  must be issued  4.4.2 Client must proceed to accounting to request order of payment to be present in Cash  4.4.3 Client must proceed to cash to pay his/her fees upon staying in Dormitory. | DSWD Officials- P250.00  Non DSWD- P350.00 | 5-15 mins | *Dormitory Manager I/II*  *Accounting*  *Cash* |
| 5.Receive the Certification of unavailability of CO Dorm – in case of no available CO Dormitory | 5.5.1Prepare certification of no available CO Dormitory  5.5.2 The GSD Chief signs the certification  5.5.3 Issue the certification | None | 15 minutes | *Dormitory Manager I/II* |
| **TOTAL** | | **None** | **1 day 34 Minutes** | |

1. **Request for Use of DSWD Conference Room**

|  |  |
| --- | --- |
| **Office** | AS – GSD |
| **Classification** | Simple |
| **Type of Transaction** | G2G Government-to-Government |
| **Who may avail** | DSWD Central Office and Field Offices |

|  |  |
| --- | --- |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| Present either of the following to the AS-GSD:  1. Request for the use of DSWD Conference Room Form to be received at the AS-GSD with attach Form (AS-GSD-P-03).  2. General Services Electronic- Ticketing System (GSETS) | To be accomplished and submitted by the requesting party to the AS-GSD  AS-GSD  General Services Electronic- Ticketing System (GSETS)) |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the filled –up Request for the use of DSWD Conference Room Form AS-GSD-P-03 and/or done through GSETS together with the receiving copy to the AS-GSD | 1.1.1Review and Receive the receiving copy and/or through GSETS | None | 1-2 minutes | Requesting Party  *Dormitory Manager I/II* |
| 2. Informed the client of the availability of DSWD Conference Room | 2.2.1 Review the current schedule of availability of DSWD Conference Room  2.2.2 The Director or Authorized Representative shall approve the use of the CO-Dormitory which shall be use issued prior to the conduct of activity/meetings:  2.2.3 Dormitory Manager shall inform the Requesting Party the availability of the DSWD Conference Room through GSET, email, call or in writing. | None | 1-5 minutes | *Dormitory Manager I/II*  *Director IV (Administrative Service)*  *Dormitory Manager I/II* |
| 3.Receive the Certification of unavailability of DSWD Conference Room – in case of no available DSWD Conference Room | 3.3.1Prepare certification of no available CO Dormitory and/or thru phone call or e-mail  3.3.2 The GSD Chief signs the certification  3.3.3 Issue the certification | None | 15 minutes | *Dormitory Manager I/II* |
| **TOTAL** | | **None** | **22 Minutes** | |

1. **Request for Technical Assistance Related to Building and Facility Maintenance**

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

The technical assistance can be categorized into:

* + - 1. Corrective and/or Preventive Maintenance
* This shall be limited to corrective and/or preventive maintenance, and it does not need any materials to purchase. These requests can be done with immediate solution by expertise of the skilled/technical personnel.
  + - 1. Repair, Replacement, In-house Fabrication, Construction and/or Renovation
* This is highly technical that may be completed in a couple of days, weeks and/or months depending on the complexity of the requests (excluding procurement process). It will be evaluated, performed and supervised by the skilled personnel and Engineer/Architect.
  + - 1. Engineering and Architectural Documents and Practices
* This is particular to the Engineer and Architect expertise relate to providing technical specification (materials, furniture, equipment and etc.), office arrangement, plans/layouts, detailed estimates, and other engineering and architectural matters.

|  |  |
| --- | --- |
| **Office** | AS – BUILDING AND GROUNDS MANAGEMENT DIVISION |
| **Classification** | Highly Technical |
| **Type of Transaction** | G2G Government-to-Government |
| **Who may avail** | All Bureaus, Offices, Sections and/or Units of the Department |

|  |  |
| --- | --- |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Electronic generated request using General Services  e-Ticketing System (GSeTS); 2. Accomplished manual request form (Request for Technical Assistance) | * <https://gsets.dswd.gov.ph/users/login> * BGMD Office |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit a request using the electronic system  * The request can be submitted using the manual request form if the electronic system cannot be accessed. | * 1. Review and evaluate the submitted request. Correct the information if necessary. | None | 5 minutes | Administrative Officer (GSeTS Focal/Alternate Personnel) |
| * 1. Print the accepted request and forward to responsible skilled/ technical personnel. | None | 5 minutes |
| * 1. Determine and identify scope and requirement of the request | None | 10 minutes | Skilled and/or Technical Personnel |
| * 1. Perform a visual inspection if necessary and evaluate the specific request. * If the request has another need or does not apply to the designated staff. * If it can be resolved within the assigned staff’s level, take appropriate action (Proceed to step 3.2). | None | 1 hour |
| 1. Coordinate with DSWD Inspectorate Committee and secure Pre-Repair Inspection if the request is related to repair/ replacement. | * 1. If the request requires fabrication, installation, plans/layout, technical specification and material procurement, the assigned technical staff shall prepare all necessary documents like:  1. Plan/ Layout 2. Technical Specification 3. Bill of Quantities 4. Program of Works 5. Terms of Reference 6. Project Proposal | None | 1-7 days | Skilled and/or Technical Personnel |
| * 1. All applicable documents shall be endorsed to the requesting office for confirmation and approval. * Revisions or adjustments maybe requested by the requesting office. | None | 10 minutes | Administrative Staff  (Outgoing Clerk) |
| * 1. Review and revised the documents until approved | None | 1-3 days | Skilled and/or Technical Personnel |
| * 1. Endorse the approved documents and secure copy for filing. * If the request requires only technical documents, proceed to step 4. | None | 10 minutes | Administrative Staff  (Outgoing Clerk) |
| 1. Prepare the necessary documents for the procurement stage and notify BGMD if all the materials/ services are ready to use. | * 1. If there is enough material to respond to the request, proceed with the execution of the task/work. | None | 1-14 days | Skilled Personnel |
| * 1. Upon completion of task/work, turnover the output for acceptance and/or adjustment if any. * Perform immediate adjustment | None | 1 day | Skilled Personnel |
| 1. Fill-out the feedback form (Customer Satisfaction Measurement Form) and submit to the designated personnel | * 1. Feedback form shall attach to printed request and submit to GSeTS Administrator for encoding and filing. | None | 5 minutes | Administrative Officer (GSeTS Focal/Alternate Personnel) |
| **Total:** | | **None** | **1-26 days** | |

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

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

|  |  |
| --- | --- |
| **Office** | AS – BUILDING AND GROUNDS MANAGEMENT DIVISION |
| **Classification** | Simple |
| **Type of Transaction** | G2G Government-to-Government |
| **Who may avail** | Designated GSeTS focal/alternate person of all OBSU |

|  |  |
| --- | --- |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Electronic generated request using General Services e-Ticketing System (GSeTS); or 2. Accomplished manual request form (Request for Technical Assistance); or 3. Email | * <https://gsets.dswd.gov.ph/users/login> * BGMD Office * Submit request to admin@dswd.gov.ph and hrmds@dswd.gov.ph for approval and recommendation. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Submit request using the electronic system or through email -    The request can be submitted using the manual request form if the electronic system cannot be accessed.   * Ensure that the request is properly communicated to HRMDS and AS, and has approval. | * 1. Review, check and coordinate with HRMDS. | None | 15 minutes | Administrative Officer (GSeTS Focal/Alternate Personnel) |
| * 1. Print the request and forward to assigned personnel for appropriate action. | None | 10 minutes |
| * 1. Verify the disinfection schedule and see if there is a pending request. | None | 15 minutes | General Foreman |
| * 1. Notify if the requested date/time is approved. Otherwise, inform the next available date/time of the disinfection schedule. | None | 10 minutes |
| 1. Adjust the work schedule of their employees.  * No employee shall be allowed to work/enter the office on the day/hour of the disinfection schedule. | * 1. Perform all necessary preparations in accordance with the Department's safety and health protocol. | None | 1 hour | BGMD Disinfection Team  General Foreman |
|  | * 1. Proceed to the area/office and implement the sanitation and disinfection procedure | None | 3 hours |
| * 1. Coordinate with the requesting office after the activity. | None | 5 minutes |
| 1. Fill-out the feedback form (Customer Satisfaction Measurement Form) and submit to the assigned personnel | * 1. Feedback form shall attach to printed request and submit to GSeTS Administrator for encoding and filing. | None | 5 minutes | Administrative Officer (GSeTS Focal/Alternate Personnel) |
| **Total:** | | **None** | **5 hours** | |

1. **Recording, Documentation and Issuance of PPE and Semi-Expendable Properties**

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office/Division:** | | Administrative Service – Property Supply and Asset Management Division (AS-PSAMD) | | | | |
| **Classification:** | | Complex Transaction | | | | |
| **Type of Transaction:** | | G2G – Government to Government | | | | |
| **Who may avail:** | | Department of Social Welfare and Development (DSWD) Officials and Employees | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| 1. 1 Copy of Purchase Order (PO) 2. 1 Copy of Contract (if applicable) 3. 1 Copy of Sales Invoice / Delivery Receipt (SI/DR) 4. 1 Copy of Notice to Proceed 5. 1 Copy of Inspection and Acceptance Report (IAR) 6. 1 Copy of Property Transfer Report (PTR) (If applicable) | | | 1. Procurement Management Service -Contract Monitoring Division 2. Concerned Offices, Bureaus, Services, Units (OBSUs) | | | |
| **CLIENT STEPS** | **AGENCY ACTION** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Forward complete documents (PO, Contract, SI/DR, Notice to Proceed, IAR, PTR) to Property Office | 1. Receipt of complete documents from 8am to 5pm Mondays to Fridays except Holidays | | | None | 5 Minutes | Property Staff |
| 1.1 Validate the accuracy and completeness of all attached documents  If no, request for the lacking document/s  If yes, proceed to the next step | | | None | 10 Minutes | Property Staff |
| * 1. Determine the Property’s acquisition cost.   If Php 15,000.00 and above - record the property details in PREMIS under the “Property Records” module  If PHP 14,999.99 and below or acquired as attachment to subscription plan/contracts, donation, or fabrication regardless of the acquisition cost – record in PREMIS under the “Inventory Custodian Slip (ICS)” module.  Upon successful encoding electronically, a property number shall be automatically generated by the system for property identification | | | None | 10 Minutes | Property Staff |
| 1.3 Identify the End User    Copy the assigned property number and open the “Transfer Thru Furniture and Equipment Transfer Slip (FETS)” module in PREMIS to record the identified end-user  As a general rule, the primary accountable personnel shall be those regular, coterminous, contractual, or casual employees.  Should the actual end-user of the property be a Contract of Service (COS) Worker, they shall be recorded as the secondary accountable personnel with the regular, coterminous, contractual, or casual employee within their office as the primary accountable officer | | | None | 15 Minutes | Property Staff |
| 1.4 Print forms and Barcode Stickers  Generate and print Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS), Undertaking (if there is a secondary accountable person) into three copies and barcode sticker through the “PREMIS Report” module; the applicable forms shall depend on the acquisition cost (see process above):  Generate and print the barcode sticker, with number of copies, as, follows:   |  |  | | --- | --- | | Computer Desktop | 3 | | Split Type Air Condition Unit | 2 | | Partitions | Depending on the number of partitions per property number | | Blinds | Depending on the number of blinds per property number | | Other property | 1 | | | | None | 15 Minutes | Property Staff |
| 1.5 Attach Barcode Stickers to the Property  The printed barcode stickers shall be attached to the most visible and secured area of the property before the issuance of item(s) to the end user | | | None | 10 Minutes | Property Staff |
| 1.6 Endorse Printed PAR/ICS to the End-user  The property officer shall prepare a Memorandum to endorse the generated PAR/ICS forms to the identified end user for signature of the Head of the Property Division/Section. The transaction should be recorded by the incoming / outgoing clerk in the logbook for “New Issuance”, for monitoring purposes. Once signed, the Memorandum together with the printed PAR/ICS shall be transmitted to the end user*.* | | | None | 5 Minutes | Property Staff |
| 1.7 Issue Property to the End User  Upon receipt of the signed and approved PAR/ICS, the concerned property officer shall facilitate issuance of property to the end user.  The property officer shall sign on the “Issued by” portion in the PAR/ICS | | | None | 1 Hour | Property Staff |
| 1.8 Approve PAR/ICS  After issuance of the property, the PAR/ICS will be forwarded to the Property Division/Section Chief for signature on the “Approved by” portion in the PAR or ICS | | | None | 5 Minutes | Head of Property Office |
| 1.9 Provide copy of PAR/ICS to the concerned offices  Provide one copy of PAR/ICS to the end-user for their reference  Provide one copy to Procurement Management Service/Procurement Unit for attachment to the Disbursement Voucher.  For the transferred property from CO to FO / FO to CO / FO to FO, provide one copy of signed PAR/ICS with attached original copy of PTR to Finance Management Service / Division | | | None | 30 Minutes | Property Staff |
| 1.10 Update PREMIS  PREMIS shall be updated as to the following information:   1. Date the PAR/ICS was returned with signature of the End-User 2. Date of approval of PAR/ICS | | | None | 10 Minutes | Property Staff |
| **TOTAL** | | | | None | 2 HOURS, 55 MINUTES | |

1. **Physical Count of Property, Plant, and Equipment (PPE)**

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office/Division:** | | Administrative Service – Property Supply and Asset Management Division (AS-PSAMD) | | | | |
| **Classification:** | | Highly Technical Transaction | | | | |
| **Type of Transaction:** | | G2G – Government to Government | | | | |
| **Who may avail:** | | Department of Social Welfare and Development (DSWD) Officials and Employees | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| 1. Special Order | | | 1. Property Supply and Asset Management Division | | | |
| **CLIENT STEPS** | **AGENCY ACTION** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Prepare Special Order | The Inventory Committee in the Central Office (ICCO)/Inventory Committee in the Field Office (ICFO), shall plan the conduct of Annual Physical Count of PPEs and through its Secretariat, shall prepare the inventory guidelines and other needed documents | | | None | 3 Days | Secretariat |
| 2.Prepare Notice of Meeting | Once the Special Order is approved, Secretariat shall prepare the Notice of Meeting for signature of the ICCO/ICFO Chairperson. The agenda to be indicated in the Notice shall be as follows:  1. Date/schedule of conduct of Physical Count.  2. Crafting of inventory guidelines  3. Assignments/roles of ICCO/ICFO members and other personnel involved  Once the Notice of Meeting is signed, the incoming/outgoing clerk shall route the same to all members of the ICCO/ICFO for information.  ICCO/ICFO shall conduct meeting and finalize the activities for the conduct of physical count  The required Minutes of the Meeting will be prepared by the Secretariat | | | None | 30 Minutes | Secretariat  Incoming/Outgoing Clerk  ICCO/ICFO  Secretariat |
| 3.Conduct of Meeting | 1. The Secretariat shall gather the relevant documents as basis for the conduct of inventory taking, as provided in the Guidelines  2. The Secretariat shall also  prepare the following documents for signature of the GASSG Head/Regional Director:   1. Memorandum addressed to all   offices informing about the schedule of inventory taking in  their stations   1. Letter / Memorandum to Commission on Audit and Internal Audit Service/ Management Audit Analyst to request representatives who will witness the conduct of physical count | | | None | 90 Minutes | Secretariat |
| Route/Disseminate Information to Concerned Offices | Once the documents are signed, the incoming/outgoing clerk shall route the same to concerned offices for information. | | | None | 5 Minutes | Incoming/Outgoing Clerk |
| Provide Instruction | Prior to the actual conduct of the physical count, the ICCO/ICFO Chairperson shall provide specific instructions to the Team for the smooth conduct of physical count | | | None | 30 Minutes | ICCO/ICFO Chairperson Inventory Team |
| Conduct the Physical Count | Using the barcode scanner, the Inventory Team shall check the property description vis-a-vis reference documents on hand and indicate present condition of equipment. Replace property stickers/barcodes, if necessary each member of the inventory team shall forward the accomplished inventory sheet to the Secretariat for consolidation. | | | None | 2 Minutes per Property Item | ICCO/ICFO Chairperson Inventory Team  Secretariat |
| Prepare the Inventory Findings/Report | After the conduct of physical count, the secretariat shall prepare a Memorandum to concerned offices to be signed by the ICCO/ICFO  Chairperson, to inform them of the result of the physical count in their office. All discrepancies between the physical count and records shall be reported to Head of Office concerned and reconcile immediately.  The result must specify ICCO/ICFO’s findings such as:  1. Properties that are located in the station; and  2. Properties that are not located in the station (discrepancies); in this  case, ICCO/ICFO shall schedule the conduct of re-inventory/revalidation | | | None | 4 Hours | ICCO/ICFO  Secretariat  Head of Office |
| Forward signed Inventory Report/ Findings | ​​Once the Report/Findings are signed, the incoming/outgoing clerk shall route/forward the same to concerned office/s | | | None | 5 Minutes | Incoming/Outgoing Clerk |
| Conduct Re-Inventory/Revalidation | This activity will address the result/findings of discrepancies during the conduct of physical count of properties | | | None | 2 Hours | Inventory Team |
| Conduct Reconciliation of Property Records and Books of Accounts | Upon completion of the conduct of physical count, ICCO/ICFO shall conduct reconciliation of property and accounting records and shall address discrepancies, in accordance with the guidelines.  As a result of this activity, data reconciliation report shall be prepared to serve as reference in the preparation of RPCPPE | | | None | 5 Days | ICCO/ICFO  Secretariat |
| Endorse the RPCPPE for Approval | Upon completion of the physical count, the ICCO/ICFO, through the Secretariat shall prepare the Report on Physical Count of Property, Plant and Equipment (RPCPPE).  All ICCO/ICFO members shall review and affix their signature in RPCPPE. | | | None | 4 Hours | Secretariat |
| Prepare RPCPPE | Endorse the signed RPCPPE to the Administrative Service Director and Assistant Secretary for Administration (Central Office)/ Chief of Administrative Division and  Assistant Regional Director for Administration (Field Office), as recommending authority.  Once signed, the RPCPPE shall be forwarded to the Undersecretary of  GASSG/Regional Director, for approval. | | | None | 30 Minutes | Director of Administrative Service/GASSD Chief  Assistant Secretary for Administration/ Assistant RD for Administration  GASSG Undersecretary/ Regional Director Incoming/Outgoing Clerk |
| Submit/ Transmit the Approved RPCPPE to COA and IAS | The duly signed and approved RPCPPE will be submitted to COA on or before January 31 of the year, copy furnished the Internal Audit Service/Management Audi t Analyst and Accounting Division/Section. | | | None | 15 Minutes | Secretariat  Incoming/Outgoing Clerk |
| File Copy of RPCPPE | The receiving copy of the RPCPPE will be kept and filed by the Secretariat for reference. | | | None | 5 Minutes | Secretariat |
| **TOTAL** | | | | NONE | 9 DAYS 12 HOURS AND 32 MINUTES | |

1. **Facilitation of Request for Relief from Property Accountability from Commission on Audit**
2. To provide assistance to accountable officers who are requesting relief from property accountability with the Commission on Audit (COA) for lost, damaged or destroyed property under his/her accountability;
3. To ensure recording and documentation of cases of loss, damage or destruction of government properties

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office/Division:** | | Administrative Service – Property Supply and Asset Management Division (AS-PSAMD) | | | |
| **Classification:** | | Complex Transaction | | | |
| **Type of Transaction:** | | G2G – Government to Government | | | |
| **Who may avail:** | | Department of Social Welfare and Development (DSWD) Employees who are:   1. DSWD employees and officials | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| 1. One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP). 2. One (1) original copy of duly notarized Affidavit of Loss 3. One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person. 4. One (1) original copy of Police Report 5. One (1) original copy Comments of the Head Cluster/Regional Director 6. One (1) original copy of Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency. 7. One (1) original copy of Inspection Report of Damaged Property. 8. One (1) photocopy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS) | | | 1. 10From PSAMD Office through PREMIS      1. To be prepared by the client without any prescribed format 2. To be prepared by the client without any prescribed format 3. To be prepared by the client without any prescribed format 4. To be prepared by the client without any prescribed format 5. To be prepared by the client without any prescribed format 6. To be prepared by the client without any prescribed format 7. From Property Office | | |
| **CLIENT STEPS** | **AGENCY ACTION** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **5.1 Processing of Request for Relief** | | | | | |
| 1. Forward copy of RLSDDP to AS-PSAMD | 1. Receive copy of RLSDDP with proof of receipt by COA and/or Request for Relief duly endorsed by the HOBS concerned and record in the DTS/Logbook | | None | 5 Minutes | Property Staff: Incoming Outgoing Clerk |
|  | 1. Review if the submitted request has complete documentary requirements as provided for under Sec. 6.9 of AO 6, s. 2017 2. Verify if the property is already tagged in PREMIS as lost/ damaged/destroyed; If not, tag property as lost under the module RLSDDP   If not complete:  prepare a reply Memorandum to the accountable officer thru the HOBS to require submission of the identified lacking documentary requirement/s   * The Memorandum shall be signed by the Administrative Service Director/ Administrative Division Chief   If complete, proceed to the next step | | None | 10 Minutes  2 Hours | Property Staff |
|  | 1. Prepare recommendation/ comments addressed to COA, copy furnished the Accountable Officer and HOBS concerned, to be signed by the Undersecretary for GASSG/Regional Director 2. The Administrative Service Director and Head/ Administrative Division Chief and Head of Property Office shall affix his/her initial on the draft Recommendation/ Comment; 3. The draft Recommendation/ Comment shall be properly endorsed by the aforementioned officials, with sufficient information as to the compliance of the Request to all the documentary requirements | | None | 3 Hours | Property Staff  Administrative Service Director/ Administrative Division Chief  Head of Property Office |
|  | 1. If the draft Recommendation / Comment is in order, the Undersecretary for GASSG/Regional Director shall sign the same and endorse back to Property Office for proper routing to COA   If not in order, send back to Property Office with instructions and recommended further actions | | None | 30 Minutes | Undersecretary for GASSG/ Regional Director |
|  | 1. If signed, record in DTS / Logbook; Route the original copy to COA and photocopy to the Accountable Officer and HOBS concerned   If not signed, assign to concerned Property staff for appropriate action | | None | 10 Minutes | Property Staff/ Incoming/ Outgoing Clerk |
| 1. Receive photocopy of the approved recommendation | 1. The property staff shall scan and file the receiving copy of the Recommendation/ Comment/s | | None | 10 Minutes | Property Staff |
| **TOTAL:** | | | None | 6 HOURS, 5 MINUTES | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **5.2 Provision of Technical Assistance upon Receipt of COA Decision** | | | | |
| 1. Forward copy of COA decision | 1. Receive copy of COA Decision on the accountable officer’s Request for Relief from Property Accountability and record the received document in the DTS/Logbook | None | 5 Minutes | Property Staff: Incoming Outgoing Clerk |
|  | 1. Review the Decision of COA to determine the appropriate assistance to be provided to the accountable officer | None | 10 Minutes | Property Staff |
|  | 1. Provide Technical Assistance to the accountable person, as follows:   **If Relief is Granted**  –   1. Prepare Memorandum to Finance Office endorsing the COA decision and request the dropping of the lost property from the Books of Accounts for signature of Administrative Service Director/ Concerned Division Chief in Field Office, copy furnished the Accountable Officer through the HOBS 2. Update records/PREMIS   **If Relief is Denied** –   1. prepare memorandum informing the Accountable Officer of the “Money Value” to be settled and processes for replacement or payment, as the case maybe, in accordance with the existing guidelines. 2. **Replacement** Accountable Officer to submit to Property Office through a memorandum the details of the proposed item/s with same or higher specifications as replacement to the lost property 3. **Payment** –Accountable Officer to settle/pay the “money value” of the lost property based on the existing COA accounting rules and guidelines | None | 3 Hours | Property Staff |
| 1. **For Replacement:**   Present replacement unit for the lost property | 1. Request presence of COA representative during inspection of replacement unit   Inspect/Validate the offered replacement item/s | None | 30 Minutes | Property Staff / COA Representative |
|  | 1. **If not compliant:**   Inform the Accountable Officer of the reason/s for non-compliance and require to meet the needed requirements through a memorandum to be signed by the Administrative Service Director / Administrative Division Chief  **If Compliant with the approved specification:**   1. Accept replacement unit upon concurrence of COA Representative 2. Prepare memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Account 3. Prepare necessary   documentation/ update record in PREMIS | None | 2 HOURS | Property Staff/ COA Representative  *Kawani ng Property / Kinatawan ng COA* |
| 1. **For Reimbursement**   Request for Assistance for Reimbursement of lost property | 1. Provide assistance to Accountable Officer to facilitate the required payment through a memorandum to be signed by the Administrative Service Director / Administrative Division Chief with the concurrence of the Accounting Office 2. The **“Money Value”** to be settled – the Money value shall be equal to the Depreciated Replacement Cost (DRC) of property at the time of loss, Consistent with the provisions of Section 41, Chapter 10 of GAM for NGAs, DRC shall be equal to the replacement cost (current market price) less accumulated depreciation calculated on the basis of replacement cost 3. The property staff shall conduct market research. Should there be no available current market price, the property’s carrying amount or the Net Book Value (NBV) shall be considered.   **Please refer to the sample computation provided hereunder** | None | 1 HOUR, 45 MINUTES | Property Staff |
| Settle the agreed amount | 1. Assist the Accountable Officer to secure from the Accounting Office the issuance of Order of Payment 2. Assist the Accountable Officer to secure from the Cash Office the issuance of Official Receipt upon payment 3. Prepare Memorandum to Accounting Office and Letter to COA endorsing the proof of payment upon receipt of copy from the accountable officer and request for dropping from the books of accounts | None | 15 MINUTES | Property Staff/ Accountable Officer |
|  | 1. Prepare necessary documentation and update record in PREMIS | None | 15 Minutes | Property Staff |
| **TOTAL:** | | None | 8 HOURS |  |

**Note**:

Computation of the Money Value of Lost Properties

Rule:

1. The Money Value shall be equal to the Depreciated Replacement Cost (DRC) of property at the time of loss. Consistent with the provisions of Section 41, Chapter 10 of GAM for NGAs, DRC shall be equal to the replacement cost (current market price) less accumulated depreciation calculated on the basis of replacement cost;
2. Should there be no available current market price, the property’s carrying amount or the Net Book Value (NBV) shall be considered.
3. The computation of DRC shall be done by the Property Officer; On the other hand, the Net Book Value may be requested from the Accounting Division/Section;
4. For properties which are fully depreciated, adopt the residual value equivalent to at least 5% of the cost of the property shall be adopted

**Sample Computation:**

**1.** **DEPRECIATED REPLACEMENT COST (DRC)**

DRC = Current Market Price – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation X Depreciation Period

              Thus:

|  |  |
| --- | --- |
| **Current Market Price (replacement cost)** | **~~P~~2,499.00** |
| Estimated Useful Life (in  months) | 60 months (5 years) |
| Monthly Depreciation = Current Market Price – 5%                                           Estimated Useful Life    (~~P~~2,499.00 – 5%)/60 mos. | ~~P~~39.57 |
| Date of Acquisition | January 6, 2020 |
| Date of Loss | November 15, 2020 |
| Depreciation Period (from the date of acquisition until the time of loss) | 11  months |
| **Accumulated Depreciation**  (P39.57 x 11) | ~~P~~435.24 |
| **Depreciated Replacement Cost**  (~~P~~2,499.00 – ~~P~~435.24) | **~~P~~2,063.76** |

1. **NET BOOK VALUE**

Net Book Value = Acquisition Cost – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation X Depreciation Period

Thus:

|  |  |
| --- | --- |
| **Acquisition Cost** | **~~P~~13,990.00** |
| Estimated Useful Life (in  months) | 60 months (5 years) |
| Monthly Depreciation = Acquisition Cost – 5%                                        Estimated Useful Life    (~~P~~13,990.00 – 5%)/60 mos. | ~~P~~221.51 |
| Date of Acquisition | November 4, 2014 |
| Date of Loss | February 27, 2019 |
| Depreciation Period (from the date of acquisition until the time of loss)  2014 – 2 mos.  2015 – 12 mos.  2016 – 12 mos.  2017 – 12 mos.  2018 – 12 mos.  2019 – 2 mos.  Total = 52 mos. | 52  months |
| **Accumulated Depreciation**  (P221.51 x 52) | **~~P~~11,518.52** |
| **NBV/Carrying Amount**  (P13,990.00 – 10,632.40) | **~~P~~2,471.48** |

1. **Facilitation of Request for Relief from Property Accountability Through Reimbursement/Replacement**

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office/Division:** | | Administrative Service – Property Supply and Asset Management Division (AS-PSAMD) | | | |
| **Classification:** | | Complex Transaction | | | |
| **Type of Transaction:** | | G2G – Government to Government | | | |
| **Who may avail:** | | Department of Social Welfare and Development (DSWD) Officials and Employees | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| 1. One (1) copy of duly accomplished Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP), with proof of submission to COA 2. One (1) original copy of Memorandum requesting reimbursement/replacement of item lost endorsed by Undersecretary concern to Undersecretary for GASSG | | | 1. From PSAMD Office through PREMIS 2. To be prepared by the Client without any prescribed format | | |
| **CLIENT STEPS** | **AGENCY ACTION** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit Request for Relief from Property Accountability | 1. Receive Request for Relief from Property Accountability with endorsement from the concerned HOBS and record in DTS/Logbook | | None | 5 Minutes | Property Staff: Incoming/ Outgoing Clerk |
|  | 1. Review submitted Request for Relief from Property Accountability by replacement/ reimbursement or provide technical assistance | | None | 10 Minutes | Property Staff |
|  | 1. Prepare Memorandum to Accountable Officer thru the HOBS of the processes for replacement or payment as the case maybe, in accordance with the existing guidelines 2. When signed, record in DTS/Logbook, Route the Memorandum to Accountable Officer thru the HOBS concerned | | None | 2 Hours | Property Staff/ Incoming/ Outgoing Clerk |
| 1. Submit reply on the recommendation of the Property Office and/ or submit additional requirement/ documents | 1. Receive and review the reply and the submitted additional documents/ requirements of the Accountable Officer | | None | 10 MINUTES | Property Staff |
|  | 1. **If not complete:** Prepare Memorandum to the Accountable Officer thru the HOBS concerned to require submission of the identified lacking requirement/s 2. The Memorandum shall be signed by the Administrative Service/ Director   **If complete:** Proceed to the next step | | None | 2 Hours | Property Staff |
|  | 1. Prepare a Recommendation addressed to the Undersecretary for GASSG/ Regional Director for the replacement or payment of the lost property, to be coursed through the Accounting Office for concurrence as to the computation of Money Value   **For Replacement:**   * The replacement unit must be of similar or higher specification than that of the unit sought to be replaced; * The replacement unit must be in good working condition, regardless than that of the lost property’s condition at the time of loss, * The replacement of the lost property is more advantageous to the government. Otherwise, payment of the money value of the property shall be required.   **For Payment:**   * The Property Staff shall determine the “Money Value” of the lost property to be settled by the Accountable Officer * The property staff shall conduct market research. Should there be no available current market price, the property’s carrying amount or the Net Book Value (NBV) shall be considered.   **Please refer to the sample computation provided hereunder** | | None | 3 HOURS | Property Staff |
|  | 1. Receive Recommendation with the decision of the Undersecretary for GASSG / Regional Director   **Disapproved** –  Prepare Memorandum informing the Accountable Officer on the disapproval  of request and require compliance as to the reason for non-approval  **Approved** –  Prepare Memorandum to Accountable Officer informing the approval of the request for Reimbursement/  Replacement of Lost Property | | None | 2 HOURS | Property Staff |
| 1. **For Reimbursement**   Request for Assistance for Reimbursement of lost property and settle the agreed amount | 1. Assist the Accountable Officer to secure from Accounting Office the issuance of Order of Payment 2. Assist the Accountable Officer to secure Cash Office the issuance of Official Receipt upon payment 3. Prepare Memorandum to Accounting Office and Letter endorsing the proof of payment upon receipt of copy from the accountable person and request for dropping from the Books of Account 4. Update PREMIS as to the settlement of property accountability | | None | 2 HOURS | Property Staff |
| **For Replacement**  Present replacement unit for the lost property | 1. Request the presence of COA representative during inspection of replacement unit | | None | 30 MINUTES | Property Staff  COA Representative |
|  | Inspect/ Validate the offered replacement unit/s  **If Compliant:**   1. Accept replacement unit upon concurrence of COA Representative 2. Prepare Memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Accounts 3. Prepare necessary documentation/ update record in PREMIS   **If Non-Compliant:**  Inform the Accountable Officer of the reason/s for non-compliance and require to meet the needed requirements | | None | 2 HOURS | Property Staff  COA Representative |
|  | 1. Prepare Memorandum to FMS and Letter to COA on the acceptance of the offered replacement item/s for reference and recording in the Books of Accounts | | None | 1 HOUR | Property Staff |
| **TOTAL:** | | | **None** | **14 HOURS, 55 MINUTES** | |

**Note**:

Computation of the Money Value of Lost Properties

Rule:

1. The Money Value shall be equal to the Depreciated Replacement Cost (DRC) of property at the time of loss. Consistent with the provisions of Section 41, Chapter 10 of GAM for NGAs, DRC shall be equal to the replacement cost (current market price) less accumulated depreciation calculated on the basis of replacement cost;
2. Should there be no available current market price, the property’s carrying amount or the Net Book Value (NBV) shall be considered.
3. The computation of DRC shall be done by the Property Officer; On the other

hand, the Net Book Value may be requested from the Accounting Division/Section.

1. For properties which are fully depreciated, adopt the residual value equivalent to at least 5% of the cost of the property shall be adopted

**Sample Computations:**

1. **DEPRECIATED REPLACEMENT COST (DRC)**

DRC = Current Market Price – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation X Depreciation Period

              Thus:

|  |  |
| --- | --- |
| **Current Market Price (replacement cost)** | **~~P~~2,499.00** |
| Estimated Useful Life (in  months) | 60 months (5 years) |
| Monthly Depreciation = Current Market Price – 5%                                           Estimated Useful Life    (~~P~~2,499.00 – 5%)/60 mos. | ~~P~~39.57 |
| Date of Acquisition | January 6, 2020 |
| Date of Loss | November 15, 2020 |
| Depreciation Period (from the date of acquisition until the time of loss) | 11  months |
| **Accumulated Depreciation**  (P39.57 x 11) | ~~P~~435.24 |
| **Depreciated Replacement Cost**  (~~P~~2,499.00 – ~~P~~435.24) | **~~P~~2,063.76** |

1. **NET BOOK VALUE**

Net Book Value = Acquisition Cost – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation X Depreciation Period

Thus:

|  |  |
| --- | --- |
| **Acquisition Cost** | **~~P~~13,990.00** |
| Estimated Useful Life (in  months) | 60 months (5 years) |
| Monthly Depreciation = Acquisition Cost – 5%                                        Estimated Useful Life    (~~P~~13,990.00 – 5%)/60 mos. | ~~P~~221.51 |
| Date of Acquisition | November 4, 2014 |
| Date of Loss | February 27, 2019 |
| Depreciation Period (from the date of acquisition until the time of loss)  2014 – 2 mos.  2015 – 12 mos.  2016 – 12 mos.  2017 – 12 mos.  2018 – 12 mos.  2019 – 2 mos.  Total = 52 mos. | 52  months |
| **Accumulated Depreciation**  (P221.51 x 52) | **~~P~~11,518.52** |
| **NBV/Carrying Amount**  (P13,990.00 – 10,632.40) | **~~P~~2,471.48** |

# **HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT SERVICE**

**(HRMDS)**

**NON-FRONTLINE SERVICES**

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

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Personnel Administration Division (PAD) | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2G – Government to Government | | | |
| **Who may avail:** | Current Central Office (CO) Officials and Employees | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| HRMDS-PAD Request Form or  formal letter or e-mail request | | PAD Receiving Area  Client | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form (write contact details as well, if needed) and submit to PAD | 1. Receive the complete documents submitted | none | 10 minutes | Incoming/Outgoing Clerk  PAD Receiving Area |
| 1. Wait for advice of the Personnel Officer assigned | * 1. Review the Service Card data, if updated Per16 / FILE 201 if needed. | none | 2 Days, 4 hours (depending on the period of retrieving the files) | Personnel Officer  CO & FO Personnel Transaction Section |
| * 1. Encode/   check details of SR, print the issuance and attach the necessary documents | none | 30 minutes |
| * 1. Review and Sign/initial the SR | none | 3 hours (depending on the availability of signatories) | Section Head  PAD Section or Personnel Officer  OIC/Chief Admin. Officer  Personnel Admin. Division |
| * 1. Inform the client that SR is ready (either through chat, e-mail or phone call) | none | 10 minutes | Personnel Officer  CO & FO Personnel Transaction Section |
| 1. Get the SR issued | 1. Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form | none | 10 minutes | Incoming/Outgoing Clerk  PAD Receiving Area |
| **TOTAL** | | None | 3 Days | May be extended depending on the volume of transactions handled |

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

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

.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Personnel Administration Division (PAD) | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2G – Government to Government | | | |
| **Who may avail:** | Current Central Office (CO) Officials, Employees and COS Workers | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| HRMDS-PAD Request Form or  formal letter or e-mail request | | PAD Receiving Area  Client | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form and submit to PAD | 1. Receive the complete documents submitted | none | 10 minutes | Incoming/Outgoing Clerk  PAD Receiving Area |
| 1. Wait for advice of the Personnel Officer assigned | * 1. Review the documents submitted and check the FILE 201 if needed. | none | 2 days, 5 hours (may take longer hours depending on the period of retrieving files, if needed) | Personnel Admin. Asst.  MOA Section  (for COS Workers)  Personnel Admin. Asst.  CO & FO Personnel Transaction Section  (for Officials and employees) |
| * 1. Encode/check details to COE, print the issuance and attach the necessary documents | none | 30 minutes |
| * 1. Review and Sign/initial the COE | none | 2 hours | Section Head  PAD Section or Personnel Officer  OIC/Chief Admin. Officer  Personnel Admin. Division |
| * 1. Inform the client that COE is ready through the HRMIS (or either through chat, e-mail, or phone call) | none | 10 minutes | Personnel Admin. Asst.  MOA Section  (for COS Workers)  Personnel Admin. Asst.  CO & FO Personnel Transaction Section  (for Officials and employees) |
| 1. Get the COE issued | 1. Provide one originally signed COE to the client and have it properly received. Ask the client to accomplish Customer Feedback Form | none | 10 minutes | Incoming/Outgoing Clerk  PAD Receiving Area |
| **TOTAL** | | **none** | **3 days** | May be extended depending on the volume of transactions handled |

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

The Certificate of Leave Without Pay (LWOP)/No LWOP is issued to current Officials and employees in the Central Office, which certifies that they have/do not have Leave Without Pay (LWOP) for a certain period.

.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | Personnel Administration Division (PAD) | | | | |
| **Classification:** | Complex | | | | |
| **Type of Transaction:** | G2G – Government to Government | | | | |
| **Who may avail:** | Current Central Office (CO) Officials and Employees | | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| HRMDS-PAD Request Form or  formal letter or e-mail request | | PAD Receiving Area  Client | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form and submit to PAD | 1. Receive the complete documents submitted | | none | 10 minutes | Incoming/Outgoing Clerk  PAD Receiving Area |
| 1. Wait for advice of the Personnel Officer assigned | * 1. Review the documents submitted and encode the details of the Leave Ledger in the ELARS. | | none | 3 days  (may take longer hours depending on the period of retrieving files, if needed) | Personnel Admin. Asst.  Leave Administration Section |
| * 1. Review the ELARS vis-à-vis the Leave Ledger | | none | 1 day and 4 hours |
| * 1. Reprinting of the corrected ELARS, if errors are found.   Encode details to the Certificate, print the issuance and attach the necessary documents | | none | 3 hours and 30 minutes |
| * 1. Review and Sign/initial the ELARS and the Certificate | | none | 2 days | Section Head  PAD Section or Personnel Officer  OIC/Chief Admin. Officer  Personnel Admin. Division |
| * 1. Inform the client that the Certificate is ready (either through chat, e-mail or phone call) | | none | 10 minutes | Personnel Admin. Asst.  Leave Administration Section |
| 1. Get the CLC issued | 1. Provide one originally signed Certificate to the client and have it properly received. Ask the client to accomplish Customer Feedback Form | | none | 10 minutes | Incoming/Outgoing Clerk  PAD Receiving Area |
| **TOTAL** | | | None | 7 days | May be extended depending on the volume of transactions handled and the length of service of the current Official / employee as recorded in the Leave Ledger |

1. **Issuance of Certificate of Leave Credits (CLC) to Current Officials and Employees**

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

.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | Personnel Administration Division (PAD) | | | | |
| **Classification:** | Complex | | | | |
| **Type of Transaction:** | G2G – Government to Government | | | | |
| **Who may avail:** | Current Central Office (CO) Officials and Employees | | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| HRMDS-PAD Request Form or  formal letter or e-mail request | | PAD Receiving Area  Client | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form and submit to PAD | 1. Receive the complete documents submitted | | none | 10 minutes | Incoming/Outgoing Clerk  PAD Receiving Area |
| 1. Wait for advice of the Personnel Officer assigned | * 1. Review the documents submitted and encode the details of the Leave Ledger in the ELARS[[2]](#footnote-2). | | none | 3 days  (may take longer hours depending on the period of retrieving files, if needed) | Personnel Admin. Asst.  Leave Administration Section |
| * 1. Review the ELARS vis-à-vis the Leave Ledger | | none | 1 day and 4 hours |
| * 1. Reprinting of the corrected ELARS, if errors are found.   Encode the needed details to the CLC, print the issuance and attach the necessary documents | | none | 3 hours and 30 minutes |
| * 1. Review and Sign/initial the ELARS and the CLC | | none | 2 days | Section Head  PAD Section or Personnel Officer  OIC/Chief Admin. Officer  Personnel Admin. Division |
| * 1. Inform the client that CLC is ready (either through chat, e-mail or phone call) | | none | 10 minutes | Personnel Admin. Asst.  Leave Administration Section |
| 1. Get the CLC issued | 1. Provide one originally signed CLC to the client and have it properly received. Ask the client to accomplish Customer Feedback Form | | none | 10 minutes | Incoming/Outgoing Clerk  PAD Receiving Area |
| **TOTAL** | | | **none** | **7 days** | May be extended depending on the volume of transactions handled and the length of service of the current Official / employee as recorded in the Leave Ledger |

1. **Certification of Performance Ratings**

This service covers the facilitation of the issuance of Certification of Performance Ratings of Officials and employees for the performance period being requested by the requesting party.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | Human Resource Planning and Performance Management Division | | | | |
| **Classification:** | Complex | | | | |
| **Type of Transaction:** | G2G – Government to Government | | | | |
| **Who may avail:** | Current Central Office (CO) Officials and Employees | | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| Formal Letter or email request for certification of performance rating | | PMS Receiving Area  DSPMS Online Portal | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit the formal request letter for performance rating or email request for performance rating to the incoming clerk. Or request for certification thru the DSPMS online portal | 1. Receive the formal request or acknowledge email request and forward to concerned PMS staff for action | | N/A | 10 minutes | PMS Staff |
| 1. Wait for advice from the PMS | 1. Review the submitted request and check if the ratings for the requested rating period is available in the PMS Database | | N/A | 12 hours | PMS Staff |
| 1. If rating is available, the PMS staff shall prepare the Certification of performance Rating for approval    1. If the rating is not available, the PMS shall prepare the certification of no rating for approval | | N/A | 7 hours | PMS Staff  Authorized Certifying Authority |
| 1. Receive the documents and fill-up the customer feedback form | 1. Once the certificates are signed, the document shall be forwarded to the PMS outgoing staff for transmittal to the requesting OBS/individual | | N/A | 50 minutes | PMS Staff |
| 1. Submit the filled-up customer feedback form to the PMS Staff | 1. Once the document has been received by the requesting OBS/ individual, the PMs staff shall file the receiving copy and record the transaction in the monitoring tool | | N/A | PMS Staff |
| **TOTAL** | | | **none** | **2 ½ days** | May be extended depending on the volume of transactions handled and the length of service of the current Official **/** employee as recorded in the Leave Ledger |

# **INTERNAL AUDIT SERVICE**

**(IAS)**

**NON- FRONTLINE SERVICES**

1. **Provision of Internal Audit Reports (IARs) for Internal Stakeholders**

The approved IAR is a formal document issued by the Internal Audit Service (IAS) which offers service to other citizens/users through the provision of IAR procedures. It allows the public to understand the result of an internal audit or evaluation performed on the different DSWD Offices/Bureaus/Services (OBSs). In keeping with the Ease of Doing Business rules, hereunder is the IARs Provision Process. For this transaction, it can be issued to the borrower within a minimum of 1 day to a maximum of 2 1/2 days to 2 hours and 40 minutes.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | All Divisions of IAS- Management/Operations/Special Audit | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | Government-to-Government (G2G) | | | |
| **Who may avail:** | | DSWD Central Offices/Bureaus/Services/Units and Regional Offices Attached and Supervised Agencies and COA. | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| * + - 1. Proof of Identification (at least one (1) certified or photocopy), i.e., passport, driver’s license, SSS ID, Voter’s ID *(per Freedom of Information/FOI requirement)*; and       2. Approved request from the Office of the Secretary (OSEC)/IAS Director at least one (1) original copy with description of requested information and preferred mode of communication, i.e., how to be alerted about the status of request *(per FOI requirement).* | | | **Concerned Offices**  Office of the Secretary (considering that the documents are confidential and sensitive in nature)  IAS Director | | |
| **CITIZEN’S STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submits approved request (from the OSec/IAS Director) to IAS office; | 1. Upon receipt of the requests from the RP to provide IAR, asks the RP to accomplish two (2) copies of Request Issue Slips (RISs), and records the request in the IAS Logbook | | None | 10 minutes | Administrative Assistant (AA) |
| 1. Secures 2 copies of Request Issue Slip (RIS) for accomplishment and signature/ Registers in the Log Book (LB) for FOI requests, and sign; and | 1. Checks the completeness of accomplished RIS | | None | 10 minutes | AA |
| 1. Supplies the Control Number to accomplish RIS and forwards to the IAS Director | | None | 5 minutes | Designated Records Custodian |
|  | 1. Endorses the RIS with ES, for approval of the Secretary | | None | 30 minutes | IAS Director |
|  | 1. Upon receipt of the approved RIS, evaluates and assigns the request to the concerned division in-charge of the IARs. | | None | 30 minutes | IAS Director |
| 1. Prepares the requested IAR and endorses the same to the IAS Director | | None | 2 1/2 days | Division Chief/ Audit Team Leader |
| 1. If in order, signs the transmittal. If not, returns to the division concerned for revision | | None | 1 hour | IAS Director |
| 1. Receives the requested report. | 1. Issues the requested IAR to the Requesting Party | | None | 15 minutes | AA |
|  | | | **NONE** | **2 1/2 DAYS, 2 HOURS AND 40 MINUTES** |  |
| **Note: For the borrower, only one (1) report at a time**. Similarly, depending on the nature of the OSEC’s request, the IAS may allow either a room-only access to IARs or the issuance of certified photocopies of said records. | | | | | |
| **Provision of IARs - Only One Report (3 Days) – qualified for multi-stage processing** | | | | | |

1. **Use of Conference Room**

The IAS Conference Room is located inside the IAS Office on the 2nd of the Floor of the Matapat Building. It serves other OBSs as a venue for meetings, Intelligence Quotient (IQ) and Technical Examinations, etc. and has a seating capacity for a maximum of 15 people. However, due to the pandemic, a one-sit apart policy is currently being adopted. For this transaction, the request by the OBSU can be approved within a minimum of one (1) hour and 20 minutes.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | All Divisions of IAS- Management/Operations/Special Audit | | | | |
| **Classification:** | | Simple | | | | |
| **Type of Transaction:** | | Government-to-Government (G2G) | | | | |
| **Who may avail:** | | Offices/Bureaus/Sections of DSWD Central Office | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| 1*.* Conference Room Request Form | | | Administrative Unit, Office of the Director | | | |
|
| **CITIZEN’S STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Requests for reservation of the Conference Room thru email request to the ias@dswd.gov.ph. At the minimum, the requests should contain:  Requesting Office: Purpose: Date: Time: Number of Attendees:  Note:  § The email subject should be Request of IAS Conference Room; and § Email re request of the Conference will only be accepted. | 1. Upon receipt of the request thru email, provides the link and checks the availability of the Conference Room.  At the minimum the requests should contain: Requesting Office, purpose, date, time and number of attendees.    If available: Provides the link http://bit.ly/request\_form\_use\_of\_conference\_room.  If no, inform the Requesting Party   If unavailable: Inform the requesting OBS of the dates of availability. 2. Reviews the Request Form  If approved: Return the Request Form to the Administrative Assistant I; and   If disapproved: Return the Request Form to the Administrative Assistant I and instruct him/her corresponding actions to do. | | | None | 1. minutes 2. minutes   15 minutes | AA  IAS Director |
| Informs the requesting OBS whether the request was approved or not approved. | | | None | 15 minutes | AA |
| 2. Receives the IAS confirmation on the status of their request for date of reservation. | Calendars the OBSs approved date of reservation. | | | None | 15 minutes | AA |
|  | Supplies the Control Number to the Accomplished BS | | | None | 15 minutes | Designated Records Custodian |
| **TOTAL** | | | | **NONE** | **1 HOUR AND 20 MINUTES** | |
| **Use of Conference Room (3–Day Transaction) qualified for multi-stage processing** | | | | | | |

# **INFORMATION COMMUNICATION TECHNOLOGY MANAGEMENT SERVICE**

**(ICTMS)**

**NON- FRONTLINE SERVICES**

1. **ICT Support Services**
2. **Information Systems Development**

Information Systems Development is a process for planning, creating, testing, deploying and maintaining an information system.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | BSSDD ICTMS | | | | |
| **Classification:** | | Highly Technical | | | | |
| **Type of Transaction:** | | G2G | | | | |
| **Who may avail:** | | All DSWD OBSU | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| Memorandum or Proposal | | | Requesting Office | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The business owner [Office, Bureau, Service or Unit] submits a request for information systems development thru a memorandum, proposal or request for Technical Assistance | 1. Four [4] sub-processes are initiated by the ICTMS-BSSDD, in coordination with the Data Management Division [DMD]:  * BPRA * System   Design   * System   Development   * System Testing  1. A fifth [5] sub-process which is the System **Deployment** is done in partnership with the Infrastructure Management Division [IMD], Network and Technical Service Support Division [NTSSD] and Cyber Security Group [CSG]. | | | **N/A** | Depends on the requirement of the business owner | BSSDD |
| **TOTAL** | | | | | **ys** | |

1. **Project Management and Facilitation**

Project Management is the practice of initiating, planning, executing, controlling, and closing the work of a team to achieve specific goals and meet specific success criteria at the specified time.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | BSSDD ICTMS | | | |
| **Classification:** | | Highly Technical | | | |
| **Type of Transaction:** | | G2G | | | |
| **Who may avail:** | | All DSWD OBSU | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| TOR, Project Specification | | Requesting Office | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The business owner [Office, Bureau, Service or Unit] submits a request for information systems development thru a memorandum, proposal or  request for Technical Assistance | 1. The BSSDD provides technical assistance to the Business Owner in the formulation of the  Terms of Reference for the outsource projects. 2. The Team Lead provides technical assistance to the Business Owner and Service Provider in gathering the requirements and actual system development 3. The Business Analyst provides technical assistance in the preparation of summary of agreements and its endorsement  to respective units. 4. If the Information System is ready for deployment, the Team Lead coordinates with Infrastructure Management Division (IMD) for resource requirements 5. The Team Lead coordinates with Cyber Security Group for the Vulnerability Assessment of the Information System. 6. If the system passes vulnerability assessment, the Data Management Division (DMD) deploys the system on production database environment and the Infrastructure Management Division deploys the system on production application environment. | | **N/A** | 100 days (Depends on the requirement of the business owner) | BSSDD |
| Total | | | | N/A |  |

**Management of Change Request**

The change management process in systems engineering is the process of requesting, determining attainability, planning, implementing, and evaluating changes to a system.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | BSSDD ICTMS | | | | |
| **Classification:** | | Highly Technical | | | | |
| **Type of Transaction:** | | G2G | | | | |
| **Who may avail:** | | All DSWD OBSU | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| Change Request Form | | | ICTMS BSSDD | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The Business Owner submits Change Request Form. | 1. The Analyst logs and reviews the Change Request Form. If the CRF is valid, the Analyst will draft an assessment and recommendation else the CRF will be returned to Business Owner with attached notes. 2. If the CRF is transactional, the Data Management Division (DMD) executes the request through back-end. An execution report and signed CRF will be prepared right after the execution. 3. If the CRF is not transactional, but a System Functionality-Related concern, the Developer codes the request. 4. A unit testing will be conducted once done coding. If there are no bugs found in the system, the Analyst conducts system testing. 5. Once the system passes the testing and no bugs are found, the Analyst prepares a UAT form which will be accomplished by the Business Owner. 6. The Business Owner conducts the User Acceptance Testing. 7. The Analyst reviews and logs the accomplished UAT form. If there are no bugs found in the system the developer will request for system deployment. 8. The Data Management Division deploys the requested changes on Production Environment for database related requests otherwise the Infrastructure Management Division [IMD] for source code related changes. 9. The Analyst consolidates the forms and updates the status in the project monitoring system. 10. The Team Leader signs the form and returns them to business owner. | | | **N/A** | Minor change  (1-2 days)  Major change  (7-14 days)  New module  (30-60 months) | BSSDD |
| Total | | | | | Minor change:  1-2 days  Major change:  7-14 days  New module:   * 1. onths | |

**VPN Connection Issue Resolution/Escalation**

The Cyber Security Group administers, manages and maintains Perimeter Security solutions and related Systems across all regional offices and data centers

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | CSG ICTMS | | | | |
| **Classification:** | | Simple | | | | |
| **Type of Transaction:** | | G2G | | | | |
| **Who may avail:** | | All DSWD OBSU | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| ICT Support Ticket | | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The Client [Office, Bureau, Service or Unit] submits a ticket thru ICT Support Ticketing System. | 1. NTSSD will then Transcribe/Classify/Escalate the Ticket 2. CSG will Assess and Validate User Credentials and Authorization 3. BSSDD/DMD will process VPN Service authorization availability 4. CSG will then configure policy for Application Server/VPN Access for User and Test User connectivity | | | **N/A** | 4 Hours  (Refer to ICTMS SLA) | CSG |
| **Total** | | | | | **4 Hours**  **(Refer to ICTMS SLA)** | |

**Virus or Malware Issue**

The Cyber Security Group administers and maintains enterprise End-point Security Solutions for Central and Field Offices.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | CSG ICTMS | | | | |
| **Classification:** | | Simple | | | | |
| **Type of Transaction:** | | G2G | | | | |
| **Who may avail:** | | All DSWD OBSU | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| ICT Support Ticket | | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The Client [Office, Bureau, Service or Unit] submits a ticket thru ICT Support Ticketing System. | 1. NTSSD will transcribe/classify the Incident if it’s a valid virus or malware incident. 2. CSG will perform 2 processes: 1) Investigate cause of incident and Issue/update and install/Update Endpoint Solution. 3. advisory on affected/restored services. 4. If the issue requires AV installation or update, CSG will isolate infected unit If the issue need OS Level repair/restoration, CSG will isolate infected unit for deep analysis and execute restoration of services. 5. If it needs external SLA, CSG will escalate to external SLA. | | | **N/A** | 8 hours  (Refer to ICTMS SLA) | CSG |
| Total | | | | | 8 hours  (Refer to ICTMS SLA) | |

# 

**Application Vulnerability Assessment**

Perform regular security monitoring to identify/mitigate any possible intrusions/vulnerabilities.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | CSG ICTMS | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2G | | | |
| **Who may avail:** | | BSSDD | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| VA Ticket | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. BSSD/The Developer submits a VA Ticket, NTSSD will then transcribe/ classify ticket and CSG will assess Application documentation and Test Environment. | 1. CSG will execute Vulnerability Assessment proper. 2. If Documents are incomplete it will be given back to BSSD for completion. 3. Preparation and Patch Production Environment will be issued when there are no vulnerabilities found. | | **N/A** | 1 Day  (Depends on the VA Request) | CSG |
| Total | | | | 1 Day  (Depends on the VA Request) | |

**Information Security Incident Management**

The Cyber Security Group will adequately respond to an intrusion or incident, limit immediate incident impact to users and stakeholders.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | CSG ICTMS | | | | |
| **Classification:** | | Simple | | | | |
| **Type of Transaction:** | | G2G | | | | |
| **Who may avail:** | | All DSWD OBSU | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| ICT Support Ticket | | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The Client [Office, Bureau, Service or Unit] submits a ticket thru ICT Support Ticketing System. | 1. NTSSD will transcribe/classify the Incident if it’s a valid virus or malware incident. 2. CSG will classify and assess Nature on Incident and will Issue necessary advisory and assess extent of damage or data loss. 3. If issue requires patching, CSG will forward to BSSDD/DMD for patching application and servers. 4. If issue requires restoration, CSG will forward to BSSDD/DMD for backup restoration. 5. If issue requires physical security check, CSG will forward to BSSDD/DMD and will escalate to Admin Service Security. 6. If issue requires physical security check, CSG will forward to BSSDD/DMD and will escalate Law to Enforcement (e.g. NBI, CIDG). | | | **N/A** | 4 Hours  (Depends on the IMR Request) | CSG |
| Total | | | | | 4 Hours (Depends on the IMR Request) | |

**Website and Domain Provision**

Perform methodical data processing, integration, system integration, or enterprise application integration, organized as shared service of the DSWD and an inherent entity within the ICTMS.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | IMD ICTMS | | | | |
| **Classification:** | | Highly Technical | | | | |
| **Type of Transaction:** | | G2G | | | | |
| **Who may avail:** | | All DSWD OBSU | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** | | |
| ICT Support Ticket | | | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The requesting office will be sending the request in via memorandum addressed to the ICTMS director and cc’ed the IMD Chief which will be approved / disapproved by the ICTMS Director | 1. The request would be encoded in the ICTMS ticketing via system for documentation and assigned to the proper technical staff. 2. Once the ticket is assigned or reassigned to the proper division or technical staff, the technical staff would prepare a report to the director for approval of the request. 3. The technical staff would execute the instructions of the Director. 4. The staff will transfer the ticket to CSG for evaluation and approval for publishing. 5. The technical staff will inform the client and create a report via the ticketing system for documentati-on. | | **N/A** | | 30 days  (Subject to the approval of the DIR and CSG) | IMD |
| **Total** | | | | | **30 days (Subject to the approval of the DIR and CSG)** | |

**Server Provisioning**

Provide Infrastructure Management, the ICT core service that lays the foundation of information management services, and manages and secures the network, computing, and data center infrastructure and ancillary services that support its operation.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | IMD ICTMS | | | | |
| **Classification:** | | Simple | | | | |
| **Type of Transaction:** | | G2G | | | | |
| **Who may avail:** | | All DSWD OBSU | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** | | |
| ICT Support Ticket | | | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The requesting office will be sending the request in via memorandum addressed to the ICTMS director and cc’ed the BSSD Chief which will be approved / disapproved by the ICTMS Director | 1. The request would be encoded in the ICTMS ticketing via system for documentation and assigned to the proper technical staff. The BSSD would provide recommendations to IMD on the deployment specifications. 2. Once the ticket is reassigned, the system administrator checks if the ticket originated from BSSD. If it is not, it is endorsed to BSSD for checking and evaluation. In case that the ticket is from BSSD, then proceed to the next step. 3. The technical staff would evaluate the current capacity of existing ICT resources. In case that the resources can accommodate the requirements, the server is then provisioned. Otherwise, the requirements would be endorsed to the Office of the Director for Procure- ment. | | N/A | | 8 Hours – If resources are available  ( Subject to endorsement of BSSDD to IMD) | IMD |
| Total | 8 Hours – If resources are available  (Subject to endorsement of BSSDD to IMD) | |  | |  |  |

**Active Directory Account Provisioning**

Direct the development, installation, and maintenance of information systems, security controls, confidentiality, integrity and availability of information

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | | IMD ICTMS | | |
| **Classification:** | | | Simple | | |
| **Type of Transaction:** | | | G2G | | |
| **Who may avail:** | | | All DSWD OBSU | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| ICT Support Ticket | | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | |
|  | | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The user or client will create a technical support ticket via ICTMS ticketing system at <https://ictsupport.dswd.gov.ph>. Once the ticket is created, a ticket number shall automatically be sent to the client’s registered or official email. The helpdesk administrator shall acknowledge the client’s Technical Assistance (TA) request. | 1. The ticket is being evaluated by the helpdesk administrator from the NTSSD and will assign to the proper ICTMS division or technical staff. 2. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division. 3. Once the ticket is assigned to the System Administrator group or technical staff, the technical staff will coordinate to client for validation and get the necessary information:    1. First Name:    2. Middle Initial:    3. Surname:    4. Ext. Name (if any):    5. Office Name and Division/Unit:    6. Official Email or personal email (where the user credentials would be sent) 4. The technical staff will process the creation of Active Directory (AD) account (username and password). 5. Once the AD account is created, the technical staff shall provide the user credential and AD manual for employees via email for documenta- tion. | **N/A** | | 4 Hours | IMD |
| Total | 4 hours |  | |  |  |

# 

**Active Directory Account VPN Access**

Provide Infrastructure Management, the ICT core service that lays the foundation of information management services, and manages and secures the network, computing, and data center infrastructure and ancillary services that support its operation.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | | IMD ICTMS | | |
| **Classification:** | | | Simple | | |
| **Type of Transaction:** | | | G2G | | |
| **Who may avail:** | | | All DSWD OBSU | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| ICT Support Ticket | | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | |
|  | | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The user or client will create a technical support ticket via ICTMS ticketing system at [https://ictsupport.dswd.gov.p](about:blank)h. Once the ticket is created, a ticket number shall automatically be sent to the client’s registered or official email. The helpdesk administrator shall acknowledge the client’s Technical Assistance (TA) request. | 1. The ticket is being evaluated by the helpdesk administrator from the NTSSD and will assign to the proper ICTMS division or technical staff. 2. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division. 3. Once the ticket is assigned or reassigned to the proper division or technical staff, the technical staff will coordinate to client for validation and get the following information: 4. Purpose: 5. Server/System to be accessed:  (sample: [http://172.XX.XX.XX:3000](about:blank)) 6. Access Type: (sample:  HTTPS)   5. The technical staff will transfer the ticket to Cyber Security Group (CSG) which contains pertinent information to CSG process.  a.) AD Group Name  b.) Purpose  c.) System to be accessed  d.) List of users included | **N/A** | | 4 Hours  (Subject to the approval of CSG) | IMD |
| Total | | | | 4 Hours  (Subject to the approval of CSG) | |

**Systems Patching**

Perform methodical data processing, integration, system integration, or enterprise application integration, organized as shared service of the DSWD and an inherent entity within the ICTMS.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | | IMD ICTMS | | |
| **Classification:** | | | Simple | | |
| **Type of Transaction:** | | | G2G | | |
| **Who may avail:** | | | All DSWD OBSU | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| ICT Support Ticket | | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | |
|  | | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The user or client will create a technical support ticket via ICTMS ticketing system at [https://ictsupport.dswd.gov.p](about:blank)h. Once the ticket is created, a ticket number shall automatically be sent to the client’s registered or official email. The helpdesk administrator shall acknowledge the client’s Technical Assistance (TA) request. | 1. The ticket is being evaluated by the helpdesk administrator from the NTSSD and will assign to the proper ICTMS division or technical staff. 2. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division. 3. Once the ticket is reassigned to the proper technical staff, the technical staff in turn checks if the ticket originated from BSSD. If it is not, it is endorsed to BSSD for checking and evaluation. In case that the ticket is from BSSD, then proceed to the next step. 4. The technical staff would ensure that a backup of the system files is secured prior to patching 5. The technical staff would apply the patch and inform the CSG of the patches applied. 6. The technical staff will inform the client and create a report via the ticketing system for documenta- tion. | N/A | | Web Application: 4 Hour  Software Server side: 8 Hours | IMD |
| Total | Web Application:  (4 Hours)  Software Server side: (8 Hours) |  | |  |  |

**Datacenter Entry**

Responsible for managing the enterprise-wide network connectivity, providing computing support and maintaining applications in the production environment.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | | IMD ICTMS | | |
| **Classification:** | | Simple | | |
| **Type of Transaction:** | | G2G | | |
| **Who may avail:** | | All DSWD OBSU | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| ICT Support Ticket | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | |
|  | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The user or client will create a technical support ticket via ICTMS ticketing system at [https://ictsupport.dswd.gov.p](about:blank)h. Once the ticket is created, a ticket number shall automatically be sent to the client’s registered or official email. The helpdesk administrator shall acknowledge the client’s Technical Assistance (TA) request. | 1. The ticket is being evaluated by the helpdesk administrator from the NTSSD and will assign to the proper ICTMS division or technical staff. 2. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division. 3. Once the ticket is assigned or reassigned to the proper division or technical staff, the technical staff would check if the proper information and documents are in order.  * Delivery Receipt * Equipment List * System Documentation * Activity List  1. Once the documents are in order, the activity is then allowed to proceed. 2. The IMD technical staff will create a report via the ticketing system for documentation | **N/A** | 8 Hours  (Subject to the approval of the Division Chief) | IMD |
| Total | | | 8 Hours  (Subject to the approval of the Division Chief) | |

**DNS Update**

Direct the development**,** installation, and maintenance of information systems, security controls, confidentiality, integrity and availability of information

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | IMD ICTMS | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2G | | | |
| **Who may avail:** | | All DSWD OBSU | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| ICT Support Ticket | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | | |
|  | |  | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The user or client will create a technical support ticket via ICTMS ticketing system at [https://ictsupport.dswd.gov.p](about:blank)h. Once the ticket is created, a ticket number shall automatically be sent to the client’s registered or official email. The helpdesk administrator shall acknowledge the client’s Technical Assistance (TA) request. | 1. The ticket is being evaluated by the helpdesk administrator from the NTSSD and will assign to the proper ICTMS division or technical staff. 2. The ticket request must first be forwarded to the CSG and BSSD for approval. Both CSG and BSSD must both provide approval before endorsing the request to IMD for processing. 3. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division. The ticket must include the recommendation from CSG and BSSD. 4. The technical staff would then execute the recommendation of the CSG and BSSD 5. The IMD technical staff will create a report via the ticketing system for documentation | | **N/A** | 4 Hours  (Subject to the Approval of the BSSDD and CSG) | IMD |
| Total | | | | 4 Hours  (Subject to the Approval of the BSSDD and CSG) | |

**Master Data Management (Database Development)**

Master Data Management is the set of technology, tools, and processes that ensure master data is coordinated across the enterprise.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | | DMD ICTMS | | |
| **Classification:** | | Simple | | |
| **Type of Transaction:** | | G2G | | |
| **Who may avail:** | | All DSWD OBSU | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| ICT Support Ticket | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | |
|  | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Request for system development or enhancement | 1. Gather user process and data requirements 2. Design Database logical design 3. Create database physical design in development environment 4. Test developed database   Create Database in production | **N/A** | Specs Provision (4 Hours)  Deployment/Installation (2 Weeks) | DMD |
| Total | | | Specs Provision  (4 Hours)  Deployment/ Installation  (2 Weeks) | |

# 

**Master Data Management Change Management (Add/Change/Delete Master Data or Existing Databases)**

Just like with database development or database structure creation, change management involves close coordination with the data owners and systems analysts or software developers (both from the BSSDD).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | | DMD ICTMS | | |
| **Classification:** | | | Simple | | |
| **Type of Transaction:** | | | G2G | | |
| **Who may avail:** | | | All DSWD OBSU | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| ICT Support Ticket | | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | |
|  | | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit Signed CRF | 1. Change Management process (BSSDD) 2. Executes request on backend 3. Updates concerned database 4. Update master database (if needed)   Communicate changes | **N/A** | | Patching (4 Hours)  Change Request (4 Hours | DMD |
| Total | | | | Patching  (4 Hours)  Change Request  (4 Hours) | |

**Data Visualization**

DMD performs tasks and process for **data visualization** or presentation of data in a graphical form, in order to help decision-makers and project managers interpret data easily and make evidence-based decisions.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | DMD ICTMS | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2G | | | |
| **Who may avail:** | | All DSWD OBSU | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| ICT Support Ticket | | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | |
|  | | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Request for data visualization via DSWD Dashboard. | 1. Gather and check requirements 2. Generate required data for visualization (if Database) 3. Provide on hand data (if non database data) 4. Clean data and produce required tables 5. Produce data visualization 6. Receive data visualization for final review 7. Upload in DSWD dashboard.   Regular updates (if needed) | | **N/A** | Creation (if data is complete (4 Hours)  Updating Visualization based on non-database data (1 day)  Creation (if data is NOT complete (would depend on data completion from requester) | DMD |
| Total | | | | Creation:  if data is complete  (4 Hours)  Updating Visualization based on non-database data (1 day)  Creation: if data is NOT complete (would depend on data completion from requester) | |

# 

**Database Support**

Aside from the above processes, the DMD also receives Database Support services such as database table updates, data extraction, data migration, database-related application deployment, script deployment, table extraction, transformation, and loading, application support via addition of admin users, etc.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | DMD ICTMS | | | | |
| **Classification:** | | Simple | | | | |
| **Type of Transaction:** | | G2G | | | | |
| **Who may avail:** | | All DSWD OBSU | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| ICT Support Ticket | | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | | |
|  | | |  | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Request database support via ICT Support Ticketing System | 1. Provide initial response within 30 mins and coordinate with the requester. 2. Provide resolution within set SLA 3. Review and approve resolution’ 4. Change ticket status   Close Ticket and answer Customer Satisfaction Survey | | **N/A** | | Maintenance/Optimization (24 Hours/depend on the size of the tables/  database)  PPIS Account Activation & Updates (4 Hours) | DMD |
| **Total** | | | | **Maintenance/Optimization (24 Hours/depend on the size of the tables/database)**  **PPIS Account Activation & Updates**  **(4 Hours)** | | |

**GIS Support**

The Geographic Information Systems (GIS) Unit of the Data Management Division handles all GIS-related concerns and support of the Department.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | | DMD ICTMS | | |
| **Classification:** | | Highly Technical | | |
| **Type of Transaction:** | | G2G | | |
| **Who may avail:** | | All DSWD OBSU | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| ICT Support Ticket | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | |
|  | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Request for GIS TA and provides corresponding data | 1. Coordinate with OBSU/Client. Clarifies TA needs and data availability. 2. Analyzes needed data 3. Process Spatial Data 4. Cleanses data 5. Process Spatial Data 6. Finalize Processed Spatial Data 7. Assess if request is met 8. Receive GIS output   9. Provide Users training | **N/A** | Data Support (30 days) | DMD |
| Total | | | Data Support (30 days) | |

# 

**Incident Requests on ICT Hardware and Software**

Processes technical assistance for both hardware and software

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | NTSSD ICTMS | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2G | | | |
| **Who may avail:** | | All DSWD OBSU | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| ICT Support Ticket | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | | |
|  | |  | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The OBSUs submit their incident request through ICT helpdesk system. | 1. The Service Support Team Lead assess and assign the ticket to appropriate desktop support engineer. 2. Desktop Support Engineer provide service support for ICT software and hardware trouble to end user 3. If there's a need for Service Provider’s intervention, service support engineer provide a TA Report for submission to Procurement Management Division-Contract Management Division, if for warranty claim or to the OBSU concerned for facilitation of Purchase Request, if for Service Provider’s diagnosis and parts replacement. | | **N/A** | 4 Hours  (Refer to ICTMS SLA) | NTSSD |
| Total | 4 Hours  (Refer to ICTMS SLA) | |  |  |  |

**ICT Technical Specification Request**

Processes technical assistance for both hardware and software

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | | NTSSD ICTMS | | |
| **Classification:** | | Simple | | |
| **Type of Transaction:** | | G2G | | |
| **Who may avail:** | | All DSWD OBSU | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| ICT Support Ticket | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | |
|  | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The OBSUs submit their incident request through ICT helpdesk system. | 1. The Service Support Team Lead assess and assign the ticket to appropriate desktop support engineer. 2. Desktop Support Engineer provide Technical Specification Report based on industry standard and market research. | **N/A** | 3 Days  (Refer to ICTMS SLA) | NTSSD |
| **Total** | | | **3 Days**  **(Refer to ICTMS SLA)** | |

**Request for Evaluation ICT Hardware and Software**

Processes technical assistance for both hardware and software

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | NTSSD ICTMS | | | | |
| **Classification:** | | Simple | | | | |
| **Type of Transaction:** | | G2G | | | | |
| **Who may avail:** | | All DSWD OBSU | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| ICT Support Ticket | | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | | |
|  | | |  | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The BAC Secretariat request for evaluation of ICT equipment through a memorandum addressed to the Director of ICTMS | 1. ICTMS Director endorse the request to NTSSD. 2. NTSSD creates a Technical Working Group to evaluate the Quotations of Bidders. 3. The Technical Working Group submits an Evaluation Report indicating if a bidder is found to be compliant or not to BAC Secretariat. | | | **N/A** | 3 Days  (Refer to ICTMS SLA) | NTSSD |
| **Total** | | | | | **3 Days**  **(Refer to ICTMS SLA)** | |

**Assessed as Activity/Training Support**

Processes technical assistance for both hardware and software

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | NTSSD ICTMS | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2G | | | |
| **Who may avail:** | | All DSWD OBSU | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| ICT Support Ticket | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | | |
|  | |  | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The OBSUs submit their incident request through ICT helpdesk system. | 1. Provide tools/equipment if needed. 2. Deliver Technical Support. 3. Confirm with client when done. 4. Return tools/equipment from their proper disposition if there is any. | | **N/A** | Duration depends on OBSU request  (Refer to ICTMS SLA) | NTSSD |
| Total | | | | Duration depends on OBSU request  (Refer to ICTMS SLA) | |

**Technical Assistance for VOIP**

Processes technical assistance for both hardware and software

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | NTSSD ICTMS | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2G | | | |
| **Who may avail:** | | DSWD Central Office OBSU | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| ICT Support Ticket | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | | |
|  | |  | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The OBSUs submit their incident request through ICT helpdesk system. | 1. Reach out to the end user to verify the issue 2. After the issue is verified, The engineer assigned will apply remote(reboot the phone, change config and network status) solution to solve the issue 3. The Engineer will render onsite checking if remote solution do not addressed the issue such as, audio cables, displays, dial keys, and network connectivity 4. In the event that the issue cannot be resolved, the engineer will make factual conclusion and endorse the matter to network team | | **N/A** | Duration depends on OBSU request  (Refer to ICTMS SLA) | NTSSD |
| **Total** | | | | **Duration depends on OBSU request**  **(Refer to ICTMS SLA)** | |

**Technical Assistance for Webconference/Livestream**

Processes technical assistance for both hardware and software

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | NTSSD ICTMS | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2G | | | |
| **Who may avail:** | | DSWD Central Office OBSU | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| ICT Support Ticket | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | | |
|  | |  | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The OBSUs submit their incident request through ICT helpdesk system. | 1. Reach out to the end user to verify the issue 2. Gather the requirement of the end user such as the venue and the schedule of the event 3. Advice the end user to conduct an initial dry run to determine the issue that may arise 4. If an issue is encountered, coordinate with respective focal to addressed the issue 5. If the issue cannot be addressed due to defect on feature, escalate to the service provider | | **N/A** | Duration depends on OBSU request  (Refer to ICTMS SLA) | NTSSD |
| **Total** | | | | **Duration depends on OBSU request**  **(Refer to ICTMS SLA)** | |

**Wide Area Network**

Processes technical assistance for both hardware and software

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | NTSSD ICTMS | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2G | | | |
| **Who may avail:** | | All DSWD OBSU | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| ICT Support Ticket | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | | |
|  | |  | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The OBSUs submit their incident request through ICT helpdesk system. | 1. Conduct an initial troubleshooting by checking the network cables, device alarms, and conduct a Ping Test and Traceroute. By doing this, the network engineer can isolate if the cause of the problem is physical or logical. 2. Next is to identify the issue, if it is a physical issue, conduct power cycle on the router or modem and/or replace the cables. If it is a logical problem, report the issue to the Service Provider together with the ping & traceroute results and pictures of the hardware showing the alarm. 3. Confirm with the remote contact person if the link is already restored. 4. Require an Incident Management Report from the Service Provider after issue is resolved for documentation purposes. | | **N/A** | 4 hours for remote assistance, 1 day for onsite, 3 days if hardware replacement is required | NTSSD |
| Total | | | | 4 hours for remote assistance, 1 day for onsite, 3 days if hardware replacement is required | |

**Network (Wired and Wireless)**

Processes technical assistance for both hardware and software

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | NTSSD ICTMS | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2G | | | |
| **Who may avail:** | | All DSWD OBSU | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| ICT Support Ticket | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | | |
|  | |  | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| * 1. The OBSUs submit their incident request through helpdesk system. | * 1. The first step to do when this issue occurs is to check the physical layer - the network cable for wired user and wireless adapters for wireless users.   2. Next is to check the network configurations of the device of the user requesting the ticket. Check the IP configurations of the device if it is acquiring the proper addressing scheme. Initiate a ping test to the LAN gateway and outside network such as Google DNS. Check the port where the device is connected in the switch or wireless access point where the device is connected.   3. Confirm to the end-user that the ticket is already resolved before closing the ticket in the Ticketing System. Document the procedure undertaken for reference. | | **N/A** | 4 hours if only single user is affected, 8 hours if an OBSU is affected | NTSSD |
| Total | | | | 4 hours if only single user is affected, 8 hours if an OBSU is affected | |

**ICT Support Ticketing System**

Processes technical assistance for both hardware and software

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | NTSSD ICTMS | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2G | | | |
| **Who may avail:** | | All DSWD OBSU | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| ICT Support Ticket | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | | |
|  | |  | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| * 1. The ICT Support Ticketing System is accessible via Web form and via email. The URL  to access the said system is https://ictsupport.dswd.gov.ph using the AD credentials for login. | * 1. While the email is ictsupport@dswd.gov.ph. With this ticketing system, end-user can now monitor the progress of his/her Technical Assistance (TA) request. There are two classifications of TA request, Incident and Service Request each has its respective Category and subcategory to be able to be concise on each TA request.   2. The moderator will assign the TA to the technician. The assigned technician shall provide an initial response to the requester.   3. Upon resolution, the technician will change the status to resolved.   4. Should the requester agreed, he/she will update the ticket status from resolved to close otherwise she/he should reply to the ticket to reopen the ticket automatically.   5. Once the ticket status has changed into close, the requester will receive an invitation to answer the Customer Satisfaction Survey. | | **N/A** | Depends on the Incident/Service Request  (Refer to ICTMS SLA) | NTSSD |
| Total | | | | N/A |  |

**Wireless Service (Wiserv)**

Processes technical assistance for both hardware and software

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | NTSSD ICTMS | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2G | | | |
| **Who may avail:** | | All DSWD OBSU | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| ICT Support Ticket | | ICT Support Ticketing System.  <https://ictsupport.dswd.gov.ph> | | | |
|  | |  | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Request of technical assistance ( Account Activation/Deactvation; Account Update; Keyword Creation; Inaccessible)      1. Click the closing link received via email if amenable with resolutions provided else reply the remarks to reopen the ticket. 2. Accomplish the Customer Satisfaction Survey Form received via email. | Wiserv focal to check the status of the registered account.  Facilitates request within the set SLA  Update the status of the ticket from Open to resolve upon logging of the resolution provided | | **None** | Depends on the Incident/Service Request  (Refer to ICTMS SLA) | NTSSD |
| Total | | | | N/A | |

# **INTERNATIONAL SOCIAL SERVICES OFFICE**

**(ISSO)**

**NON- FRONTLINE SERVICES**

* + - 1. **Provision of Technical Assistance to SWAtts, One Stop-Shop DSWD NAIA Team, and DSWD ISSO FO Focal Persons**

This process was developed to ensure effective and efficient provision of TA for improved service delivery through establishment of a step-by-step procedures and requirements in providing technical assistance.

This will cover the ISSO established protocol in the provision of technical assistance (TA) to Social Welfare Attaches (SWAtts) at post, One-Stop shop (OSS) DSWD NAIA Team, and International Social Services (ISS) Focal Persons in all DSWD regional offices in various aspects of operation and service delivery.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Provision of Technical Assistance to SWAtts, One Stop-Shop DSWD NAIA Team, and DSWD ISS FO Focal Persons | | | | |
| **Classification:** | | Simple | | | | |
| **Type of Transaction:** | | G2G – Government to Government | | | | |
| **Who may avail:** | | SWAtt, OSS DSWD NAIA Team, and ISSO FO Focal Persons | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| * + - 1. Formal Letter of Request       2. Submitted Periodic Reports Especially the Issues Concerns Raised and Recommendations Part | | | * SWAtts, OSS, and FO Focals * ISSO Files and Emails | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Formally expressed the need for TA | 1. OSWA receives Doc. (report//request/ correspondence)  1.1. By email  1.2. By courier (from DSWD Records Unit | | | None | 4 Minutes | Incoming Staff |
|  | 2. Records the details of document for tracking (system/ logbook) and endorses to Office of Director - Date of receipt, source, subject, name of immediate destination (Office of the Director), and date endorsed to the Director’s Office | | | None | 3 Minutes | Incoming Staff |
|  | 3. Director’s secretary receives, records, and endorses document to the Director | | | None | 2 Minutes | Director’s Secretary |
|  | 4. Director makes notations and returns the document to his/her secretary with the instruction to endorse the request to the concerned division to act on the request | | | None | 2 Minutes | Director |
|  | 5. Director’s Secretary endorses the document to concerned Division admin staff after updating the logbook/system indicating the Director’s notations | | | None | 2 Minutes | Director’s Secretary |
|  | 6. Division admin staff records in the division’s logbook, details of document, including notation of the Director, and finally endorses to the division chief | | | None | 2 Minutes | Concerned Division Admin Staff |
|  | 7. Division chief reviews, makes notations, and returns the document to the division secretary who then enhanced his/her logbook indicating DC’s notations | | | None | 5 Minutes | Division Chief |
|  | 8. Division admin staff endorses the document to division’s concerned staff | | |  | 2 Minutes | Division Admin Staff |
|  | 9. Concerned staff acts on the document | | | None | 1 Hour for minor doc  (3 Hours for highly technical needing input form concerned OBSUs) | Concerned ISSO (Technical) Staff |
|  | 10. Concerned staff endorses written action to Division admin staff for onward endorsement to Division AA, with his/her logbook enhanced | | | None | 2 Minutes | ISSO (Technical) Staff |
|  | 11. Division chief reviews the document and endorsed to the Division secretary.  11.1. If no comment, approved document endorses to Office of Director for signature  11.2. If with comment/s, document is returned to concerned staff for enhancement/ finalization, then back to the division chief, and once approved, document is endorsed to the Office of the Director | | | None | 2 Minutes | Division Chief |
|  | 12. Director makes final review of the written action (approval and signature) to the document  12.1. If no comment, document is approved/signed and endorsed to the Outgoing staff for tracking.  12.2. If with comment/s, the written action to the document returned to the concerned Division for enhancement, then back to the office of the director for final action/ approval/signature and endorsement to the outgoing staff. | | | None | 2 Minutes  (1 Hour) | Director |
|  | 13. Signed written action to the document sent to concerned SWAtt/FO. | | | None | 2 Minutes | Outgoing Staff |
| 2. Fills out Online Satisfaction Survey Form | 14. Requested personnel who requested TA to fill out online SSF. | | | None | 1 Minute | Personnel who requested TA |
|  | 15. Processing/ analysis and inclusion of the result of the satisfaction survey to periodic report of the ISSO | | | None | 2 Minute | ISSO Focal for Client Satisfaction Survey |
|  | 16. Turns over the documents to the records officer for filing | | | None | 2 Minutes | Outgoing Staff and Record Officer |
| Total | | | | None | **94 Minutes (1 Hour and 40 Minutes) to 272 Minutes (4 Hours and 30 Minutes)** | |

Note:

1) 94 minutes of 1 hour and 40 minutes for minor document or request needing simple action.

2) 272 minutes of 4 hours and 30 minutes for highly technical concerns

3) For concerns needing instruction or policy pronouncement from cluster official/head, it may take more than a day depending on the availability of the concerned official.

4) For appropriate preparation of documented TA, the process will only take 13 steps, but if needed improvement, it will take 16 steps.

# **KAPIT-BISIG LABAN SA KAHIRAPAN COMPREHENSIVE AND INTEGRATED DELIVERY OF SOCIAL SERVICES NATIONAL COMMUNITY-DRIVEN DEVELOPMENT PROGRAM**

**(KALAHI-CIDSS NCDDP)**

**NON-FRONTLINE SERVICES**

1. **Request for Procurement Approval for KC-NCDDP**

Review and evaluation of submitted procurement documents of KC-NCDDP sub-projects with a contract cost of 2 million Pesos and above to ensure compliance of requirements of the Community-Based Procurement Manual prior to the issuance of the Notice of Award.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | KC-NCDDP Procurement | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2G – Government to Government | | | |
| **Who may avail:** | Barangay Development Council - Technical Working Group (BDC - TWG) through the Regional Program Management Office (RPMO) | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Program of Works (POW) including detailed estimates - Scanned or Photocopy | | Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office | | |
| Technical Specifications / Scope of Works - Scanned or Photocopy | | Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office | | |
| Community Procurement Plan - Scanned or Photocopy | | Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office | | |
| Invitation to Bid / Request for Quotation and Bidding Documents - Scanned or Photocopy | | Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team | | |
| Minutes of Bids and Awards Committee meetings - Scanned or Photocopy | | Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team | | |
| Post-Qualification Report, when necessary - Scanned or Photocopy | | Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team | | |
| Bid and Awards Committee Resolution Recommending Award - Scanned or Photocopy | | Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team | | |
| Legal, Technical and Financial Proposal of the recommended bidder - Scanned or Photocopy | | Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team | | |
| Draft Contract Agreement or Purchase Order - Scanned or Photocopy | | Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Regional Program Management Office (RPMO) submits a request for a Procurement No Objection Letter to the National Program Management Office (NPMO). | 1. NPMO Staff receives the request for printing and directives of the DNPM. | None | 15 Minutes | *Administrative Assistant II or Admin on Records* |
| 2. RPMO waits for the review, preparation, and approval of the Procurement NOL. | 2.1 The DNPM reviews the document to identify what cluster is responsible for the request that will provide the response and actions needed to be routed by the Admin. Asst. II. | None | 10 minutes | *Deputy National Program Manager and Administrative Assistant II* |
| 2.2 Encoding of the necessary information on the NOL request in the Procurement NOL tracking database. | None | 10 Minutes | *Project Development Officer IV – Community Procurement Officer* |
| 2.3 Documents are reviewed as to completeness, correctness, consistency, and compliance to the procurement guidelines. | None | 2 Hours | *Project Development Officer IV – Community Procurement Officer* |
| 2.4a If the request is compliant and with complete requirements, the PDO IV will prepare the Procurement NOL for approval, affix his/her initials, and forward it to the Admin Assistant for routing. | None | 15 minutes | *Project Development Officer IV – Community Procurement Officer* |
| 2.4b If the request is non-compliant and/or incomplete requirements the PDO IV will prepare a response letter incorporating the findings of the review and request for compliance on the findings and/or missing documentary requirements for the issuance of Procurement NOL, affix his/her initials, and forward it to the Admin Assistant for routing. | *Project Development Officer IV – Community Procurement Officer* |
| 2.5 Routing of the response to the request for Procurement NOL to DNPM for review | None | 15 Minutes | *Administrative Assistant II* |
| 2.6 Review for Initial Approval / Disapproval of Procurement NOL | None | 15 Minutes | *Deputy National Program Manager* |
| 2.7 Routing of the NOL to NPM Approval / Disapproval and Signature. | None | 15 Minutes | *Administrative Assistant II* |
| 2.8 Review for Approval/ Disapproval and Signature of the Procurement NOL. | None | 2 Hours | *National Program Manager and Administrative Assistant II* |
| 3. The requesting RPMO receives the Issuance of Procurement No Objection Letter (NOL). | 3. The Administrative Assistant routes the final response to Kalahi Records and issues the Procurement NOL to the RPMO | None | 15 minutes | *Administrative Assistant II and KALAHI- CIDSS Records* |
|  | 4. Request the Field office to fill up and accomplish the Client Satisfaction Measurement Survey Form | None | 5 minutes | *KALAHI- CIDSS Records* |
| **TOTAL** | |  | **5 hours and 55 minutes** |  |

1. **Request for Technical Approval for KC-NCDDP**

Technical Review of the proposed sub-projects with a grant amount of 2 million and above to ensure compliance of requirements of the Community-Based Infrastructure Manual.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | KC-NCDDP Engineering, CD, and Procurement | | | | |
| **Classification:** | Simple | | | | |
| **Type of Transaction:** | G2G – Government to Government | | | | |
| **Who may avail:** | Barangay Development Council - Technical Working Group (BDC - TWG) through the Regional Program Management Office (RPMO) | | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| Program of Work (POW) including detailed estimates, bill of quantities/materials, work schedules in Gantt chart of Program Evaluation Review Technique (PERT) Critical Path Method (CPM) - Scanned or Photocopy | | Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office | | | |
| Technical plans and specifications - Scanned or Photocopy | | Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team | | | |
| Applicable social and environmental safeguards clearance - Scanned or Photocopy | | Department of Environment and Natural Resources | | | |
| Community Procurement Plan - Scanned or Photocopy | | Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team | | | |
| Market and economic study (for enterprise development sub-projects) - Scanned or Photocopy | | Regional Program Management Office / Area Coordinating Team | | | |
| Operation and Management Plan clearly stating the O&M arrangements; appropriate organization, policy/by-laws, guidelines and user’s fee (for Enterprise Development SPs) - Scanned or Photocopy | | Regional Program Management Office / Area Coordinating Team | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Regional Program Management Office submits a request for a Technical No Objection Letter to the National Program Management Office. | 1. NPMO Staff receives the request for printing and the directives of the DNPM. | None | 15 Minutes | *Administrative Assistant II or Admin on Records* |
| 2. RPMO waits for the review, preparation, and approval of the Technical NOL. | 2.1 The DNPM reviews the document to identify which cluster is responsible for the request that will provide the response and actions needed to be routed by the Admin Assistant II. | None | 30 minutes | *Deputy National Program Manager and Administrative Assistant II* |
| 2.2 Procurement Unit reviews the Community Procurement Plan as to its correctness and consistency with the POW, and proper contract packaging. | None | 2 hours | *Project Development Officer IV –Procurement* |
| 2.3a If the request is compliant and with complete requirements, the MATA Team will prepare the Technical NOL for approval, affix his/her initials and forward it to the Admin Assistant II for routing to the DNPM. | None | 2 hours | *Project Development Officer IV – Eng’g, CD, and Procurement* |
| 2.3b If the request is non-compliant and/or incomplete requirements the MATA Team will prepare a response letter incorporating the findings of the review and request for compliance on the findings and/or missing documentary requirements for the issuance of Technical NOL, affix his/her initials, and forward it to the Admin Assistant for routing. | *Project Development Officer IV – Eng’g, CD, and Procurement* |
| 2.4 Routing of the response to the request for NOL to DNPM for review | None | 15 Minutes | *Administrative Assistant II* |
| 2.5 Review for Initial Approval / Disapproval of Technical NOL  2.5a.For approved proceed to item 2.6  2.5b. For a disapproved return to item 2.2 | None | 15 minutes | *Deputy National Program Manager* |
| 2.6 Routing of the Technical NOL to NPM Approval / Disapproval and Signature. | None | 15 Minutes | *Administrative Assistant II* |
| 2.7 Review for Approval/ Disapproval and Signature of the Technical NOL.  2.7a. For approved proceed to item 2.7  2.7b. For a disapproved return to item 2.2 | None | 15 minutes | *National Program Manager and Administrative Assistant II* |
| 3. The Requesting RPMO receives the Issuance of Technical NOL. | 3. The Administrative Assistant routes the final response to Kalahi Records and issues the Technical NOL to the RPMO | None | 15 Minutes | *Administrative Assistant II and Kalahi Records* |
|  | 4. Request the Field office to fill up and accomplish the Client Satisfaction Measurement Survey Form | None | 5 minutes | *KALAHI-CIDSS Records* |
| TOTAL | | None | 6 hours and 5 minutes |  |

1. **Concurrence of LGU Engagement**

Municipal local government units must undergo the KC-NCDDP enrollment process that aims to brief the local government units about responsibilities in KC-NCDDP and provide them with opportunities for comments and inputs. As such, the enrollment process will include mapping out the various roles, responsibilities, and contributions that DSWD will expect from the local government units. Through the enrollment process, the local government unit’s commitments for KC-NCDDP are better clarified at the early stage, and risks of the local government unit’s failure to deliver said commitments can be anticipated and managed by DSWD.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | CD Division | | | |
| **Classification:** | Complex | | | |
| **Type of Transaction:** | G2G – Government to Government | | | |
| **Who may avail:** | Targeted Communities of the Program | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Endorsement from Regional Director | | DSWD Regional Office | | |
| 2. Letter of Intent from the Local Chief Executive to participate in KC-NCDDP & SB implementation and SB Resolution to Engage in the Program - Scanned or Photocopy | | Municipal Local Government Unit | | |
| 3. Municipal Local Government Unit Enrollment Form - Scanned or Photocopy | | Area Coordinating Team / Municipal Local Government Unit | | |
| 4. Local Government Unit -Led Implementation Eligibility Checklist - Scanned or Photocopy | | Regional Program Management Office / Area Coordinating Team | | |
| 5. Local Government Unit Capacity Assessment Result - Scanned or Photocopy | | Regional Program Management Office / Area Coordinating Team | | |
| 6. Potential Problem Analysis (PPA) - Scanned or Photocopy | | Regional Program Management Office / Area Coordinating Team | | |
| 7. Municipal Program Implementation Proposal (MPIP - if LGU Led) and/or CEAC work plan (if regular CEAC) (if rating in the Local Government Unit Capacity Assessment Result falls under Moderately Strong or Strong) - Scanned or Photocopy | | Municipal Local Government Unit | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Regional Program Management Office (RPMO) submits a request for Concurrence of LGU Engagement to the National Program Management Office (NPMO) | 1. NPMO Staff receives the request for printing and directives of the DNPM. | None | 15 Minutes | *Administrative Assistant II or Admin. on KALAHI- CIDSS Records* |
| 2. RPMO waits for the review, preparation, and approval of the Concurrence of LGU Engagement | 2.1 The DNPM reviews the document to identify which cluster is responsible for the request that will provide the response and actions needed and to be routed by the Admin. Asst. II. | None | 4 hours | *Deputy National Program Manager and Administrative Assistant II* |
| 2.2 Division Head Review and provide instruction to assigned PDO IV - CD to validate and assess the completeness of requirements and for the drafting of concurrence/acknowledgment. | None | 4 Hours | *Project Development Officer V – CD* |
| 2.3 Review the content and completeness of documents and all the documentary requirements for the Concurrence of LGU Engagement | None | 2 Days | *Project Development Officer IV – CD* |
| 2.4a If the request is compliant with the requirements, the PDO IV will prepare and draft the letter of concurrence, affix his/her initials, and forward it to the Admin Assistant for routing and approval of the Division Head. | None | 2 Hours | *Project Development Officer IV – CD* |
| 2.4b If the request is non-compliant with the requirements, the PDO IV will prepare a response letter incorporating the findings of the review and request for compliance on the findings and/or missing documentary requirements for the issuance of Concurrence, affix his/her initials, and forward it to the Admin Assistant for routing and approval of the Division Head. |
| 2.5 Routing of the response to the request for Concurrence to DNPM for review | None | 15 Minutes | *Administrative Assistant II* |
| 2.6 Review for Initial Approval/ Disapproval of the Concurrence  2.6.a. for approved proceed to 2.6  2.6.b. for disapproved return to item 2.2 | None | 2 Hours | *Deputy National Program Manager*  *Administrative Assistant II* |
| 2.7 Routing of the request for Concurrence to NPM for Approval / Disapproval and Signature. | None | 15 Minutes | *Administrative Assistant II* |
| 2.8 Review for Approval/ Disapproval and Signature of the Concurrence.  2.8.a. approved can proceed to item 3  2.8.b. disapproved return to item 2.2 | None | 2 hours | *National Program Manager* |
| 3. The requesting RPMO receives the issuance of Concurrence of LGU Engagement. | 3. The Administrative Assistant routes the final response to Kalahi Records and issues the Concurrence of LGU Engagement to the RPMO. | None | 30 Minutes | *Administrative Assistant II and KALAHI-CIDSS Records.* |
|  | 4. Request the Field office to fill up and accomplish the Client Satisfaction Measurement Survey Form | None | 5 Minutes | *KALAHI-CIDSS Records.* |
| TOTAL |  | None | 3 Days, 7 Hours and 20 Minutes | |

# **LEGAL SERVICE**

**(LS)**

**NON-FRONTLINE SERVICES**

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

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Legal Management Division (LMD) | | | | |
| **Classification:** | | Simple | | | | |
| **Type of Transaction:** | | G2G – Government to Government | | | | |
| **Who Can Use the Service:** | | DSWD Central Office Personnel | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| * + 1. Request for CENOPAC through HRMIS Access Account     2. Answered Client Feedback Form | | | DSWD Central Office | | | |
| **CLIENT’S STEPS** | **AGENCY ACTION** | | | **FEES** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
|  | 1. The Legal Assistant (LA)   receives requests for  CENOPAC through Legal  Case portal.   * 1. The Legal Assistant   (LA) must log-in to  The  legalcaseportal.dswd.gov.ph to check  the request. | | | None | 10 minutes | Legal Assistant |
|  | 1. LA checks the name of the   requestor against the Legal  Case Portal (LCP) database to determine whether or not  the requestor has a pending administrative case.   * 1. If the requestor has no pending administrative case, LA clicks the APPROVE button and if the requesting employee has a pending administrative case, LA clicks the DISAPPROVED button.      1. If disapproved, the requestor will receive an email notification of the disapproval with an instruction to coordinate with the Legal Service for the specific details.      2. If approved, LA clicks the ISSUANCE button and enters the date of the start period of processing. The requestor will then receive an email notification that his/her request is being PROCESSED. | | | None | 35 minutes | Legal Assistant |
|  | 1. For printing CENOPAC requests, LA clicks the PRINT CENOPAC button.    1. LA prints out two original certifications. LA shall forward the printed certifications to the LS Director for signature | | | None | 10 minutes | Legal Assistant |
|  | 1. The LS Director shall sign the certification. In case of absence or unavailability of the LS Director, the Office in-Charge (OIC), based on the Order of Succession, shall be the signatory.   LS Director will give the signed certification to LA for Release. | | | None | 10 hours | LS Director |
|  | 1. LA shall give the approved and signed certifications to the Administrative Aide (AA) for release.    1. LA shall update the status of the request CENOPAC, then forward to AA.    2. The AA shall release the approved and signed CENOPAC to the requestor or his/her authorized representative.   ***.***   * 1. AA shall give a copy or link of the Customer Feedback Form to the requestor. | | | None | 15 minutes | Legal Assistant & Administrative Aide |
|  | 1. The LA shall click the CLAIM button in the Legal Case Portal to update the status and to appear therein that the CENOPAC has been claimed. Upon clicking the CLAIM button, a Confirmation window will pop up and LA shall enter the following information: date claimed, time claimed and claimed by.    1. For analysis and preparation of the report. Generate the CENOPAC from Legal Case Portal. | | | None | 15 minutes | Legal Assistant |
| **Total Processing Time:** | | | |  | **11 hours and 15 minutes** | |

# **NATIONAL HOUSEHOLD TARGETTING OFFICE**

**(NHTO)**

**NON-FRONTLINE SERVICES**

1. **Data Sharing with DSWD OBSUs - Name Matching**

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | National Household Targeting Office | | | |
| **Classification:** | | T Highly Technical | | | |
| **Type of Transaction:** | | Government to Government (G2G), Government to Business (G2B), Government to Citizen | | | |
| **Who may avail:** | | All DSWD OBSUs | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| 1.Letter of Request (indicating reasons for name-matching)  2.Electronic copy of the names to be matched. | | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTO/ NHTS. | 1. Receive and record the request in the document transaction/ tracking system.  1.1. Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.  1.2. Forward request for approval to the NHTO Director/ NHTS PPD Chief. | | None | 5 minutes | *Administrative Assistant* |
|  | 2. Review, input comments and decide if the request is for processing or not then endorse to the Information Technology Officer. | | None | 4 hours | *NHTO Director/ NHTS PPD Chief* |
|  | 3. Review and facilitate the request   * If Disapproved- Return to requesting party and stating in the letter the reasons for disapproval based on MC 12, s. 2017. End of process. * If Approved - Endorse to the NHTO IT DPS Section Head   \*Note: For NHTS- If Approved, the request will be processed. | | None | 10 minutes | *Information Technology Officer* |
|  | 4. Assess if the attached electronic copy of names is in accordance with the template required.   * If not in accordance with the required template - Inform the requesting party for revision. * If in accordance – Inform the Administrative Assistant of the schedule of release of the results. | | None | 1 hour | *Information Technology Officer* |
|  | 5. Process the request on a set deadline, depending on the volume or number of names to be matched. | | None | 20 days (for 300,000 names) | *Information Technology Officer* |
|  | 6. Review the result of the name matching. | | None | 3 days | *NHTO QMS/ NHTS Information Technology Officer* |
|  | 7. Secure the data by adding password protection to the file.  7.1. Prepare the Data Release Form (DRF), draft memo reply and burn results in a compact disc(CD).   * Other storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party   7.2. Counter sign in the DRF  7.3. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit. | | None | 2 days | *Information Technology Officer*  *NHTO DPS Head and QMS Head/*  *NHTS Head/ PDO*  *NHTO IT Division Chief/ NHTS PDO* |
|  | 8. Sign the memorandum/ endorsement letter. | | None | 4 hours | *NHTO Director/ NHTS Regional Director* |
|  | 9. Track and scan the document before releasing the result to the requesting Party. | | None | 5 minutes | *Administrative Assistant* |
| 10.Call NHTO Office | 10. Provide the password of the file to the requesting party thru phone upon inquiry. And administer the CSMS form per CART guidelines. | | None |  | *Information Technology Officer* |
| **Total:**  ***\*with possible extension on the actual data processing depending on the volume of data and names required*** | | | **None** | **26 days, 1 hour, 20 minutes** |  |

1. **Data Sharing with DSWD OBSUs - List of Data Subjects**

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | National Household Targeting Office | | | |
| **Classification:** | T Highly Technical | | | |
| **Type of Transaction:** | Government to Government (G2G), Government to Business (G2B), Government to Citizen | | | |
| **Who may avail:** | All DSWD OBSUs | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1.Letter of Request (indicating purpose and list of data sets) | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.The Requesting Party will endorse their letter of request with attached e-copy of data requirements to NHTO/ NHTS. | 1. Receive and record the request in the document transaction/ tracking system.  1.1. Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.  1.2. Forward for approval to the NHTO Director/ NHTS PPD Chief. | None | 5 minutes | *Administrative Assistant* |
|  | 2. Review, input comment and decide if the request is for processing or not. The request is forwarded to the Information Technology Officer. | None | 4 hours | *NHTO Director/ NHTS PPD Chief* |
|  | 3. Review and facilitated the request   * If Disapproved- Return to requesting party and stating in the letter the reasons for disapproval based on MC 12, s. 2017. End of process. * If Approved - Endorse to the NHTO IT DPS Section Head   \*Note: For NHTS- If Approved, the request will be processed. | None | 10 minutes | *Information Technology Officer* |
|  | 4. Process the request. | None | 3 day 3 days | *Information Technology Officer* |
|  | 5.Review result of data generation. | None | 2 3 days | *NHTO QMS/ NHTS Information Technology Officer* |
|  | 6. Secure the data by adding password protection to the file.  6.1. Prepare the Data Release Form (DRF), draft memo reply and burn results in a compact disc(CD).   * Other storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party     6.2. Counter sign in the DRF | None | 1 day | *Information Technology Officer*  *NHTO DPS Head and QMS Head/*  *NHTS Head/ PDO* |
|  | 7. Finalize the memo, attach with the DRF and secured data (CD), then forward it to the Administrative Section. | None | 4 hours | *NHTO IT Division Chief/*  *NHTS PDO* |
|  | 8.The Director will sign the memorandum. | None | 4 hours | *NHTO Director/ NHTS Regional Director* |
|  | 9.The Administrative Section will track and scan the document before releasing the result to the requesting Party. | None | 5 minutes | *Administrative Assistant* |
| 10.Call NHTO Office | 10.Upon receiving the result from NHTO, the requesting party will contact (thru phone) Data Processing Section for the password of the file. | None |  | *Information Technology Officer* |
| **Total:** | | **None** | **8 days, 4 hours, 20 minutes** |  |

1. **Data Sharing with DSWD OBSUs - Statistics/Raw Data Request**

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | NHTO – Operations Division | | | | |
| **Classification:** | C Complex | | | | |
| **Type of Transaction:** | Government to Government (G2G), Government to Business (G2B), Government to Citizen | | | | |
| **Who may avail:** | DSWD OBSUs | | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1.Letter of Request (specify purpose and data requested) | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. The Requesting Party will endorse their letter of request of statistical data/ raw data generated from *Listahanan* (specify purpose and data requested)*.* | 1. Receive and record the request in the  transaction/ trackingsystem.  1.1. Forward request to the Office of the NHTO Director/ NHTS PPD Chief. | None | 10 minutes | *Administrative Assistant* |
|  | 2.Review, input comments and approval in the request based on MC 12, s.2017 then endorse to the NHTO Statistics Section/ NHTS Regional Field Coordinator. | None | 5 hours | NHTO Director/ NHTS PPD Chief |
|  | 3. Review the request if:  a. *Not clear –* In case of vague data request- coordinate with the data users to clarify the data requirements. He/ She shall provide recommendations on other possible data that can be requested if the requested data is not available in the *Listahanan* database.  b. *Clear –* Endorse request to the Associates Statisticians for data generation. | None | 5 hours | *NHTO Head Statistician/ NHTS Regional Field Coordinator* |
|  | 4.Generate the requested data from the *Listahanan* database. The generated statistical/ raw data can be in *excel* or in any format available.  4.1 Draft reply letter/ memorandum  4.2 Submit the generated data and reply letter to the NHTO Head Statisticians/ NHTS RFC | None | 1 day | *Associate Statisticians* |
|  | 5. Countercheck the generated statistical/ raw data if:  a. *Not accurate –* Return the generated statistical/ raw data to the Associate Statisticians for revisions.  b. *Accurate* –Submitthegenerated data statistical/ raw to the NHTO Operations Division Chief/ NHTS PPD Chief. | None | 5 hours | *NHTO Head Statistician/ NHTS RFC* |
|  | 6. Review the facilitated data, countersign reply letter/ memorandum and endorse to the Director for approval and release. | None | 5 hours | *NHTO Operations Division Chief/ NHTS PPD Chief* |
|  | 7. Review further the facilitateddata request. If the generated statistics/ raw data is:  a. *Not accurate and acceptable –* Return the facilitated data request to the Statistics section for revisions.  b. *Accurate and acceptable –* Signthe reply letter/ memorandum. The facilitated data requestwill be approved for release. | None | 5 hours | *NHTO Director/ NHTS Regional Director* |
| 8.Receive the data requested | 8. Track and facilitate the release of the *approved* data request to the requesting party.   * Administer the CSMS form per CART guidelines | None | 10 minutes | *Administrative Assistant*  *Associate Statisticians* |
| **Total:** | | **None** | **4 days, 1 hour, 20 minutes** |  |

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

* 1. For Fidelity Bind;
  2. For Scholar Application;
  3. For Loan Application;
  4. For Employment Application; and
  5. Others

# **PANTAWID PAMILYA PILIPINO PROGRAM**

**(4PS)**

**NON-FRONTLINE SERVICES**

1. **Provision of Assessment on the Request for the Declaration of Force Majeure / State of Calamity**

This section describes approval process for the Request for the Declaration of FM/state calamity , which is accordance with  approved 4Ps IRR stipulated in    Rule VIII, Section 15 which states " Any of all the conditions for entitlement may be suspended by the DSWD Secretary during times of calamity, war and armed conflicts and force majeure situations in accordance with relevant laws and DSWD guidelines, In such cases , full compliance to such conditions are deemed waived and payments to beneficiaries shall be granted in full."

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Pantawid Pamilyang Pilipino Program - National Program Management Office | | | |
| **Classification:** | Complex | | | |
| **Type of Transaction:** | G2G- Government to Government | | | |
| **Who may avail:** | DSWD Regional Offices | | | |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** | | | |
| * 1 Formal request signed by the DSWD Regional Director to invoke Rule VIII, Section 15 of Pantawid Pamilyang Pilipino Program IRR.      * Certification/s attesting the occurrence of the event/s affecting the implementation of the program or hampering the beneficiaries from complying with the program conditions | | * Requesting Region where fortuitous events occurred      * Concerned agencies | | |
| **Client Steps** | **Agency Actions** | **Fees to be Paid** | **Processing Time** | **Person Responsible** |
| 1. Submit official requests specifying the areas affected and program conditions requested, together with the necessary certifications from the concerned agencies. | 1. Assess and validate the request for the approval of the declaration of the Force Majeure and endorse the results of assessment and recommendations to the Office of the Deputy National Program Manager for Operations. | None | 3 days | 4Ps NPMO –  Compliance Verification Division (CVD)/**Division Chief** |
| None | 1. Review the endorsed assessment results and recommendations that provide initials and forward to the Office of the National Program Manager | None | 2 days | 4Ps NPMO – Office of the Deputy Program Manager for Operations/**Deputy Program Manager for Operations** |
| None | 1. Review the endorsed assessment results and recommendations, provide signatures then forward to the concerned office/s. | None | 2 days | 4Ps NPMO – Office of the National Program Manager/**National Program Manager** |
| **Total:** | | **None** | **7 days** |  |

# **PROGRAM MANAGEMENT PROGRAM**

**(PMB)**

**NON-FRONTLINE SERVICES**

1. **Securing Travel Clearance Blue Cards**

A booklet of blank travel clearance forms with serial numbers as its security mechanism where its distribution is controlled by the Program Management Bureau for issuance to the DSWD Field Offices

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Sectoral Programs Division | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2G- Government to Government | | | |
| **Who may avail:** | | Filipino Minors Travelling Abroad | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| 1. Official Request for MTA Blue Cards signed by the Regional Director | | | DSWD Field Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Sending of Official Request of the Field Offices for MTA Blue Cards | 1.1 Tracking and Data banking of Request | | None | 5 minutes | Administrative Staff (Incoming) |
|  | 1.2 Provision of Serial Numbers of the Blue Cards requested | |  | 5 minutes | Assigned Admin Staff |
|  | 1.3 Social Worker Drafts the Transmittal letter to FOs   * Recommends for the approval or disapproval of the application to the Signing Authority. | |  | 10 minutes | Technical staff/MTA Focal Person |
|  | 1.4 Review and Approval of the Request  a. If Approved:  Issuance and packaging of Requested Blue Cards  b. Endorsement to Records Management Unit for the Transporting/Sending to requesting FO. | |  | 5 Minutes  10 Minutes  10 Minutes | Bureau Director  Admin staff  Outgoing Clerk/Admin Staff |
| **TOTAL** | | | **NONE** | **45 MINUTES** | |

1. **Enhancement of Policy Development for Program Management Bureau’s Programs and Services:**

Provision of Technical Assistance of Program Management Bureau to Field Offices

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Program Management Bureau | | | | |
| **Classification:** | | Highly Technical | | | | |
| **Type of Transaction:** | | G2C- Government to Government | | | | |
| **Who may avail:** | | Focal Person, Field Offices | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| NOT APPLICABLE | | |  | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. Conduct of Policy Review or Enhancement  2. Gathers relevant documentation  3. Drafts the Policy / Guidelines  4. Conducts review of the drafted policy / guidelines  5. With comments?  6. Senior staff/circle of Specialists Review the Drafted Policy/Guidelines  7. Endorse the policy / guidelines for final review  8. Discusses the draft policy / guidelines  8.1.a with comments?  9. Submit the draft policy / guidelines to EXECOM for approval  10. Endorse the approved policy / guidelines to records  11. Disseminate the approved policy / guidelines to the Field Offices and OBS  12. Monitoring and evaluation of the policy is followed or complied by the FOs | 1.1 The emerging issues/concerns are kept unsolved as a product of a Program Implementation Review (PIR) or a periodic review of the policy or the policy is already 3 years old, Focal Person conducts policy development or enhancement.  2.1 Focal Person conducts pilot implementation guidelines.  3.1 Focal Person gathers all relevant documents and guidelines as reference for the drafting of the policy / guidelines.  4.1 Drafts the policy / guidelines.  5.1 Endorses the draft policy / guidelines to the immediate supervisor and Field Offices for comments and inputs.  If yes:   * Consolidates the comments and inputs received. * Enhances the draft policy / guidelines based on the comments / inputs received * Endorses the draft policy / guidelines to the immediate supervisor and Field Offices for final vetting of comments and inputs.   If none, proceed to next step  6.1 PMB Senior Staff / Circle of Specialists review the draft policy / guidelines  7.1 Prepares the transmittal memo of the enhanced version of the policy / guidelines to the MANCOM and EXECOM Secretariat.  7.1.2 Bureau Director approves transmittal memo to the MANCOM and EXECOM Secretariat.  7.1.3 Endorses the draft policy / guideline from the proponent OBSU to the MANCOM and EXECOM members for comments / inputs.  7.1.4 Includes in the agenda during meetings of the MANCOM and EXECOM members the draft policy / guideline for further discussion.  8. Discusses the draft policy / guideline with the proponent OBSU.  If yes:   * Finalizes the policy / guidelines based on the comments of the MANCOM and EXECOM members.   If none, proceed to next step  9.1 Approves the policy / guideline.  10.1 Endorses the approved policy / guidelines to the Records Unit for numbering  10.1.a Provides the numbered policy / guidelines to the focal person and in the central file for the Bureau’s copy and reference.  11. Disseminated the numbered policy / guidelines to the Field Offices.  12. Focal Person conducts monitoring of the policy if followed or complied by the FOs. | None  None  None  None  None  None  None  None  None  None  None  None  None  None  None  None  None | 1 day  1 week  3 days  2 days  2 days  2 days  2 days  1 day  2 days  2 weeks  2 days  2 weeks  1 day  1 day  1 day  1 day  2 years | PMB Focal Person  PMB Focal Person  PMB Focal Person  PMB Focal Person and Immediate Supervisor  PMB Focal Person  PMB Senior Staff / Circle of Specialists  PMB Focal Person for CNSP  Bureau Director  MANCOM and EXECOM Secretariat  MANCOM and EXECOM  PMB Focal Person  Secretary  Outgoing Administrative Staff  Outgoing Administrative Staff  DSWD CO Records Officer  PMB Focal Person |
| **TOTAL** | | **NONE** | **2 years and 46 days including monitoring and evaluation of Policy** | |

1. **Provision of Technical Assistance of Program Management Bureau to Field Offices**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Program Management Bureau | | | |
| **Classification:** | | Highly Technical | | | |
| **Type of Transaction:** | | G2C- Government to Government | | | |
| **Who may avail:** | | Focal Person, Field Offices | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| 1. Request of Technical Assistance signed by the Regional Director | | | DSWD-PMB/Field Offices | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. ***Situational Analysis Phase*** | | | | |
| 1. Review of reports or receipt of request and conduct of needs assessment | 1. The program focal person reviews the relevant reports and/or request from FO for technical assistance (TA). The TA may emanate from:  a. assessment reports during the program implementation reviews (PIR), other relevant reports and/or  b. Receipt of request from FO  1.1. The program focal person will identify the specific gaps, problems or issues and concerns on program work areas. Program reports and other relevant documents such as guidelines, previous confirmation report/s to technical assistance, and other pertinent documents will be used as a reference.  1.2 The following are the program work areas that may be considered:  a. Administration and organization;  b. Program management; and  c. Institutional mechanism  d. other work areas that may be deemed necessary can also be added. | None | 5 working days | Program Focal Person |
| **TOTAL** | | **NONE** | **5 Working Days** | |
| 1. *Planning Phase* | | | | |
| 3. Preparation of Technical Assistance Plan | 2. The focal person drafts the technical assistance plan. The plan may include interventions to the following areas:  2.1 Policy and plans formulation  Formulation of regional program guidelines interpretation  Preparation of regional work and financial plan  Accomplishment reports/reportorial requirements  2.2 Standards development promotion and compliance Application of standards in DSWD Centers/ Institutions and Retained Community-Based Services  2.3. Social Protection and capacity building Case management system  Networking Interpretation of policies/ guidelines  2.4 The technical assistance plan should identify the expected recipient based on the following levels:  Technical level, if the program concern is on the execution of program components, provisions in the guidelines, accomplishments, and deviation in the standards set for the program. The TA session will be given by the PMB Program focal person to FO program focal person.  Supervisory level if the program concern is on varying interpretation of program policy/ies, deviation in the program design and policies, low accomplishments and other matters that is/are not resolved at the technical level. The TA session will be given by the PMB Division Chief to the FO Division Chief or Unit/Section Head. The program focal persons may be invited.  Managerial level if the program concern requires action and decision of the PMB Director and FO Regional Director. These matters are the unresolved gaps that were previously provided with technical assistance at the technical and supervisory levels. The TA session will be given by the PMB Assistant Bureau Director and/or Bureau Director to the FO Assistant Regional Director for Operations and/or Regional Director. The Division Chiefs, Unit/Section Heads, and program focal persons may also be invited.  2.5 TA session/s shall be in the following forms of capability building activities:  Orientation  Demonstration session  Consultation or sharing session  Coaching  Mentoring  2.6. TA modalities shall be in the following platforms:  Virtual/online (the focal person shall create the virtual meeting link)  Face-to-face (if the technical assistance requires travel by air, the Air Transport Reservation Officer shall be coordinated for the airline ticket concerns; if the technical assistance requires by land travel, the procedures for the request of vehicle shall be followed. If there is no vehicle available, the reimbursement for land travel’s procedure shall be followed)  Mixed modalities (virtual TA followed by an onsite visit, whenever necessary and applicable)  3. Review and vetting of the Unit Head and Division Chief  3.1 If yes, the focal person consolidates the comments and/or inputs received     1. 3.2 Enhances the technical assistance plan | None | 10 working days | Program Focal Person |
| 4. Review and vetting  4.1 With comments? | 4.1 Review and vetting of the Unit Head and Division Chief  4.1 If no, incorporate the comments and/or inputs received and enhances the document/s  4.2 Focal Person endorses the revised document/s to Unit Head and Division Chief for initial approval.  4.3 Administrative staff endorses the document to the Office of the Bureau Director | None | 3 working days  1 working day  Within the day  Within the day | Unit Head and Division Chief  Program Focal Person  Program Focal Person, Unit Head and Division Chief  Administrative Staff |
| 5. Approval of the TA Plan | 5. Approval of the TA plan | None | 3 working days  Within the day | Assistant Bureau Director and Bureau Director  Administrative Staff |
| **TOTAL** | | **NONE** | **17 Days** | |
| 1. ***Actual Provision of Technical Assistance Phase*** | | | | |
| **C.1 Preparatory Activities** | | | | |
| 1. Review of the Technical Assistance Plan  2. Coordination with Field Office  3. Review and vetting to the Unit Head and Division Chief  4. Review and vetting to the Assistant Bureau Director and/or Bureau Director | 1. Based on the technical assistance plan, the focal person shall identify the most appropriate technical assistance intervention according to area of concern, levels, capability building activity, and platform. 2. The focal person will coordinate with its counterpart in the Field Office to initially inform and agree on the schedule and platform. The focal Person drafts the communication and technical assistance design. 3. Review and vetting of the Unit Head and Division Chief.    1. Focal Person consolidates the comments and/or inputs received.    2. Focal person enhances the document/s and return to Unit Head and DC 4. Review and approval of the Assistant Bureau Director and/or Bureau Director.    1. If not approved, the focal Person will revise the document/s based on inputs.    2. Focal Person endorses the revised document/s to Unit Head and Division Chief for initial approval.    3. Return to the ABD and/or BD for approval. | None  None  None  None | 1 working day  3 working days  3 working days  1 working day  1 working day  2 working days  1 working day  Within the day  10 minutes | Program Focal Person  Program Focal Person  Unit Head and Division Chief  Program Focal Person  Program Focal Person  Assistant Bureau Director and Bureau Director  Program Focal Person  Unit head and Division Chief  Administrative Staff |
| 5. Sending of approved documents | 5. The focal person sends out an electronic copy to its counterpart in the region. The originally signed copy will be routed to the document outgoing administrative officer of the Bureau for sending to the Field Office through AS-RAMD. | None | 30 minutes | Program Focal Person and administrative staff |
| **TOTAL** | | **NONE** | **8Days, 4hours and 50 minutes** | |
| **C.2 Conduct of Technical Assistance** | | | | |
| 1. Courtesy Call | 1. A courtesy call to the Regional Director or its authorized representative shall be made by introducing the TA provider and presentation of the TA activities, and its purpose. | None | 1 hour | Program Focal Person |
| 2 Actual conduct of Technical Assistance | 2. Conduct of actual TA. The TA shall be in accordance with the approved TA documents. | None | 3 days | Program Focal Person |
| 3. Exit conference | 3. An exit conference shall be held for the TA provided. Significant findings/ observations and recommendations shall be discussed; and the agreements reached shall be recorded. | None | 4 hours | Program Focal Person |
| 4. Feed backing | 4. A satisfaction survey shall be given to TA recipient/s. The survey form may be given through electronic mail or in print. The said forms shall be returned for processing and consolidation | None | 30 minutes | Program Focal Person and TA Recipient |
| **TOTAL** | | **NONE** | **3 Days, 5 hours and 30 minutes** | |
| **D. Post-TA Phase** | | | | |
| 1. Preparation of Confirmation Report | * + - 1. A confirmation report shall be prepared by the staff concerned on the TA activities conducted, capturing the findings/observations, recommendations and agreements reached. | None | 3 working days after the conduct of TA | Program Focal Person |
| 2. Review and vetting | 2.Review and vetting of the Unit Head and Division Chief  2.1 Focal Person consolidates the comments and/or inputs received.  2.2 Focal person enhances the document/s and return to Unit Head and DC. | None | 2 working days  1 working day  Within the same day | Unit Head and Division Chief  Program Focal Person  Program Focal Person |
| 3.Review and vetting to the Assistant Bureau Director and/or Bureau Director | 3.Review and approval of the Assistant Bureau Director and/or Bureau Director.  3.1 Focal Person revise the document/s based on inputs.  3.2 Focal Person endorses the revised document/s to Unit Head and Division Chief for initial approval.  3.3 Return to the ABD and/or BD for approval. | None | 2 working days  1 working day  Within the same day  10 minutes | Assistant Bureau Director and/or Bureau Director  Program Focal Person  Unit Head and Division Chief  Administrative Staff |
| 1. Return of Approved documents | Administrative staff returns the approved document to the concerned Division | None | 10 minutes | Administrative Staff |
| 1. Sending of approved documents | The focal person sends out an electronic copy to its counterpart in the region. The originally signed copy will be routed to the document outgoing administrative officer of the Bureau for sending to the Field Office through AS-RAMD. | None | 30 minutes | Program Focal Person and administrative staff |
| 1. Monitoring and Evaluation | The focal persons monitors the agreements reached during the TA session. | None | Within the agreed timelines | Program Focal Person |
| **TOTAL** | | **NONE** | **15 working days and 50 minutes** | |

# **PROCUREMENT MANAGEMENT SERVICE**

**(PMS)**

**NON-FRONTLINE SERVICES**

1. **Competitive Bidding / Public Bidding**

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Procurement Management Service (PMS) | | | |
| **Classification:** | | Highly Technical | | | |
| **Type of Transaction:** | | Government-to-Government (G2G) / Government to Business (G2B) | | | |
| **Who may avail:** | | DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU) | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| All PR must be submitted in three (3) copies signed by the Head of the OBS and approved by the Authorized Representative of the Head of the Procuring Entity (HOPE), indicating complete technical specifications / terms of reference of the item/services requested, and with a certified true copy of **approved PPMP** and **Project Proposal / Terms of Reference, if necessary**. | | | End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office | | |
| Mandatory Services:   1. Security and Janitorial Services:    1. Terms of Reference (TOR) | | | Must be attached to the Purchase Request | | |
| Vehicle:   1. Authority to Purchase Motor Vehicle, 2. SARO and NCA, 3. Technical Assistance on the specifications of the vehicle 4. Result of Market Research/Scanning; 5. Breakdown of the Approved Budget for the Contract *(Pursuant to COA Checklist Circular No. 2012-001);* | | | DBM  DBM  AS-GSD  OBS | | |
| Infrastructure Projects - Construction of Building:   1. Program of Works and other necessary documents; | | | BGMD | | |
| I.T. Equipment and Software:   1. ISSP 2. SARO and NCA, 3. Technical Assistance on the specifications of the items / TOR 4. Market Research/Scanning; and 5. Breakdown of the Approved Budget for the Contract *(Pursuant to COA Checklist Circular No. 2012-001)* | | | DICT  DBM  ICTMS  OBS | | |
| Consulting Services:  1.Approved Project Proposal,  2.Approved TOR indicating Scope of Work,  Delivery and Payment Schedule, required  qualification and evaluation criteria and passing rate | | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat | The PMS-BAC Secretariat receives and checks the PR (as to authority of signatory and completeness of attachments); attaches PR Tracking Slip, and endorses to BAC-Secretariat staff for encoding to the Procurement Monitoring Tool (PMT).  Once encoded in the PMR; endorses to the BAC Secretariat staff for checking as to inclusion in the APP / PPMP.  BAC Secretariat in-charge checks the inclusion in the APP and forward to PPMD-RU.  PPMD-RU forward to PPMD-Chief who shall assign the PR to the concerned Procurement Officer.  Procurement Officer in Charge, reviews the PR as to completeness of the supporting documents, technical specifications, ABC and availability in the market.  If found in order (If not in order prepare PR – Action Slip to return to End-User to be signed by the PPMD Chief), initial under the name of the PPMD-Chief, endorse to PPMD-RU.  PPMD Chief signs / approves the PR and forward to PPMD-RU. PPMD-RU updates the PMR, log and endorse to Budget Division. | | None | One (1) working day  Three (3) working days | *PMS - PPMD and PMS - BAC Secretariat* |
|  | *(Once PR is received by PPMD from Budget Division)*  PPMD-RU updates, log and endorse to Procurement Officer in-charge. Procurement Officer drafts the Bidding Documents (BD) and ensure that the requirements indicated in the PR and its supporting documents (ToR / TA / Project Proposal) are incorporated therein. Prepares the endorsement memorandum to BAC for signature of PPMD Chief and sends the electronic copy to the BAC Secretariat e-mail. Forwards to PPMD-RU to update PMR and endorse to BAC Secretariat | | None | one (1) working day | *PMS- PPMD* |
| Attendance to the Pre-procurement Conference | Conduct of Pre-Procurement Conference  The BAC shall conduct Pre-procurement conference for projects costing 2 million & up for goods and services; PHP 1,000,000.00 and above for consulting services; PHP5,000,000.00 and above for infrastructure projects to determine the readiness of the project for procurement process.   * 1. Check the completeness of the document being endorsed.   2. Review the PR and its supporting documents (correctness).   3. Review the Bidding Document (BD). Ensure that the requirement indicated in the PR and its supporting documents are consistent with what is written in the BD.   4. Prepare the necessary documents for the conduct of pre-procurement conference.   5. Prepare the Notice for the conduct of Pre-Procurement Conference (to be signed by the BAC Chairperson) and invite the following: BAC Members including the Provisional Member; Representative from the end-user; PMS OIC-Director; Procurement Officer-in-Charge (from PPMD and CMD); and Head of Requesting Office (HOBS).   6. Actual conduct of Pre-Procurement conference. BAC Secretariat moderates the conduct of the Pre-Procurement Conference, documents and prepares the Minutes of the Meeting, and facilitate the routing for signature of all the parties concerned. | | None | Within two (2) working days | *PMS - BAC Secretariat* |
| Prospective bidder/supplier, contractor/ consultant and service provider may check all DSWD procurement opportunities at PhilGEPS, DSWD Website and DSWD Bulletin Board (conspicuous place) | Posting of Procurement Opportunities   * 1. Update the content of the BD based on the agreements during the Pre-Procurement Conference   2. Input the dates of procurement activities such as: Conduct of Pre-Bid Conference and Opening of Bids, Cost of the BD and where to secure said document, and the exact time and venue of all the BAC Activities indicated in the Invitation to Bid (ITB) which is part of the BD.   3. Forward the ITB to the BAC Chairperson for his/her signature.   4. Scan the signed ITB.   5. Post the soft copy of the BD including the signed ITB to PhilGEPS and DSWD website. While a certified copy of the ITB will be posted at DSWD designated BAC Bulletin Board (conspicuous place).   6. Issuance of posted soft copy of ITB / Bidding documents to PPMD Procurement Officer to invite prospective Suppliers / Service Providers. | | None | Eight (8) calendar days | *PMS BAC Secretariat* |
| Bring a copy of the ITB to the Accounting Division at 2nd floor of Matapat Building for the Issuance of Order of Payment; then proceed to Cash Division (located in same floor near Accounting Division) to present the Order of Payment which is a requirement prior to payment of the cost of bidding document; after receipt of the Official Receipt, will proceed to the Procurement Management Service, Ground floor, Matapat Building to claim the paid Bidding Document. | Sale of Bidding Document  Check the Official Receipt (OR) issued by the DSWD - Cash Division to the prospective bidder/supplier, contractor/ consultant/service provider for the sale of the bidding documents and ensure that the amount in the receipt is the appropriate cost of the BD. | | Costof bidding document depends on the Approved Budget for the Contract (ABC) of the procurement at hand. | Within the posting period indicated above | *PMS – BAC Secretariat* |
|  | Sending of Invitation to Observers   * 1. Prepare the Notice of BAC Activities and send to observers five (5) calendar days before the actual activity to be signed by BAC Chairperson.   2. Forward the Notice to the BAC Chairperson for his/her signature.   3. Send thru electronic mail (email) an advance copy of the Notice to the Observers.   4. Prepare Records Transmittal Sheet for the Records and Archives Management Division (RAMD) | | None | One (1) working day | *PMS – BAC Secretariat* |
| Review the Bidding Documents which can be downloaded from the PhilGEPS or DSWD Website for free;  Attendance to the Pre-Bid Conference to raise questions/ clarifications which they would like to be considered and be documented through issuance of Supplemental Bulletin.  Pre-Bid Conference will be conducted to give chance for the suppliers to clarify the terms of reference and propose amendments.  Pre-Bid Conference may not be conducted if the Approved Budget for the Project (ABC) is below PHP 1,000,000.00. | Conduct of Pre-Bid Conference  Actual conduct of Pre-Bid Conference. BAC Secretariat moderates the conduct of the Pre-Bid Conference.  Pre-Bid Conference may be done thru Video Conferencing.  *Note: All clarifications issues and concerns raised will be responded by the BAC (BAC Secretariat) through a Supplemental/Bid Bulletin to be disseminated to all prospective bidder/supplier, contractor/ consultant, service provider who purchased the BD.* | | None | One (1) working day  (must be 12 calendar days before the deadline of submission and receipt of bids) | *PMS – BAC Secretariat* |
| Secure a copy of the posted Supplemental Bid Bulletin which shall be included in the submission of Bid Proposal | Posting of Supplemental Bid Bulletin  All clarifications and amendments made during the Pre-Bid Conference must be contained in a Supplemental Bid which must be posted on PhilGEPS website at least seven (7) days before the opening of bids | | None | At least seven (7) calendar days before the deadline of submission and receipt of bids | *PMS – BAC Secretariat* |
| Submit Bid Proposal not later than the set deadline of submission to the venue indicated in the ITB or Supplemental Bid Bulletin;  May attend the conduct of the Opening of Bids | Conduct of the Opening of Bids  On the day of the Bid Opening/ Eligibility Screening, the BAC members will evaluate the submitted bid documents based on the pass/fail criteria.  Only the financial bid of bidders who passed the Eligibility Screening will be opened.  The Result of the Eligibility Screening shall be recorded in the Abstract of Bids and signed by the BAC. | | None | One (1) working day | *PMS – BAC Secretariat* |
|  | Conduct of Bid Evaluation  The BAC shall evaluate all bids on an equal footing to ensure fair and  competitive bid comparison. For this purpose, all bidders shall be required to include the cost of all taxes, such as, but not limited to, value added tax  (VAT), income tax, local taxes, and other fiscal levies and duties which shall be itemized in the bid form and reflected in the detailed estimates. Such bids, including said taxes, shall be the basis for bid evaluation and comparison. | | None | Seven (7) calendar days | *PMS – BAC Secretariat* |
|  | Creation of Technical Working Group (TWG), if necessary | | None | One (1) calendar day | *PMS – BAC Secretariat* |
|  | Conduct of Post Qualification  The Lowest Calculated Bid (LCB) / Highest Rated Bid (HRB) shall undergo post-qualification in order  to determine whether the bidder concerned complies with and is responsive to all the  requirements and conditions as specified in the Bidding Documents. The post-qualification shall verify, validate, and ascertain all statements made and documents submitted by the bidder with the LCB / HRB, using non-discretionary criteria, as stated in the Bidding Documents. | | None | Twelve (12) calendar days from the determination of the Lowest Calculated Bid / Highest Rated Bid | *PMS – BAC Secretariat* |
| Awarded Lowest Calculated and Responsive Bidder (LCRB) / Highest Rated and Responsive Bidder (HRRB) to acknowledge receipt of the NOA.  Payment of Performance Security based on the awarded cost within ten (10) days upon receipt of NOA | Signing of BAC Resolution and Issuance / Signing of Notice of Award (NOA)   * 1. The BAC shall recommend to the HoPE the award of contract to the bidder with the LCRB, HRRB, SCRB, or SRRB after the post-qualification process has been completed thru a BAC Resolution.   2. Once the Bids and Awards Committee Resolution was duly signed by BAC Members and the Head of the Procuring Entity (HOPE), the preparation of the Notice of Award (NOA) will commence.   3. Send a copy of the NOA to the awarded LCRB/SCRB through electronic mail (email) and request them to acknowledge receipt.   Once acknowledged, awarded LCRB is advised to prepare the necessary performance bond within ten (10) calendar days to be submitted to PMS.  Note: Awarded LCRB / HRRB will personally appear at the PMS – BAC Secretariat office to sign the original copy of the Notice of Award and submit the Performance Bond. | | None  None | Three (3) working days  one (1) working day | *PMS – BAC Secretariat*  *PMS – BAC Secretariat*  */ PMS - CMD* |
|  | PMS-PPMD / PMS-CMD to draft the contract for the procurement at hand. Ensure that draft contract was subjected to Legal Review by DSWD Legal Service. | | None | two (2) working days | *PMS – PPMD / PMS-CMD* |
|  | *(Once Legal Review is received by PPMD from Legal Service (LS))*  Revise and Finalize the draft contract according to legal review of LS and package four (4) copies. Prepare the Commission on Audit Checklist. | | None | one (1) working day | *PMS – PPMD / PMS-CMD* |
|  | Expedite signing of contract by End-User/OBSU’s HOPE; Coordinate with FMS Budget Division and Accounting Division for immediate funding and creation of OBRS;  Receive signed copy of the contract for endorsement to Supplier/Service Provider | | None | three (3) working days | *PMS-CMD* |
| Sign four (4) copies of the contract, have it notarized, and return to PMS-CMD | Receive funded contract within period for perfecting contract for signing and notarization by Supplier/Service Provider | | None | one (1) working day | *PMS-CMD* |
| Sign the contract prior to Notarization | Receive duly signed and notarized contract from Supplier/Service Provider for preparation of NTP | | None | Within 10 calendar days from the receipt of NOA | *PMS-CMD* |
| Post the required Performance Security | Ensure Supplier/Service Provider has posted the required Performance Security to be indicated in the NTP | | The performance security shall be in an amount not less than the required  percentage of the total contract price in accordance with the schedule provided in the R.A. 9184. | one (1) working day | *PMS-CMD* |
| Receive copy of the contract and NTP | Issue the Notice to Proceed and provide copy of the contract to Supplier/Service Provider | | None | Within 7 calendar days from the approval of the contract by the HOPE | *PMS-CMD* |
|  | Posting of Contract and NTP on PhilGEPS and DSWD website | | None | one (1) working day | *PMS - BAC Secretariat* |
|  | Provide copy of the contract and NTP to the COA | | None | one (1) working day | *PMS-CMD* |
| Inform Procurement Officer of exact date of delivery as provided in the contract | Coordinate with PSAMD or NRLMB, and Inspection Committee about schedule of delivery and ensure available warehouse space | | None | one (1) working day | *PMS-CMD* |
| Deliver the goods at the location indicated in the contract | Receive the goods at the designated delivery site per contract (Reject obvious defective items and request for immediate replacement) | | None | one (1) working day | *PMS-CMD / PSAMD* |
|  | Prepare Request for Inspection of the delivered goods then Endorse to PSAMD for preparation of necessary PAR/ICS or PTR, if applicable | | None | one (1) working day | *PMS-CMD* |
| Submit Letter-Request for possible Delivery Extension, Substitution of Item, or cancellation of contract, if necessary. | Endorse Supplier’s Letter-Request to the End-User/OBSU for approval and waiving of liquidated damages for possible delay | | None | one (1) working day | *PMS-CMD*  *End-User/OBSU* |
| After Final Acceptance by End-User, supplier/service provider may already claim refund of Performance security via formal request | Receive Letter-Request from supplier/service provider claiming refund of their posted Performance security and facilitate with FMS | | None | Fifteen (15) working days. | *PMS-CMD*  *FMS* |
| Submit Sales Invoice, Billing Statement or Statement of Accounts | Receive Sales Invoice, Billing/Statement of Account | | None | one (1) working day | *PMS-CMD* |
| Preparation and Signing of Disbursement Vouchers | Check and consolidate all necessary supporting documents for attachment to the Disbursement Voucher and forwarding Bank information of the payee to the FMS – Cash Division | | None | Fifteen (15) to Thirty (30) working days | *PMS-CMD /FMS* |

1. **Procurement under Small Value Procurement**

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Procurement Management Service (PMS) | | | |
| **Classification:** | | Highly Technical | | | |
| **Type of Transaction:** | | Government-to-Government (G2G) / Government to Business (G2B) | | | |
| **Who may avail:** | | DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU) | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a **certified true copy of approved PPMP** and other supporting documents per request as follows:   * Approved Terms of Reference * TA Report (BGMD/ICTMS/SMS)   **Applicability:**   * Goods * Infrastructure Projects * Consulting Services   **Conditions for Small Value Procurement:**  Procurement of goods not covered by Shopping under Sec. 52, infrastructure projects and consulting services not exceeding the threshold.  The BAC shall prepare and send the RFQs/RFPs to at least three (3) suppliers, contractors or consultants of known qualifications   * Receipt of at least one (1) quotation/proposal is sufficient to proceed with the evaluation thereof * Threshold for SVP is not exceeding PhP 1,000,000.00 * Posting of RFQs/RFPs in the PhilGEPS website, PE’s website, if available, and at any conspicuous place is required if the ABC of the procurement project is more than PhP50,000.00. | | | End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat | The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).  BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.  PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.  The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.  If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.  The PPMD-Chief approves and signs the PR, and forwards to the PPMD- receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer. | | Not applicable | Three (3) calendar days | End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD |
|  | **Approved PR received**  The PPMD receiving officer updates, logs and endorses to the PPMD Procurement Officer and shall then prepares the Request for Quotation (RFQ)/Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate procurement process.  After the PR was reviewed and determined that the documents submitted are complete, the PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-CO for those projects/activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (PhP 50,000.00) but not more than One Million Pesos (PhP1M) and/or for the BAC to proceed with evaluation for the procurement transactions with and ABC below Fifty Thousand Pesos (PhP 50,000.00). | | Not applicable | One (1) calendar day | PMS-PPMD |
|  | **Posting at PhilGEPS and DSWD Website and Preparation of BAC Resolution and Issuance of Notice of Award (NOA)**  Procurement Request which requires posting shall be posted at the PhilGEPS, DSWD website and at the conspicuous places and the RFQ/RFP shall then endorse to PMS-PPMD to secure a quotation within three (3) to seven (7) calendar days or “on or before” the scheduled date of the deadline for submission and receipt of quotations/proposals.  Upon receipt of the price quotations/ proposals, BAC Sec Procurement Officer shall conduct evaluation, reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.  However, if the BAC Secretariat Procurement Officer could not proceed to evaluate the submitted price quoatations/ proposals BAC Secretariat Procurement shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings. | | Not applicable | Three (3) calendar days | BAC Secretariat, End-user Unit/TWG |
|  | **Preparation of Abstract of Quotation/ BAC Resolution and Issuance of Notice of Award (NOA)**  The BAC Secretariat Procurement Officer shall then prepare the BAC Resolution recommending adoption of the Negotiated Procurement - Small Value Procurement modality and award of contract to the supplier/ service provider/ contractor and consultant with Lowest Calculated and Responsive Quotation/ Highest Rated Responsive Bidder. Likewise, the Notice of Award (NOA) is also prepared in cases of infrastructure projects/ consulting services. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).  Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier, service provider, contractor and consultant. The BAC Secretariat Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract. | | Not applicable | Seven (7) calendar days | BAC Secretariat, Consultant, End-user Unit |
| Prepare the OBRS and have the PO signed by the HoPE | **Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)**  The PMS-CMD prepares and facilitate the issuance PO/ Contract.  Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS). | | Not Applicable | Three (3) working days | PMS-CMD, End-user Unit |
|  | **Receipt of the funded PO/Contract**  Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor. | | Not Applicable | Three (3) working days | PMS-CMD, Supplier/ Consultant |
|  | **Supply and Delivery of Goods**  For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.  The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment. | | Not Applicable | Three (3) working days | PMS-CMD, AS-PSAMD |
| Submit Sales Invoice, Billing Statement or Statement of Accounts | **Contract Implementation -**  End-User Unit/s (OBSUs) shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (OBSUs) in accordance with the approved TOR in reference with the schedule of payment which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment. | | Not Applicable | As indicated in the approved TOR | End-user Unit |
| Preparation and Signing of Disbursement Vouchers | **Preparation of Disbursement Voucher (DV) for Payment**  Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.  The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier/consultant. | | Not Applicable | Three (3) working days | PMS-CMD, FMS |

1. **Procurement under Lease of Real Property and Venue**

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Procurement Management Service (PMS) | | | |
| **Classification:** | | Highly Technical | | | |
| **Type of Transaction:** | | Government-to-Government (G2G) / Government to Business (G2B) | | | |
| **Who may avail:** | | DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU) | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a **certified true copy of approved PPMP** and other supporting documents per request as follows:   * Approved Project Proposal * Evaluation Criteria/Rating Factor * Justification on the proposed venue/location * Certification that DSWD facilities are not available   **Applicability:**   * Procurement covering lease of real property and venue of official use. * It is preferred that government agencies lease publicly-owned real property or venue from other government agencies. * It is preferred that government agencies lease publicly-owned real property or venue from other government agencies. * In the event that the PE would resort to privately-owned real property or venue, the **End-User unit shall justify that the same is more efficient and economical to the government**.   **Conditions for Lease of Real Property and Venue:**   * The End-User shall prepare a Cost-Benefit Analysis indicating leasing privately-owned real property or venue is more efficient and economical * The ABC shall be set using the mid point of the range obtained from the results of the market analysis on the prevailing lease rates. * Rental rates should also be within the prevailing market rates * Technical Specifications shall be prepared taking into consideration the Rating Factors under Appendix B of 2016 Revised IRR of RA 9184. * The PMS-PPMD shall invite at least three (3) prospective lessors/venues within the vicinity of the selected location to submit sealed price quotations for real-property and open price quotations for venue. * Receipt of **at least one (1) quotation is sufficient** to proceed with the evaluation. * **Lease contracts** amounting to **more than PhP50,000.00** shall be **posted in the PhilGEPS website**. | | | End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat | The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).  BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.  PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.  The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Project Proposal.  If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.  The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer. | | Not applicable | Three (3) calendar days | End-User Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD |
|  | **Approved PR received**  The PPMD receiving officer updates, records and endorses to the PPMD Procurement Officer who shall then prepares the Request for Quotation (RFQ)/ Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the RFQ/ RFP and other relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate the procurement process.  The PPMD Procurement Officer prepares the RFQ/ RFP and requests the prospective suppliers, service providers, contractors and consultant, to submit price quotation/ proposal that is responsive to the minimum technical specifications set by the end-user unit/s (OBSUs).  The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Lease of Venue and award of contract to the legally, technically and financially capable supplier, service provider or contractor.  Upon receipt of the price quotations/ proposals, BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings. | | Not applicable | Three (3) calendar days | PMS-PPMD, BAC Secretariat/ TWG |
|  | **Preparation of BAC Resolution and Issuance of Notice of Award (NOA)**  The BAC Sec Procurement Officer then prepares the BAC Resolution recommending adoption of the Negotiated Procurement – Lease of Venue modality and award of contract to the service provider with the Lowest Calculated and Responsive Quotation. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).  Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract. | | Not applicable | Ten (10) calendar days | PMS-PPMD, BAC Secretariat, End-user Unit |
| Prepare the OBRS and have the PO signed by the HoPE | **Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)**  The PMS-CMD prepares and facilitate the issuance PO/ Contract.  Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS). | | Not Applicable | Three (3) working days | PMS-CMD, End-user Unit |
|  | **Receipt of the funded PO/Contract**  Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor. | | Not Applicable | Three (3) working days | PMS-CMD, Supplier |
| Submit Sales Invoice, Billing Statement or Statement of Accounts | **Contract Implementation**  End-User Unit/s (OBSUs) shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (OBSUs) which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment. | | Not Applicable | Three (3) working days | PMS-CMD, AS-PSAMD |
| Preparation and Signing of Disbursement Vouchers | **Preparation of Disbursement Voucher (DV) for Payment**  Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.  The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier. | | Not Applicable | Three (3) working days | PMS-CMD, FMS |

1. **Procurement under Shopping under Section 52.1 (B)**

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Procurement Management Service (PMS) | | | |
| **Classification:** | | Highly Technical | | | |
| **Type of Transaction:** | | Government-to-Government (G2G) / Government to Business (G2B) | | | |
| **Who may avail:** | | DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU) | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a **certified true copy of approved PPMP** and other supporting documents per request as follows:   * Approved Terms of Reference * TA Report (BGMD/ICTMS/SMS)   **Applicability:**   * Goods * Infrastructure Projects   **Shopping:**  It is a method where the procuring entity simply requests for the submission of price quotations for readily available off-the-shelf goods or ordinary/regular equipment to be procured directly from suppliers of known qualifications.   * The phrase “ordinary or regular office supplies” are those supplies, commodities, or materials which are necessary in the transaction of official business, and consumed in the day-to-day operations. This will not include services such as repair and maintenance of equipment and furniture, as well as trucking, hauling and related or analogous services.   **Conditions for Shopping under Section 52.1 (a):**   * There is an unforeseen contingency requiring immediate purchase * Amount does not exceed the threshold * The RFQ may be sent directly to the supplier of known technical, legal and financial qualifications. Sending of one (1) RFQ will suffice. * Posting of the RFQ may be dispensed with   **Conditions for Shopping under Section 52.1 (b):**   * Procurement of ordinary or regular office supplies and equipment not available in PS-DBM * The BAC shall send the RFQs to at least three (3) suppliers of known qualifications, and at least three (3) price quotations must be obtained. * The deadline for submission **may be extended thrice**, if none or less than the required number of quotations are received. * In case no supplier responded after the third extension, the BAC shall conduct a mandatory review in accordance with Section IV (K) of Annex H. * Threshold for unforeseen contingencies [Sec. 52.1(a) PhP 200,00.00 * Threshold for unforeseen contingencies [Sec. 52.1(a) PhP 1,000,000.00 | | | End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat | The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).  BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.  PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.  The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.  If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.  The PPMD-Chief approves and signs the PR, and forwards to the PPMD- receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer. | | Not applicable | Three (3) calendar days | End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD |
|  | **Approved PR received**  The PPMD receiving officer updates, logs and endorses to the PPMD Procurement Officer and shall then prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate procurement process.  After the PR was reviewed and determined that the documents submitted are complete, the PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-CO for those projects/activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (PhP 50,000.00) but not more than One Million Pesos (PhP1M) and/or for the BAC to proceed with evaluation for the procurement transactions with and ABC below Fifty Thousand Pesos (PhP 50,000.00). | | Not applicable | One (1) calendar day | PMS-PPMD |
|  | **Posting at PhilGEPS and DSWD Website**  Procurement Request which requires posting shall be posted at the PhilGEPS, DSWD website and at the conspicuous places and the RFQ shall then endorse to PMS-PPMD to secure a quotation within three (3) to seven (7) calendar days or “on or before” the scheduled date of the deadline for submission and receipt of quotations/proposals.  Upon receipt of the price quotations, BAC Sec Procurement Officer shall conduct evaluation, reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.  However, if the BAC Secretariat Procurement Officer could not proceed to evaluate the submitted price quotations BAC Secretariat Procurement shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings. | | Not applicable | Three (3) calendar days | BAC Secretariat, End-user Unit/TWG |
|  | **Preparation of Abstract of Quotation**  The BAC Secretariat Procurement Officer shall then prepare the AOQ recommending adoption of the Shopping modality and award of contract to the supplier/ service provider/ with Lowest Calculated and Responsive Quotation. The AOQ shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).  The BAC Secretariat Procurement Officer shall then endorse the approved AOQ (CTC) with complete supporting documents to BAC receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO). | | Not applicable | Seven (7) calendar days | BAC Secretariat, End-user Unit |
| Prepare the OBRS and have the PO signed by the HoPE | **Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)**  The PMS-CMD prepares and facilitate the issuance PO.  Upon receipt of the complete documents, e.g. certified true copies of the AOQ, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS). | | Not Applicable | Three (3) working days | PMS-CMD, End-user Unit |
|  | **Receipt of the funded PO**  Upon receipt of the duly funded PO, the CMD Procurement Officer shall facilitate the signing of PO, notifies and serves immediately to the supplier, or contractor. | | Not Applicable | Three (3) working days | PMS-CMD, Supplier |
| Submit Sales Invoice, Billing Statement or Statement of Accounts | **Supply and Delivery of Goods**  For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.  The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment. | | Not Applicable | Three (3) working days | PMS-CMD, AS-PSAMD |
| Preparation and Signing of Disbursement Vouchers | **Preparation of Disbursement Voucher (DV) for Payment**  Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.  The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier/consultant. | | Not Applicable | Three (3) working days | PMS-CMD, FMS |

* 1. **Procurement under Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services**

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Scientific, Scholarly, or Artistic Work, Exclusive Technology and Media Services under Section 53.6 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Procurement Management Service (PMS) | | | |
| **Classification:** | | Highly Technical | | | |
| **Type of Transaction:** | | Government-to-Government (G2G) / Government to Business (G2B) | | | |
| **Who may avail:** | | DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU) | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services or consulting services requested with a **certified true copy of approved PPMP** and other supporting documents per request as follows:   * Approved Project Proposal * Approved Terms of Reference * Justification * Price Quotation/ Proposal * Market Scanning/ Research   **Applicability:**   * Work of art; commissioned work or services of an artist for specific artistic skills (e.g., singer, performer, poet, writer, painter, sculptor, etc.) * Scientific, academic, scholarly work or research, or legal services * Highly-specialized life-saving medical equipment, as certified by the Department of Health * Scientific, technical, economic, business, trade or legal journal, magazine, paper, subscription, or other exclusive statistical publications and references; * Scientific, technical, economic, business, trade or legal journal, magazine, paper, subscription, or other exclusive statistical publications and references; * The construction or installation of an infrastructure facility where the material, equipment, or technology under a proprietary right can only be obtained from the same contractor.   **Conditions for Scientific, Scholarly, or Artistic Work, Exclusive Technology and Media Services:**   * The construction or installation of an infrastructure facility where the material, equipment, or technology under a proprietary right can only be obtained from the same contractor * The study should confirm that the supplier, contractor or consultant could undertake the project at more advantageous terms * The study should confirm that the supplier, contractor or consultant could undertake the project at more advantageous terms | | | End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat | The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).  BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.  PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.  The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.  If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.  The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer. | | Not applicable | Three (3) Calendar days | End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD |
|  | **Approved PR received**  The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement Officer who will facilitate the review of the submitted documents.    The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement: Scientific, Scholar, or Artistic Work, Exclusive Technology and Media Services as the mode of procurement and award of contract to the identified supplier. | | Not applicable | One (1) Calendar day | PMS-PPMD |
|  | **Preparation of BAC Resolution and Issuance of Notice of Award (NOA)**  Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g. justification, market scanning/ research, cost-benefit, analysis, price quotations/ proposals – to ensure that the servicing agency, supplier, service provider, contractor and consultants is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.  The BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings and recommendations.  Prior to its award, the End-user Unit/s (OBSUs) to conduct negotiation meeting with the servicing agency, supplier, service provider, contractor and consultants to discuss the terms and conditions of the contract.  The BAC Sec Procurement Officer shall then prepare the BAC Resolution recommending adoption of Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services modality and award of contract to the previously awarded servicing agency, supplier, service provider, contractor and consultant. The Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).  Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec Receiving Officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract. | | Not applicable | Ten (10) Calendar days | BAC Secretariat, End-user Unit |
| Prepare the OBRS and have the PO signed by the HoPE | **Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)**  The PMS-CMD prepares and facilitate the issuance PO/ Contract.  Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS). | | Not applicable | Three (3) working day | PMS-CMD, End-user Unit |
|  | **Receipt of the funded PO/Contract**  Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor. | | Not Applicable | Three (3) working days | PMS-CMD, Supplier |
| Submit Sales Invoice, Billing Statement or Statement of Accounts  Preparation and Signing of Disbursement Vouchers | **Preparation of Disbursement Voucher (DV) for Payment**  Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.  The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier. | | Not Applicable | Three (3) working days | PMS-CMD, FMS |

1. **Procurement under Highly Technical Consultant**

Procurement of Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement – Highly Technical Consultant under Section 53.7 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Procurement Management Service (PMS) | | | |
| **Classification:** | | Highly Technical | | | |
| **Type of Transaction:** | | Government-to-Government (G2G) / Government to Business (G2B) | | | |
| **Who may avail:** | | DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU) | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services or consulting services requested with a **certified true copy of approved PPMP** and other supporting documents per request as follows:   * Approved Project Proposal * Approved Terms of Reference * Justification * Curriculum Vitae   **Applicability:**   * Consultancy Services   **Conditions for Highly Technical Consultant:**   * Work involves: * Highly technical or proprietary * Primarily confidential or policy determining, where trust and confidence are the primary consideration * Term is, at most, 1 year, renewable at the option of the appointing HOPE, but in no case to exceed the term of the latter | | | End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat | The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).  BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.  PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.  The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.  If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.  The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer. | | Not applicable | Three (3) Calendar days | End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD |
|  | **Approved PR received**  The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement Officer who will facilitate the review of the submitted documents.    The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement: Highly Technical Consultant as the mode of procurement and award of contract to the identified supplier. | | Not applicable | One (1) Calendar day | PMS-PPMD |
|  | **Preparation of BAC Resolution and Issuance of Notice of Award (NOA)**  Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g. justification, market scanning/ research, cost-benefit, analysis, price quotations/ proposals – to ensure that the servicing agency, supplier, service provider, contractor and consultants is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.  The BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings and recommendations.  Prior to its award, the End-user Unit/s (OBSUs) to conduct negotiation meeting with the servicing agency, supplier, service provider, contractor and consultants to discuss the terms and conditions of the contract.  The BAC Sec Procurement Officer shall then prepare the BAC Resolution recommending adoption of Highly Technical Consultant modality and award of contract to consultant. The Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).  Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec Receiving Officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract. | | Not applicable | Ten (10) Calendar days | BAC Secretariat, End-user Unit, TWG |
| Prepare the OBRS and have the PO signed by the HoPE | **Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)**  The PMS-CMD prepares and facilitate the issuance PO/ Contract.  Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS). | | Not applicable | Three (3) working day | PMS-CMD, End-user Unit |
|  | **Receipt of the funded PO/Contract**  Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor. | | Not Applicable | Three (3) working days | PMS-CMD, Supplier |
| Submit Sales Invoice, Billing Statement or Statement of Accounts  Preparation and Signing of Disbursement Vouchers | **Preparation of Disbursement Voucher (DV) for Payment**  Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.  The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier. | | Not Applicable | Three (3) working days | PMS-CMD, FMS |

1. **Procurement under Agency to Agency**

Procurement of Goods, Infrastructure Projects or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement – Agency to Agency under Section 53.5 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Procurement Management Service (PMS) | | | |
| **Classification:** | | Highly Technical | | | |
| **Type of Transaction:** | | Government-to-Government (G2G) / Government to Business (G2B) | | | |
| **Who may avail:** | | DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU) | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services or consulting services requested with a **certified true copy of approved PPMP** and other supporting documents per request as follows:   * Approved Project Proposal * Approved Terms of Reference * Justification * Price Quotation/ Proposal * Market Scanning/ Research, if applicable   **Applicability:**   * Goods * Infrastructure Projects * Consulting Services   **Conditions for Agency to Agency:**   * Procurement from another agency of the government (Servicing Agency) that has the mandate to deliver goods or services or to undertake infrastructure project or consultancy service as required by the PE * The PE shall justify that entering into A-to-A with the Servicing Agency is more efficient and economical to the government * The Servicing Agency has the mandate to deliver the goods and services required to be procured or to undertake the infrastructure project or consultancy required by the Procuring Entity * Servicing Agency has the absorptive capacity to undertake the project * Servicing Agency owns or has access to the necessary tools and equipment required for the project * Sub-contracting is not allowed. However, the servicing agency may implement the infrastructure projects in-house, by job-order, or through the pakyaw contracting system * For procurement of infrastructure project, the Servicing Agency must have a track record of having completed, or supervised a project, by administration or by contract, similar to and with a cost at least fifty percent (50%) of the project at hand | | | End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat | The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).  BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.  PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.  The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.  If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.  The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer. | | Not applicable | Three (3) calendar days | End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD |
|  | **Approved PR received**  The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement Officer who will facilitate the review of the submitted documents.    The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement: Agency to Agency as the mode of procurement and award of contract to the identified supplier. | | Not applicable | One (1) calendar day | PMS-PPMD |
|  | **Preparation of BAC Resolution and Issuance of Notice of Award (NOA)**  Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g. justification, market scanning/ research, cost-benefit, analysis, price quotations/ proposals – to ensure that the servicing agency, supplier, service provider, contractor and consultants is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.  The BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings and recommendations.  Prior to its award, the End-user Unit/s (OBSUs) to conduct negotiation meeting with the servicing agency, supplier, service provider, contractor and consultants to discuss the terms and conditions of the contract.  The BAC Sec Procurement Officer shall then prepare the BAC Resolution recommending adoption of Agency to Agency modality and award of contract to the previously awarded servicing agency, supplier, service provider, contractor and consultant. The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).  The BACSec Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec Receiving Officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Memorandum of Understanding (MOU). | | Not applicable | Ten (10) calendar days | BAC Secretariat, End-user Unit |
| Prepare the OBRS and have the PO signed by the HoPE | **End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)**  The PMS-CMD prepares and facilitate the issuance of MOU.  Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS). | | Not applicable | Three (3) working days | PMS-CMD, End-user Unit |
|  | **Receipt of the funded PO/Contract**  Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor. | | Not Applicable | Three (3) working days | PMS-CMD, Supplier |
| Submit Sales Invoice, Billing Statement or Statement of Accounts  Preparation and Signing of Disbursement Vouchers | **Preparation of Disbursement Voucher (DV) for Payment**  Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.  The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier. | | Not Applicable | Three (3) working days | PMS-CMD, FMS |

1. **Procurement under Direct Contracting**

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Procurement Management Service (PMS) | | | | |
| **Classification:** | | Highly Technical | | | | |
| **Type of Transaction:** | | Government-to-Government (G2G) / Government to Business (G2B) | | | | |
| **Who may avail:** | | DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU) | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** | | |
| All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a **certified true copy of approved PPMP** and other supporting documents per request as follows:   * Pre-repair Inspection Report * Service Provider Diagnostic Report * Certificate of Exclusive/Sole Distributorship * Market Survey/Market Research, if applicable * Property Accountability Report (PAR), if applicable * Price Quotation   **Conditions for Direct Contracting:**   * Single source procurement that does not require elaborate Bidding Documents * End-user to conduct survey of the industry and determine the supply source. End-user should justify the necessity for the item that may be only procured through Direct Contracting and prove that there is no suitable substitute in the market * Items of proprietary nature from proprietary source, i.e patents, trade secret, and copyrights * Critical components from a specific supplier to hold a contractor to guarantee its project performance * Items sold by an exclusive manufacturer or dealer, subject to the following conditions: * No other suppliers selling it at lower prices; and * No suitable substitute can be obtained at more advantageous terms to the Government | | | | End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat | The PMS-BAC Secretariat (BACSec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).  BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.  PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.  The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.  If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.  The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer. | | Not applicable | | Three (3) calendar days | End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD |
|  | **Approved PR received**  The PPMD receiving officer updates, records and endorses to the PPMD Procurement Officer who shall then prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the RFQ and other relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate the procurement process.  The PPMD Procurement Officer prepares the RFQ and requests the direct contractor, manufacturer, supplier identified by the End-User Unit concerned in its market survey (if applicable), to submit price quotation including the terms and conditions of sale, and certifications that proves exclusive dealership.  The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of direct contracting as the mode of procurement and award of contract to the identified supplier. | | Not applicable | | Three (3) calendar days | PMS-PPMD, SUPPLIER |
|  | **Preparation of BAC Resolution and Issuance of Notice of Award (NOA)**  Upon receipt of the documents, BACSec Procurement Officer reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods.  The BACSec Procurement Officer then prepares the BAC Resolution recommending adoption of the Direct Contracting modality and award of contract to the supplier. Likewise, the Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).  Upon receipt of the duly signed NOA, the BACSec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract. | | Not applicable | | Ten (10) calendar days | BAC Secretariat |
| Prepare the OBRS and have the PO signed by the HoPE | **Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)**  The PMS-CMD prepares and facilitate the issuance PO/ Contract.  Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS). | | Not Applicable | | Three (3) working days | PMS-CMD, End-user Unit |
|  | **Receipt of the funded PO/Contract**  Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor. | | Not Applicable | | Three (3) working days | PMS-CMD, Supplier |
| Submit Sales Invoice, Billing Statement or Statement of Accounts | **Supply and Delivery of Goods**  For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.  The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment. | | Not Applicable | | Three (3) working days | PMS-CMD, AS-PSAMD |
| Preparation and Signing of Disbursement Vouchers | **Preparation of Disbursement Voucher (DV) for Payment**  Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.  The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier. | | Not Applicable | | Three (3) working days | PMS-CMD, FMS |

1. **Procurement under Repeat Order**

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Procurement Management Service (PMS) | | | |
| **Classification:** | | Highly Technical | | | |
| **Type of Transaction:** | | Government-to-Government (G2G) / Government to Business (G2B) | | | |
| **Who may avail:** | | DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU) | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a **certified true copy of approved PPMP** and other supporting documents per request as follows:   * Justification * Market Survey/Market Research * Previously Awarded Contract, BAC Resolution, Notice of Award, Notice to Proceed * Inspection and Acceptance Certificate * Price Quotation   **Applicability:**   * Goods * Infrastructure Projects * Consulting Services   **Conditions for Repeat Order:**   * Same or lower unit prices than those in the original contract, provided that such prices are still the most advantageous to the GOP after price verification * No splitting of contracts, requisition and Purchase Orders * Availed of within 6 months from the date of the NTP arising from the original contract, provided that there has been a partial delivery, inspection and acceptance of the goods within the same period * Not to exceed 25% of the quantity of each item in the original contract * Original contract awarded through competitive bidding * The goods under the original contract must be quantifiable, divisible and consisting of at least four (4) units per item | | | End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat | The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).  BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.  PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.  The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.  If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.  The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer. | | Not applicable | Three (3) calendar days | End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD |
|  | **Approved PR received**  The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement Officer who will facilitate the review of the submitted documents.    The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Repeat Order as the mode of procurement and award of contract to the previously awarded supplier and/or service provider. | | Not applicable | Three (3) calendar days | PMS- PPMD |
|  | **Preparation of BAC Resolution and Issuance of Notice of Award (NOA)**  Upon receipt of the documents, BACSec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g. justification, market scanning/ research, cost-benefit, analysis, previously awarded contract, NTP, Delivery Receipts etc. – to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 Revised IRR.  The BACSec Procurement Officer shall then prepare the BAC Resolution recommending adoption of the Repeat Order modality and award of contract to the previously awarded supplier/ service provider/ contractor and consultant. Likewise, the Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).  Upon receipt of the duly signed NOA, the BACSec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract. | | Not applicable | Ten (10) calendar days | BAC Secretariat |
| Prepare the OBRS and have the PO signed by the HoPE | **Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)**  The PMS-CMD prepares and facilitate the issuance PO/ Contract.  Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS). | | Not Applicable | Three (3) working days | PMS-CMD, End-user Unit |
|  | **Receipt of the funded PO/Contract**  Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor. | | Not Applicable | Three (3) working days | PMS-CMD, Supplier |
| Submit Sales Invoice, Billing Statement or Statement of Accounts | **Supply and Delivery of Goods**  For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.  The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment. | | Not Applicable | Three (3) working days | PMS-CMD, AS-PSAMD |
| Preparation and Signing of Disbursement Vouchers | **Facilitation of Disbursement Voucher (DV) for Payment**  Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.  The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier. | | Not Applicable | Three (3) working days | PMS-CMD, FMS |

1. **Procurement under Two (2) Failed Biddings**

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Procurement Management Service (PMS) | | | |
| **Classification:** | | Highly Technical | | | |
| **Type of Transaction:** | | Government-to-Government (G2G) / Government to Business (G2B) | | | |
| **Who may avail:** | | DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU) | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a **certified true copy of approved PPMP** and other supporting documents per request as follows:   * Approved Terms of Reference * Approved Terms of Reference * Approved Project Proposal     **Applicability:**   * Goods * Infrastructure Projects * Consulting Services   **Documentary Requirements:**   * Approved Terms of Reference * Approved Terms of Reference * Approved Project Proposal * BAC Resolution Declaring 2nd Failure of Bidding   **Conditions:**   * Failed competitive bidding for the second time under Sec. 35; and * Mandatory review of the Terms, conditions and specifications, and ABC, which may be adjusted up to 20% of ABC for the last failed bidding * End-User Unit/s (OBSUs) to conduct mandatory review of the terms, conditions, specifications, and cost estimates, as prescribed in Section 35 of the IRR, the BAC, based on its findings, as assisted by its Secretariat, TWG and End-User Unit/s (OBSUs) may revise and agree on the technical specifications or terms of reference, and if necessary, adjust the ABC, subject to the required approvals. However, the ABC cannot be increased by more than twenty percent (20%) of the ABC for the last failed bidding. | | | End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat | The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).  BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.  PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.  The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.  If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.  The PPMD-Chief approves and signs the PR, and forwards to the PPMD- receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer. | | Not applicable | Three (3) calendar days | End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD |
|  | **Approved PR received**  The PPMD receiving officer updates, logs and endorses to the PPMD Procurement Officer and shall then prepares the Request for Quotation Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate procurement process.  After the PR was reviewed and determined that the documents submitted are complete, the PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-CO. | | Not applicable | One (1) calendar day | PMS-PPMD |
|  | **Posting at PhilGEPS and DSWD Website, Conduct of Negotiation and Submission of Best and Final Offer, Conduct of Post-Qualification**  Procurement Request shall be posted at the PhilGEPS, DSWD website and at the conspicuous places.  The PPMD Procurement Officer shall then invite at least three (3) suppliers, contractors or consultants, including those disqualified in previous biddings for the project, for negotiations to ensure effective competition. This, notwithstanding, those who responded through any of the required postings shall be allowed to participate. Even if only one (1) bidder should respond to such invitation or posting, the BAC shall proceed with the negotiation subject to the rules prescribed.  Any requirements, guidelines, documents, clarifications, or other information relative to the negotiations that are communicated by the BAC to a supplier, contractor, or consultant shall be communicated on an equal basis to all other suppliers, contractors, or consultants engaging in negotiations with the BAC relative to the procurement. The prospective bidders shall be given equal time and opportunity to negotiate and discuss the technical and financial requirements of the project to be able to submit a responsive quotation or proposal.  Following completion of the negotiations, the BAC shall request all suppliers, contractors, or consultants in the proceedings to submit, on a specified date, a best offer based on the final technical and financial requirements together with their post-qualification documents.  Upon receipt of the best and final offer together with their post-qualification documents, the BAC Sec Procurement Officer shall conduct evaluation, reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.  BAC Secretariat Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents (best and final offer and post-qualification documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings. | | Not applicable | Three (3) calendar days | BAC Secretariat, End-user Unit/TWG |
|  | **Preparation BAC Resolution and Issuance of Notice of Award (NOA)**  The BAC Secretariat Procurement Officer shall then prepare the BAC Resolution recommending adoption of the Negotiated Procurement –Two Failed Bidding and award of contract to the supplier/ service provider/ contractor and consultant with Lowest Calculated and Responsive Quotation/ Highest Rated Responsive Bidder. Likewise, the Notice of Award (NOA) is also prepared in cases of infrastructure projects/ consulting services. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).  Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier, service provider, contractor and consultant. The BAC Secretariat Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract. | | Not applicable | Seven (7) calendar days | BAC Secretariat, Consultant, End-user Unit |
| Prepare the OBRS and have the PO signed by the HoPE | **Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)**  The PMS-CMD prepares and facilitate the issuance PO/ Contract.  Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS). | | Not Applicable | Three (3) working days | PMS-CMD, End-user Unit |
|  | **Receipt of the funded PO/Contract**  Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor. | | Not Applicable | Three (3) working days | PMS-CMD, Supplier/ Consultant |
|  | **Supply and Delivery of Goods**  For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.  The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment. | | Not Applicable | Three (3) working days | PMS-CMD, AS-PSAMD |
| Submit Sales Invoice, Billing Statement or Statement of Accounts | **Contract Implementation -**  End-User Unit/s (OBSUs) shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (OBSUs) in accordance with the approved TOR in reference with the schedule of payment which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment. | | Not Applicable | As indicated in the approved TOR | End-user Unit |
| Preparation and Signing of Disbursement Vouchers | **Preparation of Disbursement Voucher (DV) for Payment**  Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.  The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier/consultant. | | Not Applicable | Three (3) working days | PMS-CMD, FMS |

1. **Procurement under Emergency Cases**

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Procurement Management Service (PMS) | | | |
| **Classification:** | Highly Technical | | | |
| **Type of Transaction:** | Government-to-Government (G2G) / Government to Business (G2B) | | | |
| **Who may avail:** | DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU) | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a **certified true copy of approved PPMP** and other supporting documents per request as follows:   * Approved Project Proposal * Approved Terms of Reference (TOR) * Justification Letter * Market Survey/Market Research   **Applicability:**   * Goods * Infrastructure Project * Consulting Services   **Conditions for Emergency Cases:**   * In case of imminent danger to life or property during a state of calamity * When time is of the essence arising from natural or man-made calamities * Other causes where immediate action is necessary: * To prevent damage to or loss of life or property * To restore vital public services, infrastructure facilities and other public utilities * In all instances, the HoPE shall confirm in writing the existence and veracity of the ground/s relied upon before approving the contract * Considering that the underlying reason of this modality relates to “time element”, the PE should consider the appropriate timing or the proximity of time between the actual procurement activity to be conducted and the emergency sought to be addressed * When the reason or cause for the emergency has already been abated, adoption of competitive bidding shall be considered * When the ground is based on imminent danger to life during a state of calamity, there must be a declaration by a competent authority of a state of calamity before any procurement activity may be undertaken | | End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat | The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).  BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.  PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.  The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.  If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.  The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer. | Not applicable | Three (3) Calendar days | End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD |
|  | **Approved PR received**  The PPMD receiving officer updates, records and endorses to the PPMD Procurement Officer who shall then prepares the Request for Quotation (RFQ)/ Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the RFQ/ RFP and other relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate the procurement process.  The PPMD Procurement Officer prepares the RFQ/ RFP and requests the prospective suppliers, service providers, contractors and consultant, to submit price quotation/ proposal that is responsive to the minimum technical specifications set by the end-user unit/s (OBSUs).  The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of emergency cases and award of contract to the legally, technically and financially capable supplier, service provider, contractor and consultant.  Upon receipt of the price quotations/ proposals, BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings. | Not applicable | Three (3) calendar days | PMS-PPMD, SUPPLIER, BAC Secretariat, TWG |
|  | **Preparation of BAC Resolution and Issuance of Notice of Award (NOA)**  Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods.  The BAC Sec Procurement Officer then prepares the BAC Resolution recommending adoption of the Emergency Cases modality and award of contract to the legally, technically and financially capable supplier, service provider, contractor and consultant. Likewise, the Notice of Award (NOA) for infrastructures projects and consulting services are also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).  Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier, service provider, contractor and consultant. The BACSec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract. | Not applicable | Ten (10) calendar days | PMS-PPMD, BAC Secretariat, End-user Unit |
| Prepare the OBRS and have the PO signed by the HoPE | **Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)**  The PMS-CMD prepares and facilitate the issuance PO/ Contract.  Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS). | Not Applicable | Three (3) working days | PMS-CMD, End-user Unit |
|  | **Receipt of the funded PO/Contract**  Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.  In the same manner, in case of infrastructure projects and consulting services a corresponding Notice to Proceed (NTP) shall also prepared and issued to the awarded contractor/ consultant. | Not Applicable | Three (3) working days | PMS-CMD, Supplier |
| Submit Sales Invoice, Billing Statement or Statement of Accounts | **Supply and Delivery of Goods**  For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.  The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment. | Not Applicable | Three (3) working days | PMS-CMD, AS-PSAMD |
| Preparation and Signing of Disbursement Vouchers | **Preparation of Disbursement Voucher (DV) for Payment**  Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.  The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier. | Not Applicable | Three (3) working days | PMS-CMD, FMS |

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

Procurement of Goods based on the requirement needed by the agency to be procured using Direct Retail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets under Section 53.14 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Procurement Management Service (PMS) | | | |
| **Classification:** | | Highly Technical | | | |
| **Type of Transaction:** | | Government-to-Government (G2G) / Government to Business (G2B) | | | |
| **Who may avail:** | | DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU) | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a **certified true copy of approved PPMP** and other supporting documents per request as follows:   * Approved Project Proposal * Approved Terms of Reference * Justification Letter * Market Survey / Market Research * Price Quotation/ Proposal   **Conditions for Direct Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets**  The procurement of POL products and airline tickets can be contracted by the end-user to identified direct suppliers or service providers under the following conditions:   * **For petroleum fuel (gasoline, diesel, and kerosene), oil and lubricants:**  1. Direct retail purchase of POL products estimated to be necessary for the operations of the Procuring Entity within the fiscal year, including provisions for foreseeable emergencies based on historical records, shall be reflected in the annual procurement plan (APP) in its entirety including any amendment thereto which shall be reflected in the supplemental APP. 2. Direct purchase must be made from any available retailers, dealers or gas stations at retail pump price. 3. The requirement must be intended to be used for any official government vehicles and equipment for immediate consumption; and d) Payment may be made through cash advance, reimbursement or other allowable payment modalities subject to pertinent auditing and accounting rules.  * **For airline tickets:**  1. Direct purchase of airline tickets required for official travels within the fiscal year, including provisions for foreseeable emergencies based on historical records, shall be reflected in the APP in its entirety including any amendment thereto which shall be reflected in the supplemental APP. 2. Direct purchase must be made from any commercial airline at fairly reasonable rates, subject to flight availability at the time of booking, travel days, stopovers, routes, additional visa requirements and other reasonable considerations as determined by the end-user. 3. Payment may be made through cash advance, reimbursement or other allowable payment modalities subject to pertinent auditing and accounting rules. 4. Procurement of airline tickets must be in accordance with existing rules and regulations governing official local and foreign travels of government personnel and Executive Order No. 77, s. 2019 | | | End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat | The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).  BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.  PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.  The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.  If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.  The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer. | | Not applicable | Three (3) calendar days | End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD |
|  | **Approved PR received**  The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement Officer who will facilitate the review of the submitted documents.  The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of direct purchase of POL products and airline tickets as the mode of procurement and award of contract to the identified supplier and/or service provider. | | Not applicable | One (1) calendar day | PMS-PPMD |
|  | **Preparation of BAC Resolution and Issuance of Notice of Award (NOA)**  Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods.  The BAC Sec Procurement Officer then prepares the BAC Resolution with the following recommendation:   * The end-user delegated to directly purchase POL products and airline tickets in accordance with Part IV (J) of this Guidelines shall determine the supplier or service provider capable of delivering the required POL products and airline tickets at retail pump price or at the most reasonable retail price, as the case may. * Taking into account the usual trade and business practices being observed in the industry and the requirements and other reasonable considerations identified by the end-user, direct retail purchase of the required POL products or airline tickets shall be carried out in accordance with pertinent accounting principles and practices as well as of sound management and fiscal administration provided that they do not contravene existing laws and regulations applicable to financial transactions.   The Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).  Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier and/or service provider. The BACSec Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Memorandum of Understanding/ Agreement (MOU/A). | | Not applicable | Ten (10) calendar days | BAC Secretariat, PMS-CMD |
| Prepare the OBRS and have the PO signed by the HoPE | **End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)**  The End-user Unit/s (OBSUs) facilitate the issuance Memorandum of Understanding/ Agreement (MOU/A) and the preparation, signing of Obligation Request and Status (ORS). | | Not Applicable | Three (3) working days | End-user Unit |
|  | **Receipt of the funded Memorandum of Understanding/ Agreement (MOU/A)**  Upon receipt of the duly funded MOU/A, the End-user Unit/s (OBSUs) shall facilitate the signing of MOU/A, notifies and serves immediately to the supplier and/or service provider. | | Not Applicable | Three (3) working days | End-user Unit |
| Submit Sales Invoice, Billing Statement or Statement of Accounts | **Contract Implementation**  End-user Unit/s (OBSUs) shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (OBSUs) in accordance with the approved TOR which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment. | | Not Applicable | As indicated in the approved TOR | End-user Unit |
| Preparation and Signing of Disbursement Vouchers | **Preparation of Disbursement Voucher (DV) for Payment**  Upon receipt of the Billing/ Statement of Account, and other supporting documents, the end-user unit shall prepare the DV.  It shall then endorse to Head of OBS, Cluster Head concerned for signature and for processing and facilitation of payment to the supplier. | | Not Applicable | Three (3) working days | End-user Unit, FMS |

# **RESOURCE GENERATION MANAGEMENT OFFICE**

**(RGMO)**

**NON-FRONTLINE SERVICES**

1. **Timely and harmonized accessing of TA and other resources**

The RGMO is responsible for harmonizing DSWD’s resource generation efforts and providing strategic guidance in terms of resource generation, mobilization and management. With due consideration of the inherent function of all DSWD OBSUs and FOs to forge partnerships and generate resources from various donors, the RGMO shall take the lead in coordinating, harmonizing and facilitating resource mobilization efforts. The RGMO will also ensure that the OBSUs optimally utilize the accessed TA resources and that results generated are used in policy formulation, program development and further enhancement of DSWD operations.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division** | | Resource Generation and Management Office | | | | |
| **Classification** | | Complex (7 days) | | | | |
| **Type of transactions** | | Government to Government | | | | |
| **Who may avail** | | DSWD Offices/Bureaus/Services/Units (OBSUs) | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| 1. Concept Note (1 copy) | | | Concerned OBSU | | | |
| 1. Project Proposal (1 copy) | | | Concerned OBSU | | | |
| 1. Terms of Reference (1 copy) | | | Concerned OBSU | | | |
| 1. Endorsement Letter (1 copy) | | | Concerned OBSU | | | |
| **Client Steps** | **Office Action** | | | **Fees to be Paid** | **Processing Time** | **Person Responsible** |
|  | 1. The RGMO issues a Memorandum to the OBSUs informing them of available resources and calls for project proposals from the OBSUs. | | | None | 1 | *Technical Staff (PDO III)* |
| 1. OBSU prepares the concept note, proposal and TOR using the prescribed templates and submits to the RGMO for comments. | 1. Reviews and provides comments on the draft concept note, proposal and TOR. The RGMO ensures that the project being proposed is aligned with the grant agreement. | | | None | 1-2 | *Technical Staff (PDO III)* |
| 1. Revises the concept note, proposal and TOR based on the inputs and comments of the RGMO. | 1. Endorses the concept note, proposal and TOR to the RGMO Head for clearance prior to the endorsement to the Development Partners. | | | None | 1-2 | *Technical Staff (PDO III) and RGMO Head* |
| 1. Submits complete project documents, including formal endorsement of OBSU Head, to the RGMO for endorsement to the Development Partners. | 1. Endorses the concept note, proposal and TOR with signed endorsement letter to the Development Partners for funding support and engagement of service providers. | | | None | 1 | *RGMO Head* |
| TOTAL | | | | None | 6 working days | |

# **SOCIAL MARKETING SERVICES**

**(SMS)**

**NON-FRONTLINE SERVICES**

* + - 1. **Provision of Technical Assistance**

The Social Marketing Service (SMS) is responsible for undertaking advocacy, social marketing, and networking activities to promote social change and to nurture the DSWD’s relationships with its publics and stakeholders

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | **Public Affairs and Advocacy Division**  Media Production Division | | | |
| **Classification:** | | **Simple** | | | |
| **Type of Transaction:** | | **Government to Government  (Internal)** | | | |
| **Who may avail:** | | **DSWD OBSUs and Field Offices** | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| Request for Technical Assistance | | | Requesting OBSUs/FOs | | |
| Draft Document | | | Requesting OBSUs/FOs | | |
| 1. **Technical Assistance for Branding Designs** | | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submits a request for review of materials vis-à-vis the branding guidelines through memorandum | 1.   Receives and reviews the memorandum and/or attachments and scans it for SMS Data Tracking System (DTS).  Endorses the memorandum to the SMS Director. | | N/A | 5 minutes | Office of the Director (OD) Staff |
|  | 1.2 Reviews the Memorandum and writes instructions to the concerned Division. | | N/A | 3 minutes | SMS Director |
|  | 1.3 Scans the instructions of SMS Director and sends/emails to MPD | | N/A | 5 minutes | OD Staff |
|  | 1.4 Records request and endorses to MPD Division Chief (DC) | | N/A | 5 minutes | OD  Staff/MPD  Admin  staff |
|  | 1.5 Reviews request and endorses to the Technical Staff (TS) to act on the branding  Reviews branding assessment result submitted by TS, returns document to TS with inputs  Reviews comments from TS; returns draft document to TS | | N/A | 14 hours   |  | | --- | |  | | MPD Division Chief  (DC) |
|  | 1.6 Conducts review and analysis of the document based on the MC 9-DSWD Branding Guidelines  Inputs comments from DC; returns draft document to DC | | N/A | 8 hours | MPD Technical Staff |
|  | 1.7 Reviews the document and submits the Branding review results to the SMS Director  Returns draft document to SMS director after revisions | | N/A | 3 hours | MPD Division Chief |
|  | 1.8 Reviews document and returns the draft document to MPD DC if needing revisions  Reviews document to ensure that all inputs are implemented and affixes signature | | N/A | 3.5 hours | SMS Director   |  | | --- | |  | |
|  | 1.9 Route approved document with SMS Customer Satisfaction Form to requesting office | | N/A | 15 minutes | OD Admin  Staff |
| 2. Accepts the response to Branding Request (either approved or disapproved with recommendation) | 1. Requesting OBSU accepts response to request   If requesting party has concern, write memo for clarification | | N/A | None | Requesting  OBSU |
| **TOTAL** | | | **NONE** | **3 Working Days, 5 Hours, 3 Minutes** | |
| 1. **Technical Assistance For Messages and Foreword** | | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Client submits request for Technical Assistance  on Messages or Foreword through email/letter/memorandum | 1. Receives and reviews the memorandum.   Scans for SMS Data Tracking System (DTS).  Endorses the Memorandum to the SMS Director. | | N/A | 10 minutes | Office of the  Director  (OD) staff |
|  | 1.1 Reviews the request and  writes instructions to the concerned Division. | | N/A | 6 minutes | SMS Director |
|  | 1.2 Scans instructions of SMS Director and forwards/emails to Public  Affairs and Advocacy Division (PAAD). | | N/A | 4 minutes | OD Admin Staff |
|  | 1.3 Records request and endorses to the PAAD Division Chief (DC). | | N/A | 7 minutes | PAAD Admin Staff |
|  | 1.4 Reviews request and endorses to the Technical Staff (TS) to act on the request.  Reviews the draft message/ foreword submitted by the TS;  returns to TS with  suggested inputs. | | N/A | 1 hour 10 minutes | PAAD Division Chief |
|  | 1.5 Coordinates with requesting  OBSU/FO.  Prepares  draft message or foreword  in coordination with focal  program person of  concerned OBSU.  Inputs  comments; returns revised  draft document to DC. | | N/A | 5 hours | PAAD Technical Staff |
|  | 1.6 If there are no further  comments, DC endorses the draft document to  the SMS Director for review.  Revises the output  based on inputs from the SMS  Director. | | N/A | 10 minutes | PAAD Division Chief |
|  | 1.7 Reviews draft document.  If there are comments,  SMS Director returns the draft document to DC/RIO for revision.  Approves and endorses to  the Office of the  Undersecretary for Social  Welfare and Development (OUSWD). | | N/A | 5.5 hours | SMS Director |
|  | 1.8 Records the SMS  submission for review of  technical staff. | | N/A | 10 minutes | OUSWD Staff |
|  | 1.9 Reviews draft briefer.  Provides suggestions/additional inputs. | | N/A | 2.5 hours | OUSWD Technical Staff |
|  | 1.10 SMS revises output based on suggestions/additional  inputs from TS and re-submits output. | | N/A | 4 hours | SMS |
|  | 1.11 Endorses draft briefer for  review and approval. | | N/A | 2.5 hours | OUSWD Technical Staff |
|  | 1.12 OUSWD reviews the  output.  If there are further  comments, return output to  TS for appropriate action.  If no further comments.  OUSWD approves the  message/foreword. | | N/A | 1 hour | OUSWD |
|  | 1.13 SMS coordinates with  requesting OBSU for the  endorsement of message/foreword. | | N/A | 20 minutes | SMS Admin Staff |
| **TOTAL** | | | **NONE** | **2 Working Days, 6 hours, 47 minutes** | |

# **SOCIAL WELFARE INSTITUTIONAL DEVELOPMENT BUREAU**

**(SWIDB)**

**NON-FRONTLINE SERVICES**

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

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | Social Welfare Institutional Development Bureau (SWIDB) -  Capability Building Division (CBD) | | | | |
| **Classification:** | Highly technical | | | | |
| **Type of Transaction:** | G2G - Government to Government | | | | |
| **Who may avail:** | All offices in DSWD Central Office (CO) and Field Offices (FOs) | | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| ***A) CPD Application*** | | | | | |
| 1. CPD Application Form | | PRC website <prc.gov.ph> or SWIDB Google Drive <https://tinyurl.com/PRC-SWIDB-CPDForms> | | | |
| 2. Instructional Design | | PRC website or SWIDB Google Drive | | | |
| 3. Evaluation Tool | | SWIDB Google Drive | | | |
| 4. Program of Activities | | SWIDB Google Drive | | | |
| 5. Resume of Speaker/s | | PRC website or SWIDB Google Drive | | | |
| 6. Current Professional ID of Speaker/s | | PRC website or SWIDB Google Drive | | | |
| 7. Breakdown of Expenses for the Conduct of Program | | PRC website or SWIDB Google Drive | | | |
| *Additional Requirements for Online Learning* | | | | | |
| 8. Declaration of Minimum Technical Requirements | | SWIDB Google Drive | | | |
| 9. Privacy Policy | | SWIDB Google Drive | | | |
| 10. Certificate of Participation | | PRC website or SWIDB Google Drive | | | |
| *Additional requirement as of 1 March 2021* | | | | | |
| 11. Letter of Undertaking | | SWIDB Google Drive | | | |
| ***B) CPD Completion Report*** | |  | | | |
| 1. CPD Completion Report Form | | PRC website or SWIDB Google Drive | | | |
| 2. CPD Attendance Sheet | | PRC website or SWIDB Google Drive | | | |
| 3. Actual Program of Activities with List of Resource Speakers | | SWIDB Google Drive | | | |
| 4. Lecture Materials | | Proponent Office (CO or FO) | | | |
| 5. Summary of Evaluation of Speakers | | SWIDB Google Drive | | | |
| 6. Summary of Evaluation of Learning of Participants | | SWIDB Google Drive | | | |
| 7. Financial Report | | SWIDB Google Drive | | | |
| 8. Relevant Photographs | | Proponent Office | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| ***1A) CPD Application*** | | | | | |
| 1.Submit the CPD Application requirements through email to <swidb@dswd.gov.ph> | 1.1 Accept and track the application | | None | 3 Hours | SWIDB Admin Staff (Incoming) |
|  | 1.2 Endorse the application to the Division Chief | | None | 2 Hours | SWIDB Admin Staff (Incoming) |
|  | 1.3 Forward the Application documents to the assigned technical staff per initial assessment | | None | 1 Hour | Division Chief (CBD) |
|  | 1.4 Update the monitoring sheet and review the Application documents per PRC and DSWD standards | | None | 5 Days | CPD Focal Person |
|  | 1.5 Forward the initial review checklist to the Proponent Office (PO) | | None | 1 Hour | CPD Focal Person |
| 2. PO submits revised files based on SWIDB’s Initial Review | 2.1 After the PO’s revision, review and finalize the application.  If **complete and compliant**, proceed to Step 2.2**.**  If not, return to PO until complete**.** | | None | 5 Days | CPD Focal Person |
|  | 2.2 Forward the merged CPD Application Requirements to Division Chief (Capability Building Division) for review and initials | | None | 1 Hour | CPD Focal Person |
|  | 2.3 Review and affix initials on the Application documents and forward to DSWD CPD Focal Person | | None | 5 Hours | Division Chief (CBD) |
|  | 2.4 Review and sign the Application documents | | None | 5 Hours | Division Chief (Knowledge Management Division) |
|  | 2.5a Upload the final PDF application attachments to SWIDB Google Drive – CPD Folder | | None | 3 Hours | CPD Focal Person |
|  | 2.5b Upload the requirements online via CPDAS | | None | 1 Day | CPD Focal Person |
| 3. Submit required documents per PRC-NCR’s evaluation | 3.a Track the submitted application.  If PRC-NCR has comments on the submitted application, CPD Focal Person shall immediately inform the PO to comply within 2 working days.  3.b Receive required documents from PO per PRC-NCR’s evaluation and submit to PRC | | None  None | N/A  2 Days | CPD Focal Person  CPD Focal Person |
|  | 3.c Update the monitoring sheet in Google Drive | | None | 1 Hour | CPD Focal Person |
|  | 3.d Upon PRC accreditation, e-mail the proponent office on the status of their submitted application. | | None | 1 Day | CPD Focal Person |
|  | **SUBTOTAL:** | | None | 136 Hours or 17 Days |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***1B.) CPD Completion Report*** | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Submit the CPD Completion requirements through email to <swidb@dswd.gov.ph> | 1.1 Accept and track the Completion Report | None | 3 Hours | SWIDB Admin Staff (Incoming) |
|  | 1.2 Endorse the Completion Report to the Division Chief | None | 2 Hours | SWIDB Admin Staff (Incoming) |
|  | 1.3 Forward the Completion documents to the assigned technical staff per initial assessment | None | 1 Hour | Division Chief (CBD) |
|  | 1.4 Review the Completion documents per PRC and DSWD standards | None | 2 days | CPD Focal Person |
|  | 1.5 Forward the initial review checklist to the Proponent Office (PO) | None | 1 Hour | CPD Focal Person |
| 2. PO submits revised files based on SWIDB’s Initial Review | 2.1 After the PO’s revision, review and finalize the completion documents | None | 3 days | Division Chief (CBD) |
|  | 2.2 Forward the merged CPD Completion Requirements to Division Chief (Capability Building Division) for review and initials | None | 1 Hour | CPD Focal Person |
|  | 2.3 Review and affix initials on the Completion documents and forward to DSWD CPD Focal Person | None | 5 Hours | Division Chief (CBD) |
|  | 2.4 Review and sign the Completion documents | None | 5 Hours | Division Chief (Knowledge Management Division) |
|  | 2.5a Upload the final PDF completion attachments to SWIDB Google Drive – CPD Folder | None | 3 Hours | CPD Focal Person |
|  | 2.5b Upload the requirements online via CPDAS  For completion requirements, email the full completion report to cpdd.monitoringandevaluation@gmail.com and gcalapardo.prc@gmail.com | None | 1 Day | CPD Focal Person |
|  | 2.6 Update the monitoring sheet in Google Drive | None | 1 Hour | CPD Focal Person |
|  | 2.7 Upon submitted completion report, email the proponent office on the status and include the Client Satisfaction Measurement Survey (CSMS). | None | 1 Day | CPD Focal Person |
|  | **SUBTOTAL:** | None | 80 Hours or 10 Days |  |
|  | **TOTAL:** | None | **27 Days** |  |

1. **SWADCAP Activity Reservation by DSWD Employees**

Reservation of training to be held in the Department’s facility – Social Welfare and Development Center for Asia and the Pacific (SWADCAP), Taguig City. Pursuant to the memorandum of the Undersecretary for General Administration and Support Services Group (GASSG) dated January 16, 2013, all offices, bureaus, services, and units (OBSUs) are encouraged to maximize the use of the said facility. It is more advantageous and beneficial to the government if SWADCAP will be used as the primary training facility for the Department’s various activities. This entails the use of both guest and function rooms.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Social Welfare Institutional Development Bureau (SWIDB) -  Knowledge Management Division (KMD) - Social Welfare and Development Center for Asia and the Pacific (SWADCAP) | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2G - Government to Government | | | |
| **Who may avail:** | DSWD employees | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Memo requesting SWADCAP availability | | Requesting party | | |
| 2. SWADCAP Reservation Form | | DSWD Website | | |
| 3. Activity Terms and Conditions | | DSWD Website | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Send request memo to SWIDB | 1. Track the received request memo from OBS | None | 1 Hour | SWIDB Admin Staff (Incoming) |
|  | 2. Check memo request details such as:  -activity title  -activity date  -number of participants | None | 1 Hour | SWIDB Admin Staff |
|  | 3. Check availability of Function Room and/or Guest Rooms via SWADCAP Calendar | None | 1 Hour | SWIDB Admin Staff |
|  | 4. Prepare Certificate of Availability/ Non-Availability of SWADCAP and affix initials | None | 3 Hours | SWIDB Admin Staff |
|  | 5. Submit Certificate to approving authorities (Division Chief and Bureau Director) | None | 2 Hours | SWIDB Admin Staff |
|  | 6. Review and sign Certificate | None | 6 Hours | Division Chief and Bureau Director |
|  | 7. Track and endorse signed Certificate, attached with Reservation Form and Activity Terms and Conditions to concerned office | None | 2 Hours | SWIDB Admin Staff (Outgoing) |
| 2. Fill out Reservation Form and Activity Terms and Conditions |  | None | 2 Hours |  |
| 3.Submit the Reservation Form, Activity Terms and Conditions and copy of the scanned ID of the requestor to SWADCAP thru email |  | None | 2 Hours |  |
|  | 8. Book reservation to SWADCAP Calendar | None | 2 Hours | SWADCAP Admin Staff |
|  | 9. Send confirmation of reservation and link to the CSMS form thru email | None | 2 Hours | SWADCAP Admin Staff |
|  | **TOTAL:** | None | **24 Hours or**  **3 Days** |  |

1. **KEC Function Room Reservation and Use**

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Social Welfare Institutional Development Bureau (SWIDB) -  Knowledge Management Division (KMD) - Knowledge Exchange Center (KEC) | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2G - Government to Government | | | |
| **Who may avail:** | DSWD employees | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Reservation Form | | Knowledge Exchange Center | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Inquire availability of Function Room via email |  | None | 1 Hour |  |
|  | 1. Receive request via email to reserve Function Room | None | 1 Hour | KEC Librarian  (Knowledge Management Division) |
|  | 2. Check availability of KEC Function Room | None | 2 Hours | KEC Librarian  (Knowledge Management Division) |
|  | 3.Send Reservation Form to requesting party thru email | None | 2 Hours | KEC Librarian  (Knowledge Management Division) |
| 2. Fill out Reservation Form |  | None | 3 Hours |  |
| 3. Submit accomplished Reservation Form to KEC thru email |  | None | 3 Hours |  |
|  | 5.Book reservation to KEC Calendar | None | 2 Hours | KEC Librarian  (Knowledge Management Division) |
|  | 6. Send confirmation of reservation and link CSMS form thru email | None | 2 Hours | KEC Librarian  (Knowledge Management Division) |
|  | **TOTAL:** | **None** | **16 Hours or**   1. **Days** |  |

1. **Borrowing of KEC Materials and Collections**

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Social Welfare Institutional Development Bureau (SWIDB) -  Knowledge Management Division (KMD) - Knowledge Exchange Center (KEC) | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2G - Government to Government | | | |
| **Who may avail:** | DSWD employees | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Borrower’s Logbook | | Knowledge Exchange Center | | |
| 2. Valid ID | | Requesting Party | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Provide proof of identification |  | None | 2 Hours |  |
| 2. Inquire availability of knowledge material/s |  | None | 2 Hours |  |
|  | 1. Receive inquiry on the availability of knowledge material/s | None | 2 Hours | KEC Librarian/ Staff |
|  | 2. Conduct physical inspection of material/s being borrowed | None | 2 Hours | KEC Librarian/ Staff |
|  | 3. Require borrower to fill up Borrower’s Logbook | None | 2 Hours | KEC Librarian/ Staff |
| 3. Fill out Borrower’s Logbook |  | None | 2 Hours |  |
|  | 4. Encode material and borrower’s name in the KEC Borrowers’ Matrix | None | 2 Hours | KEC Librarian/ Staff |
|  | 5.Release the material/s and advise date of return | None | 2 Hours | KEC Librarian/ Staff |
|  | **TOTAL:** | None | **16 Hours or**  **2 Days** |  |

# **FEEEDBACK AND COMPLAINTS MECHANISM**

* + - 1. **Administrative Service**

|  |  |
| --- | --- |
| **FEEDBACK AND COMPLAINTS MECHANISM** | |
| How to send feedback | Along with the data/info submitted through email, the Google Survey Form link: [https://docs.google.com/forms/d/e/1FAIpQLSfA7RtqorXpusl0i4zj-](https://docs.google.com/forms/d/e/1FAIpQLSfA7RtqorXpusl0i4zj-ZRcnh5v2yq0m66ZR6H8YgBg2nrl8A/viewform) [ZRcnh5v2yq0m66ZR6H8YgBg2nrl8A/viewform](https://docs.google.com/forms/d/e/1FAIpQLSfA7RtqorXpusl0i4zj-ZRcnh5v2yq0m66ZR6H8YgBg2nrl8A/viewform) is being submitted. |
| How feedbacks are processed | Through the Google Survey Form, all feedbacks are easily generated and consolidated in quarterly basis.  AS-RAMD will conduct evaluation regarding the data gathered  through root cause analysis, and identify plans and actions that must recommended for execution |
| How to file a complaint | Requesting party may submit an appeal for requests that have been denied or a complaint letter addressed to DSWD Secretary Rolando Joselito Bautista at DSWD-Central Office, IBP Road Batasan Pambansa Complex, Constitution Hills, Quezon City. |
| How complaints are processed | Complaint letter received by the Office of the Secretary shall be forwarded to the concerned office to address the concern.  Reply letter shall be sent to the complainant. |
| Contact Information | **DSWD:** |
| Ms. Myrna H. Reyes |
|  | DSWD– Records and Archives Management Division |
|  | OIC-Division Chief/DSWD FOI Receiving Officer |
|  | [*mhreyes@dswd.gov.ph*](mailto:mhreyes@dswd.gov.ph) |
|  | *(02) 8 951 7119* |
|  | [grievance.osec@dswd.gov.ph](mailto:grievance.osec@dswd.gov.ph) |
|  | *(02) 8-931-8101* |
|  | **ARTA:** |
|  | [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph) |
|  | (02) 8-478-5093 |
|  | **PCC:** |
|  | [pcc@malacanang.gov.ph](mailto:pcc@malacanang.gov.ph) |
|  | 8888 |
|  | **Contact Center ng Bayan:** |
|  | SMS : 0908 881 6565 |
|  | Call 165 56 |
|  | P5.00 + VAT per call anywhere in the Philippines |
|  | via PLDT landlines |

* + - 1. **Agency Operations Center**

|  |  |
| --- | --- |
| **FEEDBACK AND COMPLAINTS MECHANISM** | |
| How to send feedback | Answer the client feedback form and drop it at the designated drop box in AOC complaint and assistance helpdesk.  Contact info: (+02) 8-931-8101 VOIP. 10212, 10214, 10206 or aoc@dswd.gov.ph |
| How feedbacks are processed | The Administrative Officer compiles and records all feedback submitted.  For feedback requiring answers are forwarded to the relevant personnel / unit and they are required to answer within three (3) days of the receipt of the feedback.  The answer of the personnel / unit is then relayed to the citizen.  For Inquiries and follow – up, clients may contact the following telephone number: (+02) 8-931-8101 VOIP. 10212, 10214, 10206 or email aoc@dswd.gov.ph |
| How to file a complaint | Answer the client complaint form and drop it at designated drop box in AOC complaint and assistance helpdesk. It can also be filed via telephone or email. Make sure to provide the following information:   * Name of person being complained * Incident * Evidence   For Inquiries and follow – up, clients may contact the following telephone number: (+02) 8-931-8101 VOIP. 10212, 10214, 10206 or email aoc@dswd.gov.ph |
| How complaints are processed | The Agency Operation Center will evaluate and determine the complaints received on a daily basis. The ARTU focal will coordinate and forward the complaint to the relevant personnel / unit to answer the complaint and shall investigate. If necessary, after the concern has been addressed or after the conduct of the investigation, the ARTU Focal shall prepare and submit an incident report to the AOC Director for appropriate action. The ARTU focal shall give feedback to the clients.  For Inquiries and follow – up, clients may contact the following telephone number: (+02) 8-931-8101 VOIP. 10212, 10214, 10206 or email aoc@dswd.gov.ph |
| Contact Information of CCB, PCC, ARTA | **Anti-Red Tape Authority:** [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph),  8-478-5093  **Contact Center ng Bayan:** [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph),  0908-881-6565  **Presidential Complaint Center:** [pcc@malacanang.gov.ph](mailto:pcc@malacanang.gov.ph) ,  8888  **Agency Operation Center:** [aoc@dswd.gov.ph](mailto:aoc@dswd.gov.ph);  (+02) 89318101 VOIP. 10212, 10214, 10206 |

* + - 1. **Disaster Response Management Bureau**

|  |  |
| --- | --- |
| **Feedback and Complaints Mechanisms** | |
| How to send a feedback / complaint | Answer the client satisfaction survey form online through this link <https://bit.ly/3vtixYl> or through pen and paper at the receiving area of DRMB. |
| How complaints are processed | The DRMB Grievance Focal shall review the grievances as they come and respond accordingly. |
| Contact information of Contact Center ng Bayan (CCB), Presidential Complaint Center (PCC), and Anti-Red Tape Authority (ARTA) | ARTA: [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph)            : 8478-5093  PCC: [pcc@malacanang.gov.ph](mailto:pcc@malacanang.gov.ph)           8888  CCB: [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph)  0908-881-6565 |

* + - 1. **Disaster Response Management Group**

| **Feedback and Complaints Mechanisms** | |
| --- | --- |
| How to send a feedback | Customer Feedback Form shall be provided to the Client LGU upon release of requested goods. |
| How feedback are processed | 1. Duly accomplished customer feedback forms shall be collated once a month by the DRMD Grievance Focal. 2. Identified issues and concerns of the Client LGU shall be discussed and addressed accordingly. |
| How to file a complaint | Requesting LGU may submit appeals for request that have been denied or delayed, thru a letter addressed to the concerned DSWD Field Office |
| How complaints are processed | Upon receipt of the complaint, the DRMD Head of the concerned DSWD FO shall make necessary evaluation and investigation, and create a report for information and appropriate action of the DSWD FO. Feedback shall be provided to the Client LGU. |
| Contact information of (ARTA), (CCB), (PCC) | ARTA: [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph)  : 8478-5093  PCC: [pcc@malacanang.gov.ph](mailto:pcc@malacanang.gov.ph)  8888  CCB: [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph)  0908-881-6565 |

* + - 1. **Finance and Management Service**

|  |  |
| --- | --- |
| **FEEDBACK AND COMPLAINTS MECHANISMS** | |
| How to send a feedback | Customer Feedback Form shall be provided to the client after issuance of approved accounting certifications. |
| How feedback is processed | Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis. |
| How to file a complaint | Complaints may be sent to the Office of Director of FMS through email at [finance@dswd.gov.ph](mailto:finance@dswd.gov.ph) or [fms@dswd.gov.ph](mailto:fms@dswd.gov.ph) Tel No. (632) 931-8127 |
| How complaints are processed | Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials.  For inquiries and follow-ups, clients may contact FMS through (632) 931-8127 or through email: [finance@dswd.gov.ph](mailto:finance@dswd.gov.ph) or [fms@dswd.gov.ph](mailto:fms@dswd.gov.ph) |
| Contact Information | **Anti-Red Tape Authority (ARTA)**:  [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph) / 8478-5093  **Contact Center ng Bayan (CCB):**  [email@contactcenterngbayan.gov.ph/](about:blank) 0908-881-6565  **Presidential Complaint Center**:  [pcc@malacanang.gov.ph](mailto:pcc@malacanang.gov.ph) /8888 |

* + - 1. **Human Resources Management and Development Service**

|  |  |  |
| --- | --- | --- |
| **FEEDBACK AND COMPLAINTS MECHANISM** | | |
| How to send feedback | Kindly accomplish the Customer Feedback Form (HRMDS-GF-07) and place at the drop box located in front of the PAD Receiving Area.  Telephone: (02) 8931-9137  E-mail: [personnel@dswd.gov.ph](mailto:personnel@dswd.gov.ph) |
| How feedbacks are processed | Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer.  Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days  Appropriate client shall be informed of the response.  For the status of your query/clarification, you may contact us thru:  Telephone: (02) 8931-9137  E-mail: [personnel@dswd.gov.ph](mailto:personnel@dswd.gov.ph) |
| How to file a complaint | Kindly accomplish the Customer Feedback Form (HRMDS-GF-07) and place at the drop box located in front of the PAD Receiving Area.  You may also file your complaint through telephone with the following details:   * Your Name and contact details * Transaction with PAD * Name of Person complained of * Reason for complaint * Evidence/s, if any   For the status of your complaint/s, you may contact us thru:  Telephone: (02) 8931-9137  E-mail: [personnel@dswd.gov.ph](mailto:personnel@dswd.gov.ph) |
| How complaints are processed | Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.  Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.  Proper investigation shall be conducted and a report shall be filed by the assigned employee.  Appropriate client shall be informed of the response.  For the status of your complaint, you may contact us thru:  Telephone: (02) 8931-9137  E-mail: [personnel@dswd.gov.ph](mailto:personnel@dswd.gov.ph) |
| Contact Information of CCB, PCC, ARTA | * Anti-Red Tape Authority (ARTA) [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph), 8-478-5093 * Presidential Complaint Center (PCC) [pcc@malacanang.gov.ph](mailto:pcc@malacanang.gov.ph), 8888 * Contact Center ng Bayan (CCB) [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph), before CSC (Civil Service Commission), 0908-881-6565 |

* + - 1. **Internal Audit Service**

| **FEEDBACK AND COMPLAINTS MECHANISM** | |
| --- | --- |
| How to send feedback | Answer the IAS Client Feedback Form (***contact number/s must be indicated for efficient and fast communication***) and drop it at the designated drop box placed near the entrance of this office, under the custody of Mr. Renato P. Galuran, Administrative Assistant I and Ms. Myca Donna Dee L. Magbanua, Internal Auditing Assistant.  Citizens may contact info: 952-9773 for inquiries and follow-up. Look for the following Designated Support Staff (DSS) under the Anti-Red Tape Unit (ARTU) corresponding the division they represent, at least within 2 days (for 3-day transactions); 5 days (for 7-day transactions); and 8 days (for 20-day transactions) after receipt of the approved request by the IAS concerned staff:   |  |  |  | | --- | --- | --- | | **Name** | **ARTU Designation** | **Position** | | Cristina C. Gaming | Unit Head | OIC-Division Chief/ Internal Auditor (IA) | | Antonia C. Alcober | Special Audit Division (SAD) | IA III | | Jerry D. Cabili | Operations Audit Division (OAD) | IA III | | Jenny Vi L. Alinday | Management Audit Division (MAD) | IA II | | Mark Anthony B. Balabbo | Integrity Management Committee IMC) | Monitoring and Evaluation Officer (MEO) II | |
| How feedbacks are processed | **Mr. Jerry D. Cabili**, ARTU Support Staff from the Operations Audit Division opens the drop box on a daily basis, compiles and records all feedback submitted.  Feedback requiring answers are forwarded to the concerned division/s (c/o the Division Chief) and will be turned-over to the DSS, for appropriate action.  The answer of the office is then relayed to the citizen by the DSS who are required to answer via phone calls and official letters whichever is necessary, at least 2 days (for 3-day transactions); 4 days (for 7-day transactions); and 7 days (for 20-day transactions), upon receipt of the feedback.  For inquiries and follow-ups, citizen’s may contact: 952-9773 or email IAS at [ias@dswd.gov.ph](mailto:ias@dswd.gov.ph). |
| How to file a complaint | Answer the IAS Client Feedback Form (***contact number/s must be indicated for efficient and fast communication***) and drop it at the designated drop box placed near the entrance of this office, under the custody of **Mr. Renato P. Galuran**, Administrative Assistant I and **Ms. Myca Donna Dee L. Magbanua**, Internal Auditing Assistant.  Citizens may contact info: 952-9773 or email IAS at [ias@dswd.gov.ph](mailto:ias@dswd.gov.ph) for *complaints, inquiries and follow-ups*. Make sure to provide the following information:   * Name of person being complained; and * Incident Evidence   Look for the following Designated Support Staff (DSS) under the ARTU corresponding their contact number/s and division they represent, at least within 2 days (for 3-day transactions); 4 days (for 7-day transactions); and 7 days (for 20-day transactions) after receipt of the approved request by the IAS concerned staff:   |  |  |  | | --- | --- | --- | | **Name** | **ARTU Designation** | **Contact Number/s** | | Cristina C. Gaming | Unit Head | 0917-1638631 | | Antonia C. Alcober | Special Audit Division (SAD) | 0917-5361369 | | Jerry D. Cabili | Operations Audit Division (OAD) | 0977-8090214 | | Jenny Vi L. Alinday | Management Audit Division (MAD) | 0946-9884255 | | Mark Anthony B. Balabbo | Integrity Management Committee IMC) | 0927-3055764 | |
| How complaints are processed | **Ms. Jenny L. Alinday**, ARTU Support Staff from the Management Audit Division opens the drop box, and records all complaints submitted on a daily basis and subject each for evaluation.  Upon evaluation, Ms. Alinday forwards the complaint to the concerned division/s (c/o the Division Chief) and will be turned-over to the DSS, for preparation of a report signed and approved by the IAS Director.  The result of evaluation of the office will be given to the citizen by the concerned DSS who are required to answer via phone calls and official letters whichever is necessary, at least 2 days (for 3-day transactions); 4 days (for 7-day transactions); and 7 days (for 20-day transactions), upon receipt of the feedback.  For inquiries and follow-ups on the complaints, citizen’s may contact: 952-9773 or email IAS at [ias@dswd.gov.ph](mailto:ias@dswd.gov.ph). |
| Contact Information ARTA, CSC, PCC | Anti-Red Tape Authority (ARTA) : [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph) 8-478-5093  Presidential Complaint Center (PCC): [pcc@malacanang.gov.ph](mailto:pcc@malacanang.gov.ph) 8888  Contact Center ng Bayan (CCB) : emaill@contactcenterngbayan.gov.ph  Before CSC (Civil Service Commission): 0908-881-6565 |

* + - 1. **Information Communication Technology Management Bureau**

|  |  |
| --- | --- |
| **FEEDBACK AND COMPLAINTS MECHANISM** | |
| How to send feedback | ICTMS Request feedback through [https://ictsupport.dswd.gov.ph/](about:blank) |
| How feedbacks are processed | Feedback are consolidated and reviewed by each division. |
| How to file a complaint | Complain can be sent through https://ictsupport.dswd.gov.ph |
| How complaints are processed | Each complain or request are assigned to specific person that will take action |
| Contact Information ICTMS | 931-81-01 to 07 Locals: 127, 128;  Direct Line - 932-80-85  ICTMS/VOIP - 10308  ICTMS/Incoming - 10302    Malasakit Building, DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City, Philippines |

* + - 1. **International Social Services Office**

| **FEEDBACK AND COMPLAINTS MECHANISM** | |
| --- | --- |
| How to send feedback | Concerned citizen to send letter/email to: [issoinquiries@gmail.com](mailto:issoinquiries@gmail.com) |
| How feedbacks are processed | A designated staff will immediately act on the feedback, which shall immediately be sent to the sender within 72 working hours. |
| How to file a complaint | Concerned citizen to send letter/email to: [issoinquiries@gmail.com](mailto:issoinquiries@gmail.com) |
| How complaints are processed | A designated staff will immediately act on the complaint. Feedback shall immediately be sent to the complainant within 72 working hours. |
| Contact Information of:  ARTA,PCC, CCB | **Anti-Red Tape Authority (ARTA)**  [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph)  8-478-5093  **Presidential Complaint Center (PCC)**  [pcc@malacanang.gov.ph](mailto:pcc@malacanang.gov.ph)  8888  **Contact Center ng Bayan (CCB)**  [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph)  before CSC (Civil Service Commission)-  0908-881-6565 |

* + - 1. **Kapit-Bisig Laban Sa Kahirapan – Comprehensive And Integrated Delivery Of Social Services National Community-Driven Development Program**

|  |  |  |
| --- | --- | --- |
| **FEEDBACK AND COMPLAINTS MECHANISM** | | |
| How to send feedback | The use of Customer Feedback is a way to continuously improve the quality of service delivery to our Internal and External customers, especially the Regional Program Management Offices.  First, the client should fill out the Client Satisfaction Measurement Survey Form after a transaction/Request or Consultation from the office  and send it to [kalahi.records@gmail.com](mailto:kalahi.records@gmail.com) or use the link via google forms <https://forms.gle/ZCpaVUUJc1P8bD7b7>  Alternatively, clients’ feedback may be channeled or initiated through:   * Direct visits at Address: Kalahi CIDSS NPMO, DSWD Complex, Batasan Hills, Quezon City * Text messages or phone calls via Tel: (02) 8952-0697 and KALAHI-CIDSS National Grievance Hotline: +6394562925155 * Online KALAHI-CIDSS social media accounts such as KC Official Facebook account either Regional or/and National Facebook.com/dswdkalahicidss and website ncddp.dswd.gov.ph   To ensure that the client's issues are addressed, both online and offline channels of getting feedback are active and in place. |
| How feedbacks are processed | All the client feedback is received and processed by the Grievance Monitor.  Grievance Monitor records the feedback filed by the client in the database.  Grievance Monitor accomplishes an Intake sheet if there is any contentious feedback that needs further action. The Grievance monitor will verify feedback/ information with clients as needed. The grievance monitor responds to the point of feedback intake at any level of the project and refers to an appropriate office/person who can address the inquiry or concern if there is any. Any further concerns related to feedback will be resolved in accordance with the Grievance Process and Handling of Kalahi-CIDSS NCDDP Grievance Redress System. |
| How to file a complaint/grievance | Clients may file/initiate complaints or grievances through the following means:   * Letters and e-mails to kalahi.records@gmail.com * Text messages/ Phone calls: KALAHI-CIDSS Grievance Hotline: +6394562925155 or Tel: (02) 8952-0697 * Verbal narration from walk-in complainants * Grievance Boxes installed in the project areas * Reports of staff, consultants, NGOs, LGUs and journalists, partner stakeholders. * Call-in questions, comments, or complaints from radio programs * Media newscasts, newspaper articles, and other publications. * Online official KALAHI-CIDSS Website: ncddp.dswd.gov.ph and Facebook: Facebook.com/dswdkalahicidss * Through channels/other complaint centers such as 8888 * Citizens’ Complaints Hotline (President’s Hotline) 8888 * Contact Center ng Bayan (CCB),   SMS: 0908-881-6565 / Call: 165 56,  Email: [email@contactcenterbayan.gov.ph](mailto:email@contactcenterbayan.gov.ph),  Facebook: <https://facebook.com/civilservicegovoh/>  web: <https://contactcenterbayan.gov.ph/> |
| How complaints are processed | Please see attached Grievance/Complaint Handling and Monitoring (Annex A) for processing the complaints/ grievances received. |
| Contact Information of ARTA, PCC, CCB, and CSC | Anti-Red Tape Authority (ARTA):  [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph) 8478-5091 / 8478- 5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935  Presidential Complaint Center (PCC):  [pcc@malacanang.gov.ph](mailto:pcc@malacanang.gov.ph) 8736-8645 / 8736- 8603 / 8736-8629 / 8736-8621  Contact Center ng Bayan (CCB): [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph) 0908-881-6565  Civil Service Commission (CSC): 8931-8092 / 8931-7939 / 8931-7935 |

* + - 1. **Legal Service**

|  |  |
| --- | --- |
| **FEEDBACK AND COMPLAINTS MECHANISM** | |
| How to send feedback? | * + - 1. Answer the LS Client Feedback Form and drop it at the designated suggestion box located in front of the information desk/ reception area of the LS office; or       2. Contact LS at (02) 8951 2238 or [legal@dswd.gov.ph](mailto:legal@dswd.gov.ph). |
| How feedback is processed? | * + - 1. Every day, the designated Administrative Assistant (AA) I opens the suggestion box, and collects and records feedback from all sources.       2. All feedback that requires answers are forwarded to the LS Director and/or Division Chiefs concerned for preparation of reply. Answers should be released not later than three (3) days from the receipt of the feedback.       3. LS replies will be sent to the client concerned.       4. For further queries and/or follow-ups, the client concerned may contact LS at (02) 8951 2238 or [legal@dswd.gov.ph](mailto:legal@dswd.gov.ph). |
| How to file a complaint? | * + - 1. Answer the LS Client Feedback Form and drop it at the designated suggestion box located in front of the information desk/ reception area of the LS office; or       2. File a Sworn Statement, substantially compliant to the format and content requirements of the 2017 Rules on Administrative Cases in the Civil Service (RACCS) before the DSWD -Office of the Secretary.       3. For further queries and/or follow-ups, the client concerned may contact LS at (02) 8951 2238 or [legal@dswd.gov.ph](mailto:legal@dswd.gov.ph). |
| How complaints are processed? | * + - 1. The complaints are processed in accordance with the 2017 RACCS and the DSWD Administrative Order (AO) No. 11, series of 2013.       2. For further queries and/or follow-ups, the client concerned may contact LS at (02) 8951 2238 or [legal@dswd.gov.ph](mailto:legal@dswd.gov.ph). |
| Contact Information of the Presidential Complaint Center (PCC), Anti-Red Tape Authority (ARTA), and Contact Center ng Bayan (CCB): | * + - 1. **PCC**   1-ARTA (1-2782)  [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph)   * + - 1. **ARTA**   8888  [pcc@malacanang.gov.ph](mailto:pcc@malacanang.gov.ph)   * + - 1. **CCB**   0908-881-6565 (SMS)  [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph) |

* + - 1. **National Household Targetting Office**

|  |  |
| --- | --- |
| **FEEDBACK AND COMPLAINTS MECHANISM** | |
| How to send feedback | Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated dropbox or email to nhtspr.npmo@dswd.gov.ph |
| How feedbacks are processed | Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.  Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.  For concerns and inquiries, the clients may send an email to nhtspr.npmo@dswd.gov.ph |
| How to file a complaint | Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.  Complaints may also be filed via electronic mail at [nhtspr.npmo@dswd.gov.ph](mailto:nhtspr.npmo@dswd.gov.ph) specifying the staff being complained, incident, and evidence if available. |
| How complaints are processed | The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.  The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the NHTO Director for appropriate action.  Complaints officer shall provide feedback to the client. |
| Contact Information of NHTO and CCB | **National Household Targeting Office (NHTO)**  [nhtspr.npmo@dswd.gov.ph](mailto:nhtspr.npmo@dswd.gov.ph)  VOIP No.: 88872  WiServ: Listahanan<space>complaint/message  send to 0918 912 2813  **Contact Center ng Bayan (CCB)**  SMS: 0908 881 6565  Call : 165 56  ₱ 5.00 + VAT per call anywhere in the  Philippines via PLDT landlines  Email:  [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph)  Facebook: <https://facebook.com/civilservicegovph/>  Web:  <https://contactcenterngbayan.gov.ph/> |

* + - 1. **National Response and Logistics Management Bureau**

|  |  |
| --- | --- |
| **FEEDBACK AND COMPLAINTS MECHANISM** | |
| How to send a feedback | Your feedback is highly important to us. You may send them through email at nrlmb@dswd.gov.ph or message us at the NRLMB page.   You may also opt to request for a feedback form from the NROC Security Guard and drop them on our drop boxes located at the NRLMB entrance gate. |
| How feedback is processed | The feedback forms are designed to analyze the performance of NRLMB as a service provider and are consolidated, reviewed, and endorsed for the bureau's continuous improvement. |
| How to file a complaint | Send complaints through email at nrlmb@dswd.gov.ph or message us at the NRLMB page |
| How complaints are processed | Resolution on the complaints will be worked on within 7 working days and the complainants shall be informed of its progress. |
| Contact information of NRLMB | Phone: (+632) 8 8528081 Phone: (+632) 8 8512681 Email : nrlmb@dswd.gov.ph |

* + - 1. **Pantawid Pamilyang Pilipino Program**

|  |  |
| --- | --- |
| **FEEDBACK AND COMPLAINTS MECHANISM** | |
| How to send a feedback | For **inquiries and follow-ups**, the client is advised to directly coordinate with the concerned division that received the request. The following contact details are however accessible in case the concerned division does not respond within reasonable time:  Email: [gbgabuya@dswd.gov.ph](mailto:gbgabuya@dswd.gov.ph)  Telephone number: (02) 8952-6929 voip number 10102  For **completed services**, the client is encouraged to fill out a Client Satisfaction Survey Form downloadable from <https://pantawid.dswd.gov.ph/citizens-charter> and submit it to the concerned division where the request was made or through any of the contact details provided above. |
| How feedback is processed | A technical staff is assigned to read daily all **inquiries and follow ups** sent to [gbgabuya@dswd.gov.ph](mailto:gbgabuya@dswd.gov.ph). These are forwarded to the concerned division who is expected to provide a response to the client via email or phone call within three (3) days from receipt of email from the client.  On the other hand, satisfaction surveys for **completed services** are being analyzed by the concerned division as among the bases to improve its service delivery. |
| How to file complaint | The client may directly communicate through the contact details provided below:  Email: [gbgabuya@dswd.gov.ph](mailto:gbgabuya@dswd.gov.ph)  Telephone number: (02) 8952-6929 voip number 10102 |
| How complaints are processed | All complaints about service delivery received through any of the channels above are directly forwarded to the Office of the National Program Manager and are automatically treated as a confidential case. It shall be primarily guided by violations and penalties under the Ease of Doing Business Act [https://arta.gov.ph/about/violations-and-penalties](https://arta.gov.ph/about/violations-and-penalties/)  Service delivery complaints shall be automatically considered as highly technical transactions due to its nature. The client shall be provided feedback 20 days from the filing of the complaint. |
| Contact Information of ARTA, PCC, CCB | **Anti Red-Tape Authority (ARTA):**  [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph)  8-478-5093  **Presidential Complaint Center (PCC):**  [pcc@malacanang.gov.ph](mailto:pcc@malacanang.gov.ph)  8888  **Contact Center ng Bayan (CCB):**  SMS: 0908-881-6565  Call: 165 56  P5.00 + VAT per call anywhere in the Philippines via  PLDT landlines  Email: [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph)  Web: <https://contactcenterngbayan.gov.ph>  Facebook: https://facebook.com/civilservicegovph |

* + - 1. **Policy Development and Planning Bureau**

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

* + - 1. **Program Management Bureau**

|  |  |
| --- | --- |
| **FEEDBACK AND COMPLAINTS MECHANISM** | |
| How to send feedback | DSWD-Field Office send memo/email to DSWD-PMB. |
| How feedbacks are processed | 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 PMB-DSWD. The details of the complaint should be included in the information. |
| Complainant using 8888 | SMS will receive the complaint and will be forwarded to PMB if the concern is:   1. On Programs and Services- SPD will be the one replying to the complaint 2. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint |
| 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 Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office. |
| Contact info of ARTA, PCC and CCB | Tel No. 8847-5093  Email Add: complaints@arta.gov.ph  Hotline: 8888  Email Add: pcc@malacanang.gov.ph  Contact Center ng Bayan (CCB)  email@contactcenterngbayan.gov.ph  0908-881-6565 |

* + - 1. **Procurement Management Service**

|  |  |
| --- | --- |
| **FEEDBACK AND COMPLAINTS MECHANISM** | |
| How to send feedback | Kindly accomplish the Customer Feedback Form (PMS-GF-07) and place at the drop box located in front of the Procurement Management Service - Receiving Areas.  Telephone: (02) 8931-81-01 to 07 loc. 10095  E-mail: procurement@dswd.gov.ph |
| How feedbacks are processed | Every end of the month, your feedbacks are consolidated and summarized by the PMS ISO Technical Secretariat.  Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days  Appropriate client shall be informed of the response.  For the status of your query/clarification, you may contact us thru:  Telephone: (02) 8931-81-01 to 07 loc. 10095  E-mail: procurement@dswd.gov.ph |
| How to file a complaint | Kindly accomplish the Customer Feedback Form (PMS-GF-07) and place at the drop box located in front of the Procurement Receiving Area.  You may also file your complaint through telephone with the following details:  - Your Name and contact details  - Transaction with PMS  - Name of Person complained of  - Reason for complaint  - Evidence/s, if any  For the status of your complaint/s, you may contact us thru:  Telephone: (02) 8931-81-01 to 07 loc. 10095  E-mail: procurement@dswd.gov.ph |
| How complaints are processed | Every end of the month, your feedbacks are consolidated and summarized by the PMS ISO Technical Secretariat.  Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.  Proper investigation shall be conducted and a report shall be filed by the assigned employee.  Appropriate client shall be informed of the response.  For the status of your complaint, you may contact us thru:  Telephone: (02) 8931-81-01 to 07 loc. 10095  E-mail: procurement@dswd.gov.ph |
| Contact Information of CCB, PCC, ARTA | ARTA : complaints@arta.gov.ph  PCC: 8888  CCB: 0908 -881-6565 (SMS) |

* + - 1. Resource Generation Management Office

|  |  |
| --- | --- |
| **FEEDBACK AND COMPLAINTS MECHANISM** | |
| How feedbacks are processed | The RGMO coordinates with the concerned staff or offices to clarify the issues being raised. The feedback is addressed in various ways, namely:   * The RGMO staff or the RGMO Head responds to the email. * The RGMO sends a memo to the concerned OBSU. * The RGMO links with other OBSUs and/or Development Partners to respond to the issues being raised. |
| How to file a complaint | * Complaints can be addressed to the RGMO through a letter or an email. |
| How complaints are processed | If complaints are received, the RGMO Head gathers information and documents and may talk with the concerned RGMO staff in private to understand the reason and nature of the complaint. |
| Contact Information of ARTA, CSC, PCC | ***Anti-Red Tape Authority (ARTA)***  [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph)   8-478-5093  ***Presidential Complaint Center (PCC)***  [pcc@malacanang.gov.ph](mailto:pcc@malacanang.gov.ph)  8888  ***Contact Center ng Bayan (CCB)***  [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph)  ***before CSC (Civil Service Commission)***  0908-881-6565 |

* + - 1. Standards Bureau

| **FEEDBACK AND COMPLAINTS MECHANISM** | |
| --- | --- |
| How to send feedback | * Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) * DSWD - Field Office send memo/email to Standards Bureau |
| How feedbacks are processed | * FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback * Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback |
| How to file a complaint | Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. 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, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. * The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines. |
| Contact information of: ARTA, PCC, CCB | ***Anti-Red Tape Authority (ARTA)***  [*complaints@arta.gov.ph*](mailto:complaints@arta.gov.ph) *8-478-5093*  ***Presidential Complaint Center (PCC)***  [*pcc@malacanang.gov.ph*](mailto:pcc@malacanang.gov.ph) *8888*  ***Contact Center ng Bayan (CCB)***  [*email@contactcenterngbayan.gov.ph*](mailto:email@contactcenterngbayan.gov.ph)  ***before CSC (Civil Service Commission)-*** *0908-881-6565* |

* + - 1. **Sustainable Livelihood Program**

|  |  |
| --- | --- |
| **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 | * All CSF Forms will be validated and recorded by the SMKMU Unit Head; * Feedbacks requiring actions will be discussed within the Unit for proper course of action; * Feedbacks will be relayed to the concerned client; * For inquiries and follow-ups, clients may contact the SMKMU though landline 8951-2806 or email at [livelihood@dswd.gov.ph](mailto:livelihood@dswd.gov.ph) |
| How to file a complaint | * Client must indicate his/he specific concern via writing/ email which must be sent to [livelihood@dswd.gov.ph](mailto:livelihood@dswd.gov.ph)**.** |
| How complaints are processed | * 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 response letter to the client to be officially sent through provided email |
| Contact Information of ARTA, PCC, CCB | **ANTI-RED TAPE AUTHORITY**  Email address: [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph)  Contact Number: 847-850-93  **Presidential Complaint Center (PCC)**  Direct line: 8888  Email Address: pcc@malacañang.gov.ph  **Contact Center ng Bayan (CCB) before CSC (Civil Service Commission)**  Email address: [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph)  Contact Number: 0908-881-6565 |

* + - 1. Social Marketing Service

|  |  |
| --- | --- |
| **FEEDBACK AND COMPLAINTS MECHANISM** | |
| How to send feedback | OBSUs are provided with Technical Assistance Satisfaction Survey which should be answered and returned to the Division or through email at sms@dswd.gov.ph |
| How feedbacks are processed | The Communication Development and Research Division (CDRD) of  SMS consolidates and process the Survey Forms |
| How to file a complaint | Complaints may be sent to the Director of SMS through  sms@dswd.gov.ph |
| How complaints are processed | Complaints are discussed by the Director with concerned Division and staff |
| Contact Information of CCB, PCC, ARTA | ARTA: complaints@arta.gov.ph  CBB:email@contactcenterngbayan.gov.ph PCC: pcc@malacanang.gov.ph  SMS: sms@dswd.gov.ph;            Direct Line: (+02) 89517440;           Trunk Line: (+02) 89318101 loc. 207,            208, 209 |

* + - 1. Social Technology Bureau

|  |  |
| --- | --- |
| **FEEDBACK AND COMPLAINTS MECHANISM** | |
| How to send feedback and/or complaints  *Paano magpadala ng fidbak o reklamo?* | After provision of every Service, the Attending Action Officer or STU Staff shall ask the Customer to answer the Customer Satisfaction Survey (CSS) via Google Form or printed version as deemed appropriate.  If the CSS was administered via printed form, the Customer shall drop the CSS in a designated drop box near the door of the Social Technology Bureau if applicable.  Verbal or written feedbacks may also be channeled through the following contact information:   * For verbal feedbacks: Customer may call Field Office Landlines located below. * For written feedbacks/complaints: Customer may email the concerned Field Office listed below. |
| How feedbacks are processed | The designated STU - Anti-Red Tape Unit (ARTU) opens daily the suggestion box and compiles and records all feedback submitted.  Every end of the Month, the designated member of STU - Anti-Red Tape Unit (ARTU) consolidates and analyzes the results of the Customer Satisfaction Survey (CSS) administered via Google Form and the Feedback received via suggestion box. The consolidated CSS Report shall be submitted to the Regional Director and the Committee on Anti-Red Tape (CART).  The Regional Director shall forward to the STU all feedback/complaints requiring answers. The STUs are required to answer within three (3) days of the receipt of the feedback/complaint. The answer of the Field to the feedback/complaint is then relayed to the citizen.  The results of feedback are reported during the General Staff Meeting and/or Management Committee (ManCom) meetings for improvement of systems and processes, and/or staff behavior.  *For inqui*ries and follow-ups, customers may also contact the Regioal Office listed below. |
| How to file a complaint | The Complaints may be filed through the following channels: *[Ang mga reklamo ay maaring isumite sa mga sumusunod:]*   * Formal channel: Email addressed to Regional Director via (please use as subject “Complaint”) * Informal channels: through phone calls to concencerned Regional Office listed below   *(02) 89318144/(02) 8951-7124*   * Complaint box: Drop a complaint in the STB Complaints Box that shall also be made available near the door of the Social Technology Bureau.   Concerned citizens or complainants are requested to include the following information in their complaint:   * Staff/Person/s Involved * Incident and other facts * Evidence |
| How complaints are processed | Complaints received through telephone and dropbox shall be processed immediately by the designated Grievance Focal Person of the Bureau. Said focal shall then forward the complaint for processing and evaluation by the Grievance Committee composed of the Management Committee (ManCom), led by the Bureau Director.  Upon careful investigation of the Complaint, the Grievance Committee shall prepare a response letter to the Complainant.  A report shall also be forwarded to the Cluster Head on the complaints as well as the actions taken and recommendation/s by the Grievance Committee.  Complainants may also follow-up the actions taken by the Bureau through telephone numbers (02) 8931-8144 / (02) 8951-7124 and email at [soctech@dswd.gov.ph](mailto:soctech@dswd.gov.ph)**.** |
| Contact Information of CCB, PCC, ARTA | * Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph   8-478-5093   * Presidential Complaint Center (PCC) pcc@malacanang.gov.ph   8888   * Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph   before CSC (Civil Service Commission) 0908-881-6565 |

* + - 1. Social Welfare Institutional Development Bureau

|  |  |
| --- | --- |
| **FEEDBACK AND COMPLAINTS MECHANISM** | |
| How to send feedback | Scan QR Code posted in the Knowledge Exchange Center (KEC). KEC Librarian staff will provide the CSMS form upon return of the material  You may also send your concerns to <swidb@dswd.gov.ph>.  Contact info: (02) 8 951 2805 or local 403-405, 419 VOIP:10011 |
| How feedback forms are processed | Semestral, the admin officer encodes all submitted feedback and relays it to the responsible office/staff.  The responsible office/staff answers the cited concerns within 3 days upon receipt of the feedback.  The reply is sent to the customer/ concerned staff.  For queries and follow-ups, customers/concerned staff may contact (02) 8 951 2805 or local 403-405, 419. |
| How to file a complaint | Feedback and complaints undergo the same process.  Complaints can also be filed via telephone. Please include the following information:  -Name of person/office being complained  -Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how) -Evidence  *Same contact numbers* |
| How complaints are processed | Feedback and complaints undergo the same process. |
| Contact Information of the Civil Service Commission’s (CSC) Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), and Anti-Red Tape Authority (ARTA) | CCB: 0908 881 6565 (SMS)  PCC: 8888  ARTA: <complaints@arta.gov.ph>             1-ARTA (2782) |

# **LIST OF OFFICES**

|  |  |  |
| --- | --- | --- |
| OFFICES | Designation | Contact Details |
| Office of the Secretary | Secretary | Trunk Lines: 8-931-81-01 to 07 Locals: 301, 300, 302, 303, 331; Tel. No.: 8-931-80-68, 8-931-79-16; Tel/Fax: 931-81-91 Email: osec@dswd.gov.ph |
| Office of Secretary | Head Executive Assistant (HEA) | Trunk Lines: 8-931-81-01 to 07 Local: 234, 235; Tel.: 8-951-68-27 |
| Office of the Undersecretary for Social Welfare and Development | Undersecretary | Trunk Lines: 8-931-81-01 to 07 Email: ousswd@dswd.gov.ph |
| Office of the Undersecretary for Standards and Capacity Building | Concurrent Undersecretary | Trunk Lines: 8-931-81-01 to 07 Locals: 309, 310, 311; Tel. No.: 8-951-22-39; Tel/Fax: 931-91-31 Email: ousscb@dswd.gov.ph |
| Office of the Undersecretary for General Administration and Support Services Group | Undersecretary | Trunk Lines: 8-931-81-01 to 07 Locals: 312,313; Tel/Fax: 931-91-35 Tel. No.: 8-951-71-26 Email: ousgassg@dswd.gov.ph |
| Office of the Undersecretary for Operations | Undersecretary and National Project Director, Pantawid Pamilyang Pilipino Program | Trunk Lines: 8-931-81-01 to 07 Locals: 306, 308; Tel. No.: 8-951-71-21; Tel/Fax: 931-81-38 Email: ousoperations@dswd.gov.ph |
| Office of the Undersecretary for Disaster Response Management Group | Undersecretary | Trunk Lines: 8-931-81-01 to 07 Locals 334, 335; Tel/Fax: 951-71-12 Email: ousdrmg@dswd.gov.ph |
| Office of the Undersecretary for Policy and Plans | Undersecretary | Trunk Lines: 8-931-81-01 to 07 Locals: 420; 421; Tel/Fax: 709-14-67 Email: ouspp@dswd.gov.ph |
| Office of the Undersecretary for Special Concerns | Undersecretary | Trunk Lines: 8-931-81-01 to 07 Locals: 315, 316; Tel. No.: 8-931-91-47; Tel/Fax: 951-74-39 Email: oussc@dswd.gov.ph |
| Office of the Undersecretary for Special Projects | Undersecretary | Trunk Lines: 8-931-81-01 to 07 Local 424; Tel. No.: 8-931-61-47 Email: oussp@dswd.gov.ph |
| Office of the Undersecretary for Inclusive and Sustainable Peace | Undersecretary | Trunk Lines: 8-931-81-01 to 07 Local 214 Email: ousisp@dswd.gov.ph |
| Legislative and Liason Affairs | Undersecretary | Trunk Lines: 8-931-81-01 to 07 local 420 and 421 Email: ouslla@dswd.gov.ph |
| Office of the Assistant Secretary for Administration – GASSG | Assistant Secretary | Trunk Lines: 8-931-81-01 to 07 Local: 537, 538; Tel. No.: 8-931-63-66 Email: oasgassg@dswd,gov.ph |
| Office of the Assistant Secretary for Policy and Plans | Assistant Secretary | Trunk Lines: 8-931-81-01 to 07 Local: 522; Tel. No.: 8-931-61-46 Email: oaspp@dswd.gov.ph |
| Office of the Assistant Secretary for Standards and Capacity Building | Assistant Secretary and Deputy National Program Director, Unconditional Cash Transfer National Program Management Office | Trunk Lines: 8-931-81-01 to 07 Locals: 202; 203; Tel/Fax: 951-71-17; Tel. No.: 8-931-81-23 Email: oasscb@dswd.gov.ph |
| Office of the Assistant Secretary for Disaster Response Management Group | Assistant Secretary | Trunk Lines: 8-931-81-01 to 07 Loc. 334, 335; Tel. No./Fax.: 951-71-12 Email: oasdrmg@dswd.gov.ph |
| Office of the Assistant Secretary for Luzon Affairs | Officer-in-charge | Trunk Lines: 8-931-81-01 to 07 Locals: 117, 118, 314, 328; Tel. Nos.: 8-931-81-72, 8-961-87-51 Email: oasla@dswd.gov.ph |
| Office of the Assistant Secretary for Mindanao Affairs | Assistant Secretary | Trunk Lines: 8-931-81-01 to 07 Email: oasma@dswd.gov.ph |
| Office of the Assistant Secretary for Specialized Programs | Assistant Secretary | Trunk Lines: 8-931-81-01 to 07 Loc.: 236, 237; Tel./Fax: 951-71-14; Tel. No.: 8-951-71-11 Email: oassp@dswd.gov.ph |
| Office of the Assistant Secretary for Statutory Programs | Assistant Secretary | Trunk Lines: 8-931-81-01 to 07 Loc. 425; Tel. No.: 8-355-39-35 Email: oasstatutory@dswd.gov.ph |
| Office of the Assistant Secretary for Visayas Affairs | Assistant Secretary | Trunk Lines: 8-931-81-01 to 07 |
| Policy Development and Planning Bureau | Concurrent Head | Trunk Lines: 8-931-81-01 to 07 Locals: 317, 318, 319, 325, 329, 320; Tel.No.: 8-951-71-23; 8-951-74-36; 8-951-71-20 Tel/Fax: 931-81-30 Email: pdpb@dswd.gov.ph |
| Standards Bureau | Officer-in-Charge | Trunk Lines: 8-931-81-01 to 07 Locals: 108, 109, 110; Tel.No. : 8-951-71-25; 8-355-28-43 Tel/Fax : 931-31-81 Email: sb@dswd.gov.ph |
| Disaster Response Management Bureau | Bureau Director | Trunk Lines: 8-931-81-01 to 07 Locals: 531, 532; Tel. Nos.: 8-352-24-27; 8-335-40-14; Tel/Fax: 932-25-73 Email: drmb@dswd.gov.ph |
| Social Technology Bureau | Bureau Director | Trunk Lines: 8-931-81-01 to 07 Locals: 324, 326; Tel/Fax: 951-28-02; Tel. Nos.: 8-931-81-44; 8-951-71-24 Email: stb@dswd.gov.ph |
| Program Management Bureau | Bureau Director | Trunk Lines: 8931-81-01 to 07 Locals: 407, 408, 409, 410, 426; Tel/Fax: 951-28-01; Tel. Nos.: 8-951-74-37; 8-931-91-41, 8-951-74-38, 8-277-38-81 Email: pmb@dswd.gov.ph |
| Social Welfare Institutional Development Bureau | Bureau Director | Trunk Lines: 8-931-81-01 to 07 Locals: 403, 404, 405; Tel/Fax: 951-28-05 Email: swidb@dswd.gov.ph |
| National Resource and Logistics Management Bureau | Bureau Director | Tel. Nos.: 8-852-80-81, 8-553-98-64; 8-556-06-64, 8-856-36-65, 8-355-28-49; Tel./Fax. 8 851-26-81 Email: nrlmb@dswd.gov.ph |
|  |  |  |
| Legal Service | Officer-in-Charge | Trunk Lines: 8-931-81-01 to 07 Locals: 417, 418; Tel/Fax: 951-22-38 Email: ls@dswd.gov.ph |
| Internal Audit Service | Director | Trunk Lines: 8-931-81-01 to 07 Locals: 230, 231; Tel. No.: 8-932-24-70; Tel/Fax: 952-97-73 Email: ias@dswd.gov.ph |
| Social Marketing Service | Officer-in-Charge | Trunk Lines: 8-931-81-01 to 07 Locals: 209, 207, 208; Tel/Fax: 951-74-40; Tel. No.: 8-931-91-43 Email: sms@dswd.gov.ph |
| Human Resource Management and Development Service | Service Director | Trunk Lines: 8-931-81-01 to 07 Locals: 101, 102; Tel. Nos.: 8-961-66-72; 8-961-66-59 Email: hrmds@dswd.gov.ph |
| Information and Communication Technology Management Service | Service Director | Trunk Lines: 8-931-81-01 to 07 Locals: 127, 128; Tel. No.: 8-951-71-22; Tel/Fax: 931-80-85 Email: ictms@dswd.gov.ph |
| Procurement Management Service | Concurrent Head | Trunk Lines: 8-931-81-01 to 07 Locals: 121, 122, 123, 124; Tel/Fax: 951-71-16; Tel. No.: 8-931-61-39 Email: pms@dswd.gov.ph |
| Administrative Service | Officer-in-Charge | Trunk Lines: 8-931-81-01 to 07 Locals: 535, 536; Tel/Fax: 931-81-16 Email: as@dswd.gov.ph |
| Finance and Management Service | Service Director | Trunk Lines: 8-931-81-01 to 07 Locals: 218,219; Tel/Fax: 931-81-27; Tel. Nos.: 8-931-91-44, 8-931-81-49 Email: fms@dswd.gov.ph |
| Department Legislative Liaison Office | Officer-in-Charge | Trunk Lines: 8-931-81-01 to 07 Locals: 330 Email: dllo@dswd.gov.ph |
| International Social Services Office | Head / Director III | Trunk Lines: 8-931-81-01 to 07; Locals: 322, 323; Tel. No.: 8-951-49-22 Email: isso@dswd.gov.ph |
| Resource Generation and Management Office | Head | Trunk Lines: 8-931-81-01 to 07 Local: 533, 534; Tel. No.: 8952-68-34 Email: rgmo@dswd.gov.ph |
|  |  |  |
| National Household Targeting Office | Concurrent Head | Trunk Lines: 8-931-81-01 to 07 Local: 126; Tel/Fax: 951-28-03 Email: nhto@dswd.gov.ph |
| Sustainable Livelihood Program | National Program Manager | Trunk Lines: 8-931-81-01 to 07 Local: 332; Tel/Fax: 951-28-06 Email: slp@dswd.gov.ph |
| KALAHI-CIDSS NCDDP | National Program Manager | Trunk Lines: 8-931-81-01 to 07 Locals: 513, 514, 515, 527; Tel/Fax: 931-61-14, Tel. Nos.: 8-952-97-49, 8-952-06-97 Email: kc@dswd.gov.ph |
| Pantawid Pamilyang Pilipino Program | National Program Manager | Trunk Lines: 8-931-81-01 to 07 Locals: 233, 234, 235; Tel. Nos.: 8-962-34-24, 8-951-68-27, 8-709-10-73, 8-952-68-89, 8-952-69-29, 8-294-70-08 Email: 4ps-pmo@dswd.gov.ph |
| OFFICE | DESIGNATION | CONTACT DETAILS |
| FO I | Regional Director | Tel/Fax: (072) 687-8000 |
| [Website: https://fo1.dswd.gov.ph](http://www.fo1.dswd.gov.ph/) |
| FO II | Officer-In-Charge | Tel/Fax: (078) 304-05-86 |
| [Website: https://fo2.dswd.gov.ph](http://www.fo2.dswd.gov.ph/) |
| FO III | Regional Director | Tel. No.: (045) 8-961-21-43 Local 108 |
| [Website: https://fo3.dswd.gov.ph](http://www.fo3.dswd.gov.ph/) |
| FO IV-A | Regional Director | Tel/Fax: (02) 807-71-02 |
| [Website: https://fo4a.dswd.gov.ph](http://www.fo4a.dswd.gov.ph/) |
| FO IV-B | Regional Director | Tel. No.: (02) 8-525-24-45 Local 110 |
| [Website: https://fo4b.dswd.gov.ph](http://www.fo4b.dswd.gov.ph/) |
| FO V | OIC – Regional Director | Tel. No.: (052) 8-480-04-25 |
| [Website: https://fo5.dswd.gov.ph](http://www.fo5.dswd.gov.ph/) |
| FO VI | Regional Director | Tel. No. : (033) 8-503-37-03 |
| Direct Line: (033) 8-337-62-21 |
| [Website: https://fo6.dswd.gov.ph](http://www.fo6.dswd.gov.ph/) |
| FO VII | Regional Director | Tel. No.: (032) 8-231-21-72 |
| [Website: https://fo7.dswd.gov.ph](http://www.fo7.dswd.gov.ph/) |
| FO VIII | OIC – Regional Director | Tel/Fax: (053) 321-30-90 |
| [Website: https://fo8.dswd.gov.ph](http://www.fo8.dswd.gov.ph/) |
| FO IX | OIC – Regional Director | Tel/Fax: (062) 991-10-01 |
| [Website: https://fo9.dswd.gov.ph](http://www.fo9.dswd.gov.ph/) |
| FO X | Regional Director | Trunkline: (088) 8-858-81-34; 8-858-89-59 |
| [Website: https://fo10.dswd.gov.ph](http://www.fo10.dswd.gov.ph/) |
| FO XI | Regional Director | Tel/Fax: (082) 226-28-57 |
| [Website: https://fo11.dswd.gov.ph](http://www.fo11.dswd.gov.ph/) |
| FO XII | Regional Director | Tel. No..: (083) 8-228-20-86 |
| [Website: https//fo12.dswd.gov.ph](http://www.fo12.dswd.gov.ph/) |
| NCR | Regional Director | Tel. Nos.: (02) 8-733-00-10 to 14 |
| [Website: https://ncr.dswd.gov.ph](http://www.ncr.dswd.gov.ph/) |
| FO CARAGA | Officer-in-Charge | Tel. No.: (085) 8-342-5619 |
| [Website: https://caraga.dswd.gov.ph](http://www.caraga.dswd.gov.ph/) |
| FO CAR | Regional Director | Tel/Fax: (074) 446-59-61 |
| [Website: https://car.dswd.gov.ph](http://www.car.dswd.gov.ph/) |

1. One (1) day if the request is for single data or up to three (3) days if request is for multiple data to include data processing time [↑](#footnote-ref-1)
2. Electronic Leave Administration Recording System [↑](#footnote-ref-2)