# **PANTAWID PAMILYA PILIPINO PROGRAM**

**(4PS)**

**FRONTLINE (EXTERNAL) SERVICES**

**PAGTANGGAP AT PAGTUGON SA MGA REKLAMO (Walk-in)**

1. **Grievance Intake and Response**

***Pagtanggap at Pagtugon ng Reklamo (Walk-in)***

**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.

*Ang* ***Pagtanggap*** *at* ***Pagtugon*** *ay tumutukoy sa pagtatala at pagbibigay ng paunang kasagutan sa inilahad na reklamo ng kliyente. Bahagi ng pagbibigay ng paunang kasagutan ay ang pagpapaliwanag sa kliyente ng mga pagdadaanang proseso ng isang DSWD staff at ibang kawani ng gobyerno o opisinang makakatulong sa pagresolba ng reklamo.*

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.

*Bilang pangkalahatang gabay, kahit sinong empleyado ay maaaring tumanggap ng reklamo. Subalit, tanging ang City/Municipal Link at Grievance Officers lamang ang maaaring magpatunay na wasto at totoo ang naisumiteng reklamo. Ang pagtatala at pagbibigay ng tugon sa reklamo ay nangangailangan ng sapat na kaalaman sa pamamaraan ng pagresolba ng mga ito.*

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| **Office or Division /*Opisina o Tanggapan:*** | | 4Ps – Grievance Redress Division | | | |
| **Classification:**  ***Klasipikasyon:*** | | Simple / *Simpleng Transaksyon* | | | |
| **Type of Transaction:**  ***Uri ng transaksyon:*** | | G2C – Government to Citizen | | | |
| **Who may avail:**  ***Sino ang maaring humiling ng serbisyo:*** | | All / *Lahat* | | | |
| **CHECKLIST OF REQUIREMENTS** *TALAAN NG MGA KAILANGAN* | | | **WHERE TO SECURE**  *SAAN KUKUNIN* | | |
| If 4Ps beneficiary, present the 4Ps ID for verification to 4Ps staff  Proof of grievance, if available  *Kung benepisyaryo ng 4Ps – 4Ps ID*  If non-4Ps beneficiary, any valid ID  *Kung hindi naman benepisyaryo - kahit anong valid ID* | | | Issued by the assigned City/Municipal Link, Community Facilitators  *Ang 4Ps ID ay ibinibigay sa mga benepisyaryo ng City/Municipal Link o Community Facilitators sa kanilang lugar.* | | |
| **CLIENT STEPS**  **DAPAT GAWIN NG KLIYENTE** | **AGENCY ACTIONS**  **AKSYON NG AHENSYA** | | **FEES TO BE PAID**  **KAUKULANG BAYAD** | **PROCESSING TIME**  **TAGAL NG PROSESO** | **PERSON RESPONSIBLE**  **NAKATALANG KAWANI** |
| 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. Magsulat ng pangalan at ibang hinihinging detalye sa talaan ng mga bisita sa lobby ng opisina at ipakita ang 4Ps ID, kung benepisyaryo, at kahit anong valid ID, kung hindi naman benepisyaryo.* | 1.1. Ensure that the client fills out the logbook and directs him/her to the 4Ps Assistance Desk.  *1.1. Siguraduhin ang pagsulat ng mahahalagang impormasyon ang kliyente at papuntahin sa 4Ps Assistance Desk.* | | None  *Wala* | 2 minutes  *2 minuto* | Guard on duty  *Nakatalagang Guwardiya* |
| 2. Proceed to the 4Ps Assistance Desk for verification of identity.  *2. Magtungo sa 4Ps Assistance Desk para sa pagpapatunay ng pagkakakilanlan.* | 2.1. Receive the client, inquire what the concern is all about, and verify the identity of the client.  *2.1. Tanggapin ang kliyente at tanungin kung tungkol saan ang reklamo. Alamin ang pagkakakilanlan ng kliyente.*  Refer to the Grievance Redress System Field Manual for the guidance on the intake of grievances.  *Sumangguni sa Grievance Redress System Field Manual para sa gabay sa pagtatala ng mga reklamo.* | | None  *Wala* | 5 minutes  *5 minuto* | Grievance Officers |
| 3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.  *3. Magbigay ng detalye tungkol sa reklamo, kasama ang mga dalang dokumento na sumusuporta sa hinaing reklamo. Punan ang Grievance Form.* | 3.1. Encode the transaction correctly and completely in the GRS Information System/Tracker.  *3.1. Itala ang kumpleto at tamang detalye ng reklamo sa GRS Information System/Tracker*  3.2. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).  *3.2. Kung ang kliyente ay isang benepisyaryo o dating benepisyaryo, suriin ang estado nito sa Pantawid Pamilya Information System (PPIS).*  3.3. Check the supporting documents provided, if available.  *3.3. Suriing mabuti ang mga dalang dokumento, kung meron.*  3.4. Assess all the data and information available and discuss with the beneficiary the findings and next steps to take.  *3.4. Usisain ang lahat ng impormasyon at talakayin sa benepisyaryo ang mga natuklasan at mga susunod pang hakbang upang maresolba ang reklamo.*  3.4.1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client.  *3.4.1. Kung ang reklamo ay maaaring iresolba gamit ang mga impormasyon na nakalap, magbigay ng kasagutan sa kliyente at iresolba kaagad ang naisumiteng reklamo.*  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.  *3.4.2. Kung kailangan ng iba pang impormasyon para sa paglutas ng reklamo, ipaliwanag sa kliyente ang mga susunod na hakbang para sa pagresolba ng karaingan, at ipaalam sa kanya na makipag-ugnayan ang opisina sa pamamagitan ng numero ng telepono na kanyang ibinigay.* | | None  *Wala* | 20 mins  *20 minuto* | Grievance Officers |
| 4. Accomplish the client satisfaction measurement survey  *4. Sagutan ang Client Satisfaction Measurement Survey* | 4.1 Administer the Client Satisfaction Measurement Survey  *4.1. Ipaliwanag ang Client Satisfaction Measurement Survey at pasagutan sa kliyente*  4.2. Analyze the data and include it in the Client Satisfaction Measurement Report.  *4.2. Pag-aralan ang ibinigay na tugon sa Client Satisfaction Measurement Survey at isama ito sa Client Satisfaction Measurement Report.* | | None  *Wala* | 5 minutes  *5 Minuto* | Grievance Officer |
| 5. Proceed to the office lobby and logout from the client’s logbook.  *5. Magtungo sa office lobby at mag log-out sa logbook* | 5.1 Dismiss the client gracefully.  If the grievance has already been resolved proceed directly to step 7.2  *5.1. Pormal na tapusin ang panayam sa kliyente. Kung ang reklamo ay naresolba na, dumiretso sa hakbang 7.2* | | None  *Wala* | 1 minute  *1 minuto* | Guard on Duty  *Nakatalagang guwardiya* |
| 6. *Wala* | 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.  *6.1. Kung ang reklamo ay hindi pa naresolba, ito ay iendorso sa nakatalagang tanggapan para sa pagproseso at pagbibigay ng tugon sa loob ng tatlong (3) araw.* | | None  *Wala* | **7 hours and 7 minutes**  *7 oras at 7 minuto* | **Grievance Officer** |
|  | 6.2 Monitor the status of transaction and check for updates from the concerned office in the GRS Information System.  *6.2 Subaybayan ang reklamo at suriin ang tugon ng nakatalagang tanggapan sa GRS Information System.* | | None  *Wala* | 2 Days  *2 araw* | Grievance  Officer |
| 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.  *7.1 Magbigay ng tugon sa kliyente tungkol sa kalagayan ng reklamo sa pamamagitan ng pagtawag sa telepono o pagpapadala ng mensahe.*  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  *Wala* | 10 minutes  *10 minuto* | Grievance Officer |
|  | 7.2 Update the status of the transaction in the GRS Information System.  *7.2 I-update ang katayuan ng reklamo sa GRS Information System.* | | None  *Wala* | 10 minutes  *10 minuto* | Grievance Officer |
| **Total if grievance is resolved outright**  *Kabuuan kung ang reklamo ay agarang naresolba* | | | **None**  *Wala* | **33 minutes**  *33 minuto* | |
| **Total if grievance is referred to Field Office for resolution and feedback is provided to the client**  *Kabuuan kung ang reklamo ay isinangguni sa nakatalagang tanggapan at nakapagbigay ng tugon sa kliyente* | | | **None**  *Wala* | **3 days**  *3 araw* | |
| **Total** | | | **None** | **3 days / 3 araw** | |

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| **MEKANISMO NG PAGBIBIGAY NG FEEDBACK AT REKLAMO** | |
| Paano magpadala ng *feedback* | Para sa katanungan o *follow-up*, mangyari lamang na makipag-ugnayan sa nakatalagang tanggapan. Kung hindi agad makasagot ang nasabing tanggapan maaaring makipag-ugnayan sa:  Email: [pantawidreklamofoxii@gmail.com](mailto:pantawidreklamofoxii@gmail.com)  Facebook: 4Ps Reklamo DSWD XII  Mobile number: 0994 204 0304  Para sa natapos na serbisyo, hinihimok ang kliyente na sagutan ang *Client Satisfaction Survey Form* na maaaring madownload sa<https://pantawid.dswd.gov.ph/citizens-charter> at isumite sa tanggapan kung saan tinanggap ang serbisyo. |
| Paano pinoproseso ang *feedback* | May nakatalagang empleyado na nagbabasa ng mga katanungan at *follow-up* na ipinadala sa pantawidreklamofoxii@gmail.com. Ang mga ito ay ibinibigay sa mga nakatalagang tanggapan na siyang nagbibigay ng tugon sa kliyente sa pamamagitan ng email o pagtawag sa telepono sa loob ng tatlong (3) araw.  Sa kabilang banda, ang mga naisumiteng *satisfaction survey* ay susuriin at kabilang sa maaaring basehan para mapabuti ang serbisyo. |
| Paano magsumite ng reklamo | Ang kliyente ay maaaring makipag-ugnayan sa:  Email: [pantawidreklamofoxii@gmail.com](mailto:pantawidreklamofoxii@gmail.com)  Facebook: 4Ps Reklamo DSWD XII  Mobile number: 0994 204 0304 |
| Paano pinoproseso ang reklamo | Lahat ng natanggap na reklamo tungkol sa pagbibigay ng serbisyo mula sa mga nasabing numero at email ay direktang ipinapasa sa opisina ng Pantawid Pamilya Pilipino Program at itinuturing na kumpidensyal. Ito ay naaayon sa  Ease of Doing Business Act [https://arta.gov.ph/about/violations-and-penalties](https://arta.gov.ph/about/violations-and-penalties/)  Ang mga reklamo na ito ay awtomatikong itinuturing na *Highly Technical* na transaksyon. Ang kliyente ay dapat mabigyan ng tugon sa loob ng 20 araw mula sa pagsumite nito. |
| Makipag-ugnayan sa ARTA, PCC, CCB | ***Anti Red-Tape Authority (ARTA):***  Email: complaints@arta.gov.ph / [info@arta.gov.ph](mailto:info@arta.gov.ph)  Call: 8-478-5093  ***Presidential Complaint Center (PCC):***  Email: [pcc@malacanang.gov.ph](mailto:pcc@malacanang.gov.ph)  Call: 8888  ***Contact Center ng Bayan (CCB):***  SMS: 0908-881-6565  Call: 165 56  P5.00 + VAT bawat tawag kahit saan sa Pilipinas sa pamamagitan ng PLDT landlines  Email: [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph)  Web:<https://contactcenterngbayan.gov.ph>  Facebook: <https://facebook.com/civilservicegovph> |

# **POLICY AND PLANNING DIVISION**

**(PPD)**

**FRONTLINE (EXTERNAL) SERVICES**

* + - 1. **Approval for the conduct of research studies in DSWD Offices, Centers, and Institutions**

***Pag-apruba sa Pagdaraos ng mga Pag-aaral sa Pananaliksik sa mga Opisina, Sentro, at Institusyon ng DSWD***

Approval is issued to 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, focus group discussions, and case studies, among others, with the DSWD, including its clients/beneficiaries and ongoing programs, projects, and services, wherein their main subject of research study involves the DSWD as an organization. Requests 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 Director of the Policy Development and Planning Bureau (PDPB). Research requests must be submitted to the PDPB Director at least one (1) month before the projected start of data gathering activity.

*(Ang pahintulot ay ibinibigay sa mga panlabas na mananaliksik na nais magsagawa ng mga pag-aaral na may kinalaman sa Kagawaran. Ang pagproseso ng mga kahilingan upang magsagawa ng mga pag-aaral sa mga Tanggapan, Sentro, at Institusyon ng DSWD ay partikular na ipinapatupad sa mga mananaliksik na nais kumuha ng pangunahing datos sa pamamagitan ng diretsahang imbestigasyon, tulad ng mga personal na panayam, mga survey na katanungan, focus group discussions, at mga pag-aaral ng kaso, at iba pa, kung saan pangunahing paksa ang DSWD bilang isang organisasyon, kabilang ang mga kliyente/benepisyaryo nito at ang mga kasalukuyang programa, proyekto, at serbisyo. Ang mga kahilingan upang magsagawa ng gayong mga aktibidad ay kailangang dumaan sa protokol ng pananaliksik. Ang mga pag-aaral kung saan ang mga layuning respondente ay kasama ang higit sa isang (1) rehiyon ay kailangang humingi ng pahintulot mula sa Direktor ng Kagawaran ng Pagpapaunlad ng Polisiya at Planong Pananaliksik (PDPB). Ang mga kahilingan para sa pananaliksik ay dapat isumite sa Direktor ng PDPB ng hindi bababa sa isang (1) buwan bago ang inaasahang simula ng aktibidad ng pagkakalap ng datos.)*

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:*(Sa kabilang banda, ang mga kahilingan para sa mga sumusunod ay hindi na kinakailangang dumaan sa protokol at maaaring aprubahan at maibigay sa pamamagitan ng pagsumite ng liham na kahilingan na itinungkol sa punong opisyal ng kinauukulan na tanggapan, kawanihan, serbisyo, o yunit):*

● 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 a client or beneficiary is essential for the study, the researcher shall secure the consent of the Center Head/Client/Beneficiary. *(Mga pagmamasid at/o pagkuha ng larawan/video/audio sa mga pasilidad ng DSWD, maliban sa mga kaugnay ng mga kliyente o benepisyaryo ng DSWD. Kung ang larawan, audio, o bidyo ng isang kliyente o benepisyaryo ay mahalaga para sa pag-aaral, kinakailangan na makuha muna ang pahintulot mula sa Pinuno ng Sentro/Kliyente/Benepisyaryo.)*

* Briefing/interview/orientation sessions with key focal persons in the Central Office on general information about DSWD programs, policies and projects. The DSWD, 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.

*(Mga briefing/panayam/orientasyon kasama ang mga pangunahing tauhan sa Central Office hinggil sa pangkalahatang impormasyon tungkol sa mga programa, polisiya, at proyekto ng DSWD. Gayunpaman, hindi inaanyayahan ng DSWD ang mga kahilingan para sa "pagsasanay na panayam" ng mga kawani ng DSWD na may layuning pag-aaralan lamang ng mga mag-aaral ang kanilang kasanayan sa pagpapanayam, alang-alang sa mahalagang oras na maaaring mawala mula sa mga kawani habang tinatanggap ang mga mag-aaral na mananaliksik.)*

* Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the DSWD’s program operations. *(Paglulunsad ng mga survey sa mga kawani ng DSWD ukol sa mga paksa na hindi direkta sa ugnayan ng Kagawaran o hindi kaugnay sa operasyon ng programa ng DSWD.)*
* Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however, shall adhere to the policies on undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD. *(Mga pag-aaral na isinagawa ng mga konsultant/pananaliksik na nasa ilalim ng portfolio ng grant ng Technical Assistance Facility (TAF). Gayunpaman, dapat sumunod ang mga mananaliksik sa mga patakaran hinggil sa pagtutulungang mga pananaliksik at pagtatasa na nakasaad sa Mga Alituntunin para sa Pagpapatupad ng Pananaliksik at Pagtatasa sa DSWD.)*

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| **Office or Division:**  ***(Opisina o Tanggapan)*** | Policy Development and Planning Bureau (PDPB) - Research and Evaluation Division (RED) | |
| **Classification:**  ***(Klasipikasyon:)*** | Complex | |
| **Type of Transaction:**  ***(Uri ng Transaksyon:)*** | G2C - Government to Citizen ***(Gobyerno sa Mamamayan)***  G2G - Government to Government ***(Gobyerno sa Gobyerno)*** | |
| **Who may avail:**  ***(Sino ang maaring humiling ng serbisyo:)*** | External researchers (e.g., students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions, and other independent researchers, including DSWD personnel researching to pursue higher academic education) who intend to conduct research studies related to or involving the DSWD.  *(Ang mga panlabas na mananaliksik (halimbawa, mga mag-aaral, akademikong institusyon, iba pang ahensya ng gobyerno kasama na ang mga miyembro ng iba pang sangay ng pamahalaan, lokal at internasyonal na mga organisasyon o institusyon ng pananaliksik, at iba pang mga independiyenteng mananaliksik, kabilang ang mga kawani ng DSWD na nagsasagawa ng pananaliksik upang ituloy ang mas mataas na akademikong edukasyon) na nais magsagawa ng mga pag-aaral na may kinalaman sa o kasangkot ang DSWD.)* | |
| **CHECKLIST OF REQUIREMENTS**  ***TALAAN NG MGA KINAKAILANGANG DOKUMENTO***  **(original/photocopy/scanned)** | | **WHERE TO SECURE**  ***(SAAN MAKAKAKUHA)*** |
| If request shall not undergo Research Protocol:  *(Kung hindi dadaan sa Protokol ng Pananaliksik ang kahilingan:)*  1. Request letter (1 copy)  *(Liham ng hangarin na magsaliksik (1 kopya)*  If the request shall undergo Research Protocol:  (*Kung kailangang dumaan sa Protokol ng Pananaliksik ang kahilingan:)*  *1. Request letter (1 copy)*  *(Liham ng hangarin na magsaliksik (1 kopya)*  *2. Research Request Form (1 copy)*  *(Porma ng Paghingi ng Pahintulot na Magsaliksik (1 kopya)*  *3. Research Brief (1 copy)*  *(Maikling Pagsusuri ng Pagsasaliksik (1 kopya)*  *4. Research Instruments (1 copy)*  *(Mga Instrumento ng Pananaliksik (1 kopya)* | | Researcher ***(Mananaliksi)***  Researcher ***(Mananaliksi)***  PDPB-RED/PPD-PDPS  PDPB-RED/PPD-PDPS  Researcher ***(Mananaliksi)*** |

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| **CLIENT STEPS**  ***(MGA HAKBANG NG KLIYENTE)*** | **AGENCY ACTION**  ***(NARARAPAT NA AKSYON NG KAWANI)*** | **FEES TO BE PAID**  ***(MGA BAYARIN)*** | **PROCESSING TIME (WORKING DAYS/ HOURS/ MINUTES)**  ***(PANAHON NG PAG-PROSESO (ARAW NG TRABAHO/ ORAS/ MINUTO)*** | **RESPON-SIBLE PERSON**  ***(RESPONSABLENG KAWANI)*** |
| 1. Submit the request letter and/or the research request documents  *(Isumite ang liham ng kahilingan at/ o ang mga dokumento ng kahilingan sa pananaliksik.)* | 1. Receive request *(Pagtanggap ng kahilingan)*   1.1. Receive the request letter addressed to the PDPB/Regional Director and/or the research request documents and encode the details in the office’s document tracking/monitoring system  *1.1(Tanggapin ang liham ng kahilingan na nakapangalan sa Regional Director at/o ang mga dokumento ng kahilingan sa pananaliksik at isalin ang mga detalye sa sistema ng pagtutukoy at pagmamanman ng dokumento ng opisina)*  1.2. Furnish researcher with a receiving copy of the request letter, along with printed or digital leaflets/ information, education, and communication (IEC) materials detailing the process flow and requirements. If request is received through email, reply and acknowledge receipt with attached digital leaflets/IEC materials showing the process flow and requirements  *1.2. Ibigay sa mananaliksik ang kopya ng tinanggap na liham ng kahilingan, kasama ang mga printed o digital na pamplet/ impormasyon, edukasyon, at komunikasyon (IEC materials) na naglalaman ng mga detalye ng proseso at mga kinakailangang dokumento. Kung ang kahilingan ay natanggap sa pamamagitan ng email, sagutin at kumpirmahin ang pagtanggap nito at isama ang mga digital na pamplet/IEC materials na nagpapakita ng proseso at mga kinakailangang dokumento.*  1.3. Endorse to the Division Chief (PDPB-RED/PPD) or PDPS Head for assignment and further instructions (if any) to the concerned technical staff  *1.3. Ipagkaloob sa Pinuno ng Tanggapan (PPD) para sa asignasyon at karagdagang mga tagubilin (kung mayroon) sa kinauukulan na teknikal na tauhan.* | None  *(Walang babayaran)* | 4 hours  *(4 na oras)* | *MONA LUNDUNGAN / RASMIA DIMA*  *Administrative Staff*  *RAMS*              *ASHEA MALAWANI*  *Administrative Staff*  *ORD* |
|  | 1.4. Review the request and assign to available technical staff  *1.4. Suriin ang kahilingan at ibigay sa teknikal na tauhan.* | None | 2 hours | *SOHRA P. GUIALEL*  *Chief*  *PPD* |
| 1.5. Review the request as to the following:  *1.5. Suriin ang kahilingan sa mga sumusunod:*  1.5.1. Area/region of coverage (*refer to Memorandum Circular No. 10, s. 2019 Section VII. Item 4*) to ensure that it is sent to the correct office. Otherwise, endorse to the correct office.  *1.5.1. Saklaw ng lugar/rehiyon (tingnan ang Memorandum Circular No. 10, s. 2019 Seksyon VII. Item 4) upang tiyakin na ito ay ipapadala sa tamang opisina. Kung hindi, ipasa sa tamang opisina.*      1.5.2. Completeness of submitted requirements. If incomplete, assist the researcher in the completion of documentary requirements and provide orientation on the research protocol. Then go back to Step 1.1 and restart count of working hours/days  *1.5.2. Kabuuan ng mga inihain na kinakailangang dokumento. Kung hindi kumpleto, tulungan ang mananaliksik sa pagkumpleto ng mga dokumentaryong kinakailangan at magbigay ng orientasyon sa protokol ng pananaliksik. Pagkatapos ay bumalik sa Hakbang 1.1 at umpisahan muli ang bilang ng oras/araw ng pagproseso.* | None | 2 hours | *PHILIP T. ESCUETA*  *Technical Staff*  *PPD-PDPS* |
|  | 1.6. If the request falls within the scope of the office, assess if it shall undergo research protocol (i.e., approval of the PDPB Director/PPD Chief) using the *Checklist for Reviewing Research and Social Welfare and Development (SWD) Data Requests*  *1.6. Kung ang kahilingan ay sakop ng opisina, suriin kung ito ay dadaan sa protokol ng pananaliksik (halimbawa, aprubasyon ng PDPB Director/PPD Chief) gamit ang Checklist para sa Pagsusuri ng Mga Kahilingan sa Pananaliksik at Data ng Social Welfare and Development (SWD).* |  |  |  |
|  | 1.6.1. For requests that need not go through the protocol (refer to *Memorandum Circular 10, s.2019, Section VI, Item 1*), endorse researcher to the concerned DSWD Offices/Bureaus/Sections/Units (OBSUs) using the *Endorsement of Research and SWD Data Request Form* (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 2.  *1.6.1. Para sa mga kahilingang hindi kinakailangang dumaan sa protokol (tingnan ang Memorandum Circular 10, s. 2019, Seksyon VI, Item 1), ipasa ang mananaliksik sa kinauukulan na mga Tanggapan/Biro/Seksyon/ yunit ng DSWD (OBSUs) gamit ang Endorsement Form para sa Kahilingan sa Pananaliksik at Data ng SWD (maaaring hard copy o soft copy sa pamamagitan ng email), pagkatapos ay hilingin sa mananaliksik na punan ang Survey sa Pagsukat ng Kasiyahan ng Kliente (maaaring online o papel) at magpatuloy sa hakbang 2.* | None | 4 days | *PHILIP T. ESCUETA*  *Technical Staff*  *PPD-PDPS* |
|  | 1.6.2. For requests with complete documentary requirements that need to go through the protocol, proceed to the review of the research request in consultation with concerned OBSUs and Field Offices (FOs).  *1.6.2. Para sa mga kahilingang may kumpletong dokumentaryong kinakailangan na kailangang dumaan sa protokol, magpatuloy sa pagsusuri ng kahilingan sa pananaliksik sa pakikipag-ugnayan sa mga kinauukulang OBSUs at Field Offices (FOs).* | None | 7 days | *PHILIP T. ESCUETA*  *Technical Staff*  *PPD-PDPS*    *Concerned DSWD OBSUs and FOs* |
|  | 1.7. Receive the comments/inputs and recommendations from other offices. These shall be the basis for decision to approve/ disapprove the request.  *1.7. Tanggapin ang mga komento, inputs, at rekomendasyon mula sa iba pang mga opisina. Ang mga ito ay magiging batayan para sa desisyon kung aprubahan o hindi ang kahilingan.* | None | 1 day | *PHILIP T. ESCUETA*  *Technical Staff*  *PPD-PDPS* |
|  | 1.8. To recommend Approval?  *1.8. Magrekomenda ng Aprobasyon?*  1.8.1. Yes - Prepare a recommendation for approval using the *Outline Memorandum of Recommendation on the Research Request* for review and initial of the Division Chief/Section Head. This shall include the consolidated recommendations from the concerned OBSUs/FOs.  *1.8.1. Oo - Ihanda ang rekomendasyon para sa aprobasyon gamit ang Outline Memorandum of Recommendation hinggil sa Kahilingan sa Pananaliksik para sa pagsusuri at pagpirma ng Pinuno ng Dibisyon. Kasama dito ang pinagsamang rekomendasyon mula sa mga kinauukulang OBSUs/FOs.*  1.8.2. No - Communicate decision to the researcher and inform them of relevant revisions that are needed to be made. Two (2) days will be given to researchers to officially respond, through a letter, if they will continue or terminate their request. If pursuing request, ask the researcher to re-submit the revised request based on DSWD’s comments, then go back to step 1.6.2 and restart count of working hours/days. Otherwise, request the researcher to fill up the *Client Satisfaction Measurement Survey* (either online or paper-based) and proceed to step 2.  *1.8.2. Hindi - Ipabatid ang desisyon sa mananaliksik at ipaalam ang mga kinakailangang pagbabago sa kanilang kahilingan. Bigyan ng dalawang (2) araw ang mga mananaliksik upang opisyal na tumugon, sa pamamagitan ng isang liham, kung itutuloy o ititigil nila ang kanilang kahilingan. Kung itutuloy, hilingin sa mananaliksik na muli isumite ang binagong kahilingan batay sa mga komento ng DSWD, pagkatapos ay bumalik sa Hakbang 1.6.2 at umpisahan muli ang bilang ng oras/araw ng pagproseso. Kung hindi itutuloy, hilingin sa mananaliksik na punan ang Survey sa Pagsukat ng Kasiyahan ng Kliente (maaaring online o papel) at magpatuloy sa Hakbang 2.* | None  *Walang Babayaran* | 1 day  *1 araw* | *PHILIP T. ESCUETA*  *Technical Staff*  *PPD-PDPS* |
|  | 1.9. PDPB Director/PPD Chief to approve/disapprove request based on recommendations  *1.9. I-aprubahan/o hindi i-aprubahan ng Pinuno ng Dibisyon ang kahilingan batay sa mga rekomendasyon.* | None  *Walang babayaran* | 2 days  *2 araw* | *SOHRA P. GUIALEL*  *Chief*  *PPD* |
|  | To approve? *(I-aprubahan?)*  1.9.1. Yes - Inform researcher and endorse to the concerned OBSUs/FOs. Coordinate with the concerned office where the research request was endorsed and assist the researcher in matters related to conduct of data-gathering activities, then request the researcher to fill up the *Client Satisfaction Measurement Survey* (either online or paper-based) and proceed to step 2.  *1.9.1. Oo - Iabiso ang mananaliksik at ipasa sa mga kinauukulang OBSUs/FOs. Makipag-ugnayan sa kinauukulang opisina kung saan inendorso ang kahilingan sa pananaliksik at tulungan ang mananaliksik sa mga bagay kaugnay ng pagpapatakbo ng mga aktibidad sa pagkakalap ng datos, pagkatapos ay hilingin sa mananaliksik na punan ang Survey sa Pagsukat ng Kasiyahan ng Kliente (maaaring online o papel) at magpatuloy sa Hakbang 2.* |  |  | *PHILIP T. ESCUETA*  *Technical Staff*  *PPD-PDPS* |
| 2.Accomplish the *Client Satisfaction Measurement Survey*  *(Sagutan ang Survey sa Pagsukat ng Kasiyahan ng Kliente)* | 2. Receive the accomplished *Client Satisfaction Measurement Survey* (either online or paper-based)  *2. Tanggapin ang nasagutang Survey sa Pagsukat ng Kasiyahan ng Kliente (maaaring online o papel).* | None  *(Walang babayaran)* |  | *PHILIP T. ESCUETA*  *Technical Staff*  *PPD-PDPS* |
|  | **Total** | *None*  *(Walang Babayaran)* | **5 working days**  **(non- protocol)**  *(5 regular na araw ng opisina (kung hindi dadaan sa protocol ng pananaliksik)*  **12 working days (protocol)**  *(12 regular na araw ng opisina (kung dadaan sa protocol ng pananaliksik)* |  |

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

*Pagkuha ng Datos at Impormasyon sa Pagpapaunlad ng Kabuhayan at Panlipunan)*

Social Welfare and Development (SWD) data and information are provided to external researchers upon their request, specifically for secondary data. Requests for secondary SWD data and information need not go through the DSWD Research Protocol (or DSWD Memorandum Circular No. 10 s. 2019) 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 the DSWD and readily available as public document.

(*Ang mga datos at impormasyon hinggil sa Social Welfare and Development (SWD) ay ibinibigay sa mga panlabas na mananaliksik sa kanilang kahilingan, partikular na para sa mga pangalawang datos. Ang mga kahilingan para sa pangalawang datos at impormasyon ng SWD ay hindi kinakailangang dumaan sa DSWD Research Protocol (o DSWD Memorandum Circular No. 10 s. 2019) at maaaring aprubahan at ibigay sa pamamagitan ng pagsumite ng liham na kahilingan na nakapangalan sa pinuno ng kinauukulan na tanggapan, kawanihan, serbisyo, o yunit. Ang pangalawang datos ng SWD ay tumutukoy sa mga datos na inaayos at/o inilathala na ng DSWD at agad na makukuha bilang pampublikong dokumento.)*

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| **Office or Division:**  *Opisina o Tanggapan:* | Policy Development and Planning Bureau (PDPB) - Planning and Monitoring Division (PMD) | |
| **Classification:**  ***Klasipikasyon:*** | Simple | |
| **Type of Transaction:**  ***Uri ng Transaksyon:*** | G2C - Government to Citizen  (***Gobyerno sa Mamamayan)***    G2G - Government to Government  ***(Gobyerno sa Gobyerno)*** | |
| **Who may avail:**  ***Sino ang maaring humiling ng serbisyo:*** | Researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the DSWD.  *(Mga mananaliksik tulad ng mga mag-aaral, akademiko, iba pang ahensya ng gobyerno kasama na ang mga miyembro ng iba pang sangay ng pamahalaan, lokal at internasyonal na mga organisasyon o institusyon ng pananaliksik, at iba pang mga independiyenteng mananaliksik na humihiling ng kasalukuyan at pangalawang datos at estatistika ukol sa Social Welfare and Development (SWD) mula sa DSWD.)* | |
| **CHECKLIST OF REQUIREMENTS**  ***(TALAAN NG MGA KINAKAILANGANG DOKUMENTO)***  **(original/photocopy/scanned)** | | WHERE TO SECURE  *(SAAN MAKAKAKUHA)* |
| Request letter | | Data user |

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| **CLIENT STEPS**  **(*MGA HAKBANG NG KLIYENTE)*** | **AGENCY ACTION**  ***(NARARAPAT NA AKSYON NG KAWANI)*** | **FEES TO BE PAID**  ***(MGA BAYA-RIN)*** | **PROCESSING TIME**  **(WORKING DAYS/ HOURS/ MINUTES)**  ***PANAHON NG PAG-PROSESO (ARAW NG TRABAHO/ ORAS/ MINUTO)*** | **RESPON- SIBLE PERSON**  ***(RESPONSABLENG KAWANI)*** |
| 1. Submit the required document (*Request Letter)*  *(Isumite ang liham ng kahilingan at/ o ang mga dokumento ng kahilingan sa pananaliksik.)* | 1. Receive request letter  *(1.Tanggapin ang liham ng kahilingan )*  1.1. Receive request for SWD data from the researcher  *1.1. Tanggapin ang kahilingan para sa datos ng SWD mula sa mananaliksik*  1.1.1. For Walk-in: Receive request letter and ask the researcher to provide details in the logbook  *1.1.1. Para sa mga Walk-in: Tanggapin ang liham ng kahilingan at hilingin sa mananaliksik na magbigay ng mga detalye sa logbook*  1.1.2. For Email: Download and print request  *1.1.2. Para sa nagpadal gamit ang e-mail: I-download at i-print ang kahilingan* | None  *Walang babayaran* | 10 minutes  *10 minuto* | MONA LUNDUNGAN / RASMIA DIMA  Administrative Staff  *RAMS* |
|  | 1.2. Check completeness of information in the request letter (i.e., name of the researcher, contact details, and data being requested)  *1.2. Suriin ang kabuuan ng impormasyon sa liham ng kahilingan (hal., pangalan ng mananaliksik, mga detalye ng kontakto, at datos na hinihiling)*  If complete, acknowledge receipt of the request (for email) or provide receiving copy (for walk-in)  *Kapag kumpleto, kumpirmahin ang pagtanggap ng kahilingan (para sa email) o magbigay ng kopyang tinanggap (para sa walk-in)* | None  *(Walang babayaran)* | 10 minutes  *(10 minuto)* | MONA LUNDUNGAN / RASMIA DIMA  Administrative Staff  *RAMS* |
|  | 1.3. Encode details to the system or the Enhanced Document Transaction Management System (EDTMS)  *1.3. Isalin ang mga detalye sa Enhanced Document Transaction Management System (EDTMS)*    1.3.1. For email: Request Letter  *1.3.1. Para sa email: Liham ng kahilingan*  1.3.2. For walk-in: Information provided in the Researcher’s Logbook  *1.3.2. Para sa walk-in: Impormasyong ibinigay sa Logbook ng Mananaliksik* | None | 5 minutes | MONA LUNDUNGAN / RASMIA DIMA  Administrative Staff  *RAMS* |
|  | 1.4. Endorse request to the concerned Division (for PDPB)/ Unit (for PDPS)  *1.4. Ipasa ang kahilingan sa kinauukulang Bahagi (para sa PDPB) o yunit (para sa PDPS)Top of Form* | None  *Walang babayaran* | 5 minutes  *5 minuto* | ASHEA MALAWANI  Administrative Staff  *ORD* |
|  | 1.5. Assign request to concerned technical staff  *1.5. I-atas ang kahilingan sa kinauukulang teknikal na tauhan* | None  *Walang babayaran* | 5 minutes  *5 minuto* | SOHRA P. GUIALEL  Chief  *PPD* |
|  | 1.6. Assess if the data/information being requested is available within the division  *1.6. Surin kung ang hinihinging data/impormasyon ay available sa loob ng bahagi* | None  *Walang babayaran* | 10 minutes  *10 minuto* | PHILIP T. ESCUETA  Technical Staff  *PPD-PDPS* |
|  | 1.7. If data is available, prepare the data and letter response (utilizing the letter response template) which includes a request to accomplish the Client Satisfaction Measurement Survey.  *1.7. Kung maaring maibigay ang datos, ihanda ang datos at liham na tugon (gamit ang template ng liham na tugon) na naglalaman ng hiling na punan ang Survey sa Pagsukat ng Kasiyahan ng Kliente.*  Submit to Division Chief/Unit Head for review, approval, and signature.  *Isusumite sa Pinuno ng para sa pagsusuri, pag-apruba, at pirma.* | None  *Walang babayaran* | Single data: 7 hours  *Nagi-isang uri ng datos:*  *7 oras*      Multiple data: 1 day and 4 hours  *Magkakaibang uri ng datos:*  *1 araw at 4 na oras* | PHILIP T. ESCUETA  Technical Staff  *PPD-PDPS* |
|  | 1.7.1. If not available within the office/ section, endorse the request to the concerned office/division/ section using the *Endorsement of Research and SWD Data Request Form*.  *1.7.1. Kung hindi available sa opisina/seksyon, ipasa ang kahilingan sa kinauukulang opisina/bahagi/seksyon gamit ang Endorsement Form para sa Kahilingan sa Pananaliksik at Data ng SWD.*  1.7.2. If data/ information is not available in DSWD, inform the researcher of other sources of data.  Prepare a letter response (utilizing the *letter response template*) which includes a request to accomplish the *Client Satisfaction Measurement Survey*.  *1.7.2. Kung wala sa DSWD ang hinihinging data/impormasyon, ipaalam sa mananaliksik ang ibang mga pinagmumulan ng data.*  *Ihanda ang liham na tugon (gamit ang template ng liham na tugon) na naglalaman ng hiling na punan ang Survey sa Pagsukat ng Kasiyahan ng Kliente.*  Submit to the Division Chief/Unit Head for review, approval, and signature. (*Isusumite sa Pinuno ng Bahagi o Hepe ng Yunit para sa pagsusuri, pag-apruba, at pirma.)* | None  ***Walang babayaran*** | 30 minutes  ***30 minuto*** | **PHILIP T. ESCUETA**  Technical Staff  *PPD-PDPS* |
|  | 1.8. Review, approve and sign the letter response, prepared data (if available), and applicable form  *1.8. Suriin, aprubahan, at lagdaan ang liham na tugon, inihandang datos (kung maaring maibigay), at ang naaangkop na dokumento.* | None  *Walang babayran* | 20 minutes  *20 minuto* | SOHRA P. GUIALEL  Chief  *PPD* |
|  | 1.9. Send the signed letter response containing the *Client Satisfaction Measurement Survey Form* link/code to the researcher together with the approved data (if available) and applicable form.  *1.9. Ipadala ang nilagdaang liham na tugon na naglalaman ng link ng Survey sa Pagsukat ng Kasiyahan ng Kliente sa mananaliksik kasama ang inaprubahang data (kung available) at ang naaangkop na dokumento.* | None  *Walang babayaran* | 10 minutes  *10 minuto* | PHILIP T. ESCUETA  Technical Staff  *PPD-PDPS* |
| 2. Accomplish the *Client Satisfaction Measure- ment Survey*  *2. Sagutan ang Survey sa Pagsukat ng Kasiyahan ng Kliente* | 2. Receive the accomplished *Client Satisfaction Measurement Survey* (either online or paper-based)  *2. Tanggapin ang nasagutang Survey sa Pagsukat ng Kasiyahan ng Kliente (maaaring online o papel).* | None  Walang babayaran |  | PHILIP T. ESCUETA  Technical Staff  *PPD-PDPS* |
|  | **Total** | **None**  *Walang babayaran* | 1 working day, 15 minutes (single data)  *(1 araw at 15 minuto (para sa nagi-isang uri ng datos)*  1 working day, 5 hours, 15 minutes (multiple data)  *(1 araw, 5 oras, at 15 minuto (para sa magkakaibang uri ng datos))*  1 hour, 45 minutes (no data)  *(1 oras at 45 minuto (kung hindi maaring makuha ang datos sa DSWD))* |  |

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| **FEEDBACK AND COMPLAINTS MECHANISM**  *(Mekanismo para sa mga Mungkahi at Reklamo)* | |
| How to send feedback  *(Paano magpadala ng feedback)* | Researchers/Requesting parties 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.  *(Hinihiling sa mga mananaliksik na punan ang Survey sa Pagsukat ng Kasiyahan ng Kliente na ibinibigay ng PPD-PDPS upang bantayan ang implementasyon ng protokol ng pananaliksik. Ang dokumento ng mga mungkahi ay kailangang punan matapos ang pagproseso ng kahilingan.)* |
| How feedbacks are processed  *(Paano inaayos ang mga feedback)* | 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 researchers/requesting parties are considered to improve service delivery.  *(Binabantayan ng mga itinalagang teknikal na tauhan ng PPD-PDSP ang mga mungkahi na natanggap. Ang mga tugon ay sinusuri at magiging bahagi ng Ulat sa Pagsukat ng Kasiyahan ng Kliente. Kinikilala ang mga mungkahi at rekomendasyon mula sa mga mananaliksik upang mapabuti ang paghahatid ng serbisyo.)* |
| How to file a complaint  *Paano maghain ng reklamo?* | 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.  *Ang mga reklamo, ay maaaring ilagay sa Survey sa Pagsukat ng Kasiyahan ng Kliente at ito ay ipaparating sa email ng inatasang teknikal na tauhan para sa tamang tugon/aksiyon.*  In case of an appeal, the researcher/requesting party may file a written appeal within 10 working days from receipt of the notice of disapproval.  *Sa kaso ng apela, maaaring maghain ang mananaliksik ng kahilingan sa pamamagitan ng isang nakasulat na apela sa loob ng 10 na araw ng trabaho mula sa pagtanggap ng abiso ng hindi pag-apruba.* |
| How complaints are processed  *Paano inaayos ang mga reklamo?* | PDPB/PDPS Technical Staff to receive the appeal and endorse recommendation with the Division/Section Chief’s initials to the PDPB Director/PPD Chief. An official response letter will be communicated to the researcher/requesting party informing of the decision.  *Tatanggapin ng mga Teknikal na Tauhan ng PPD-PDPS ang apela at ipapasa ang rekomendasyon kasama ang mga unang tatak ng Pinuno ng Dibisyon. Isang opisyal na liham na tugon ang ipapabatid sa mananaliksik/humingi ng kahilingan upang ipaalam ang desisyon.* |
| Contact Information of PDPS:  *Impormasyon sa Pakikipag-ugnayan sa PDPS* | *Philip Leonard T. Escueta, PO II*  *Contact No. 0950-894-7186*  *pltescueta.fo12@dswd.gov.ph*    *Norhaniza C. Macabato, Statistician I*  *Contact No. 0930-1130-161*  *ncmacabato.fo12@dswd.gov.ph* |
| Contact information of CCB, PCC, ARTA  *Impormasyon sa Pakikipag-ugnayan sa CCB, PCC, ARTA* | Anti-Red Tape Authority (ARTA)  complaints@arta.gov.ph  8-478-5093  1-ARTA (2782)    Presidential Complaint Center (PCC)  pcc@malacanang.gov.ph  8888    Contact Center ng bayan (CCB)  email@contactcenterngbayan.gov.ph  0908-881-6565 (SMS)  165 56 (call)  <https://facebook.com/civilservicegovph/> (Facebook)  <https://contactcenterngbayan.gov.ph/> (Web) |

# **PROTECTIVE SERVICES DIVISION**

**(PSD)**

**FRONTLINE (EXTERNAL) SERVICES**

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

*Pagpapatupad ng tulong sa mga indibidwal na nasa crisis situation program para sa mga individual na kliyente na may transaksyon sa loob ng mga tanggapan sa DSWD (CIU/CIS/SWAD Offices)*

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

*Ang AICS ay nagsisilbing social safety net o stop-gap measure upang suportahan ang pagbangon ng mga indibidwal at pamilyang natukoy na dumaranas ng anumang kahirapan o krisis sa pamamagitan ng pagbibigay ng tulong pinansyal, psychosocial intervention, at mga serbisyo ng referral na magbibigay-daan sa mga kliyente na matugunan ang kanilang pangunahing pangangailangan sa anyo ng pagkain, transportasyon, medikal, pang-edukasyon, materyal, libing, at tulong na pera para sa iba pang mga serbisyo ng suporta, bukod sa iba pa.*

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

*Ang pagbibigay ng suportang psychosocial, kabilang ang psychological first aid, at pagpapayo, pati na rin ang tulong pinansyal sa mga disadvantaged at marginalized na sektor, ay bahagi ng mga serbisyo sa proteksyong panlipunan ng Departamento. Ang mga serbisyong pang-proteksyon na ito ay naglalayong tulungan ang mga indibidwal at pamilya na makayanan ang kasalukuyang mahirap na sitwasyon na kanilang nararanasan, tulad ng pagkakasakit, pagkamatay, pagkawala ng trabaho, o pinagmumulan ng kita. Upang mabisa at mahusay na tumugon sa mga umiiral at umuusbong na sitwasyon ng krisis sa mga mahihinang sektor, isang Citizens Charter ang ginawa upang magbigay ng komprehensibong gabay sa pagbibigay ng nabanggit na tulong*

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| **Office or Division:**  *Opisina o Dibisyon:* | | | DSWD Field Office XII - Protective Services Division (PSD) - Assistance to Individuals in Crisis Situations (AICS) | | | |
| **Classification:**  *Klasipikasyon:* | | | Simple | | | |
| **Type of Transaction:**  *Uri ng Transaksyon:* | | | G2C- Government to Citizen | | | |
| **Who may avail:**    *Sino ang maaaring mag-avail* | | | Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker  *Mga indigent, marginalized, at vulnerable/disvantaged na mga indibidwal at pamilya o kung hindi man ay nasa sitwasyon ng krisis batay sa pagsusuri ng Social Worker.* | | | |
| **CHECKLIST OF REQUIREMENTS**  *LISTAHAN NG MGA KINAKAILANGAN* | | | **WHERE TO SECURE**  *SAAN KUKUNIN?* | | | |
| One (1) valid identification card of the client/ person to be interviewed;  (2 Photo copy)    *Isang (1) balido o makatutuhanang identification card ng kliyente/ indibidwal na tatanungin;* | | | Preferably issued by any government agencies such as but not limited to:  *Mas mainam ang anumang identification card na ibinigay ng ahensya ng gobyerno tulad ng, ngunit hindi limitado sa:*     * Philippine Statistics Authority (PhilSys ID) * Social Security System/Government Service Insurance System (UMID ID, SSS/GSIS ID) * Philhealth (Philhealth ID) * Land Transportation Office (Driver’s License) * Professional Regulation Commission (PRC ID) * Overseas Workers Welfare Administration (OWWA ID) * Department of Labor and Employment (iDOLE) * Pag-IBIG Fund (PAG-IBIG ID) * Commission on Election (Voter’s ID or Voter’s Certification) * Post Office (Postal ID) * Department of Foreign Affairs (Philippine Passport) * National Bureau of Investigation (NBI Clearance) * Department of Social Welfare and Development (4Ps ID) * Local Government Unit * PWD ID * Solo Parent ID * City/Municipal ID * Barangay ID * Office of Senior Citizen Affairs (OSCA ID) * Police Clearance * or any ID preferably with validity date, and picture and signature of the client.   *o kahit anong ID na may validity date (makatotohanang petsa, litrato at pirma ng kliyente.* | | | |
| Signed Authorization Letter (if applicable)  *Pirmadong Authorization Letter (kung naaangkop)* | | | Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old  *Benepisyaryo ng Tulong maliban sa mga walang kapasidad na kumilos o wala pang 18 taong gulang.* | | | |
| **TRANSPORTATION ASSISTANCE**  ***TULONG SA TRANSPORTASYON*** | | | | | | |
| Other supporting document/s such as but are not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena  (1 Photocopy)    *Iba pang mga sumusuportang dokumento tulad ng ngunit hindi limitado sa, pagbibigay-katwiran ng social worker, sertipiko ng medikal, sertipiko ng kamatayan, at/o utos/subpoena ng hukuman* | | | Police Station - Police Blotter  Hospitals/clinic - medical abstract  Court- court order/subpoena  Social worker-justification | | | |
| **MEDICAL ASSISTANCE FOR HOSPITAL BILL**  ***MEDICAL ASSISTANCE PARA SA HOSPITAL BILL*** | | | | | | |
| 1.Medical Certificate/ Clinical Abstract/Discharge Summary/Alagang Pinoy TagubilinMedical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)    *Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy) Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)* | | | Medical records of the Hospital/Clinic or the Attending Physician  *Mga rekord ng medikal ng Ospital/Klinika o ng Nag-aalaga na Manggagamot* | | | |
| 2. Hospital bill / Statement of Account (outstanding balance) with name and signature of billing clerk.  (Original / Certified true copy)    *Hospital bill / Statement of Account (natitirang balanse) na may pangalan at lagda ng billing clerk* | | | Billing Office of the hospital  *Tanggapan ng Pagsingil ng ospital* | | | |
| 1. Social Case Study Report/ Case Summary | | | Registered Social Worker in public or private practice.  *Rehistradong Social Worker sa pampubliko o pribadong pagsasanay.*   * DSWD * LSWDO * NGO * Medical Social Service | | | |
| **MEDICAL ASSISTANCE FOR MEDICINE/ ASSISTIVE DEVICE**  ***MEDICAL ASSISTANCE PARA SA GAMOT/ MATULONG NA DEVICE*** | | | | | | |
| 1.Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)  *Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)* | | | Medical records of the Hospital/Clinic or the Attending Physician  *Mga rekord ng medikal ng Ospital/Klinika o ng Nag-aalaga na Manggagamot* | | | |
| 2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months.  (1 Photo copy)  *Reseta na may petsa ng pagpapalabas, kumpletong pangalan, numero ng lisensya at pirma ng Doktor na ibinigay sa loob ng tatlong buwan* | | | Attending Physician from a hospital/clinic.  *Doktor mula sa isang ospital/klinika.* | | | |
| 3. Social Case Study Report/ Case Summary. | | | Registered Social Worker in public or private practice.     * DSWD * LSWDO * NGO * Medical Social Service | | | |
| **MEDICAL ASSISTANCE FOR LABORATORY**  *MEDICAL ASSISTANCE PARA SA LABORATORYO* | | | | | | |
| 1. Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)   *Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis na may kumpletong pangalan, numero ng lisensya at pirma ng Physician na inisyu sa loob ng tatlong buwan (Orihinal / Sertipikasong kopya)* | | | Attending Physician or from Medical Records of the hospital/clinic.  *Attending Physician or mula sa Medical Records ng ospital/klinika.* | | | |
| 2. Laboratory Requests with name, license number, and signature of the Physician    *Mga Kahilingan sa Laboratory na may pangalan, numero ng lisensya, at pirma ng Doktor* | | | Attending Physician from a hospital/clinic  *Doktor mula sa isang ospital/klinika.* | | | |
| 3. Social Case Study Report/ Case Summary. | | | Registered Social Worker in public or private practice.  *Nakarehistrong Social Worker sa pampubliko o pribadong pagsasanay.*   * DSWD * LSWDO * NGO * Medical Social Service | | | |
| **FUNERAL ASSISTANCE FOR FUNERAL BILL**  *FUNERAL ASSISTANCE PARA SA FUNERAL BILL* | | | | | | |
| * 1. Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy   *Sertipikasyon ng pagkamatay/ Sertipikasyon mula sa pinuno ng Tribu (Orihinal / certified true copy)* | | | City/Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam | | | |
| 2.Promissory Note/Certificate of Balance  (1 Photo copy)  *Sulat ng Pangako /Balanse* | | | Authorized staff of the Funeral Parlor/ Memorial Chapel  *Awtorisadong staff sa Punirarya/ Kapilya* | | | |
| 3. Funeral Contract  *Kontrata sa Punirarya* | | | Authorized staff of the Funeral Parlor/ Memorial Chapel  *Awtorisadong staff sa Punirarya/ Kapilya* | | | |
| **FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER**  ***TULONG SA LIBING PARA SA PAGLIPAT NG CADAVER*** | | | | | | |
| * + 1. Death Certificate/ Certification from the Tribal Chieftain (Original/certified true copy)   *Sertipikasyon ng pagkamatay/ Sertipikasyon mula sa pinuno ng Tribu (Orihinal / certified true copy)* | | | City/Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain or Imam. | | | |
| 2. Transfer Permit  (1 Photo copy)  *Permiso ng Paglipat* | | | City/Municipal Hall | | | |
| **EDUCATIONAL ASSISTANCE**  *TULONG SA EDUKASYON* | | | | | | |
| 1. Validated School ID and Valid I.D   (2 Photo copy) | | | School  *Paaralan* | | | |
| 1. Enrolment Assessment Form; or 2. Certificate of Enrolment or Registration; or 3. Statement of Account   (Original / Certified true copy)  a. *Enrolment Assessment Form o*  *b. Sertipiko ng Pagpapatala o Pagpaparehistro; o*  *c. Talautangan* | | | School Registrar or Concerned Office  *Registrar ng Paaralan o Opisina ng Nag-aalala* | | | |
| **FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS**  *TULONG SA PAGKAIN PARA SA INDIBIDWAL AT PAMILYA NA INI-ENDORSO SA MGA GRUPO* | | | | | | |
| 1. Project proposal | | | Local Government Unit  *Lokal na Pamahalaan* | | | |
| 2. Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required  *Barangay Certificate or Residency or Certificate of Indigency or Maaaring kailanganin ang sertipiko na ang kliyente ay nangangailangan ng tulong* | | | Barangay Hall where the client is presently residing    *Barangay Hall kung saan naninirahan ang kliyente.* | | | |
| **CASH ASSISTANCE FOR OTHER SUPPORT SERVICES**  *CASH ASSISTANCE PARA SA IBANG SERBISYONG SUPORTA* | | | | | | |
| Depending on the circumstances:  *Depende sa mga pangyayari:*    **For Fire Victims:** Police Report/ Bureau of Fire Protection Report from the Bureau of Fire  *Para sa mga Biktima ng Sunog: Police Report/ Bureau of Fire Protection Report mula sa Bureau of Fire*  b. **For Distressed OFs:** Passport, Travel Document/s, certification from OWWA or the Barangay  b. *Para sa mga Distressed OFs: Passport, Travel Document/s, certification from OWWA or the Barangay*  c. **For Rescued Client:** Certification from a social worker or Case manager from rescued clients.  c. *Para sa mga Rescued Client: a. Sertipikasyon mula sa isang social worker o Case manager mula sa mga nasagip na kliyente.*    **d. For victims of Online Sexual Exploitation:** Police Blotter and social worker’s certification for the victims of online sexual exploitation of children  d. *Para sa mga biktima ng Online Sexual Exploitation: Police Blotter at sertipikasyon ng social worker para sa mga biktima ng online na sekswal na pagsasamantala sa mga bata*  **e. 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.  (1 Photo copy)  e. *For Locally stranded individuals (LSI): Ang LSI na walang valid ID, ang Medical Certificate o ang Travel Authority na inisyu ng Philippine National Police ay sapat na at tatanggapin upang patunayan ang kanyang pagkakakilanlan.* | | | Bureau of Fire/PNP    Overseas Workers Welfare Administration/Department of Migrant Workers/ Barangay    Local Social Welfare and Development Office or other social welfare agencies    Local Social Welfare and Development Office or other social welfare agencies    Police Station –Police Blotter  Hospital/Clinic - Medical Certificate signed by the Registered Physician  *Hospital/Clinic - Sertipiko ng Medikal na nilagdaan ng Rehistradong Doktor* | | | |
| **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 such as but not limited to Police Report/Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification  (Original / Certified true copy)  Para sa lahat ng iba pang insidente:  *Barangay Certificate of Residency o Certificate of Indigency o Certificate of the Client is in Need of Assistance pati na rin ang iba pang mga dokumento mula sa mga legal na awtoridad/mga ahensyang nagre-regulasyon, na maaaring naaangkop tulad ng; ngunit hindi limitado sa Police Report/Blotter, Spot report mula sa AFP o PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal na sertipikasyon* | | | * Barangay Hall where the client is presently residing * Police Station * AFP or PNP * Office of Civil Registry * Certificate from the LDRMO; *or* * Local Government Unit * Hospital or Clinic signed by Licensed Physician   · *Barangay Hall kung saan kasalukuyang naninirahan ang kliyente*  *· Himpilan ng Pulisya*  *· AFP o PNP*  *· Opisina ng Civil Registry*  *· Certificate mula sa LDRMO; o*  *· Local Government Unit*  *· Ospital o Clinic na nilagdaan ng Lisensyadong Manggagamot* | | | |
| **MATERIAL ASSISTANCE**  *MATERYAL NA TULONG* | | | | | | |
| 1. General Intake Sheet | | | DSWD CIU/CIS/SWAD | | | |
| 2. Material Assistance Distribution Sheet | | | DSWD CIU/CIS/SWAD | | | |
| **ON-SITE TRANSACTION** | | | | | | |
| **CLIENT STEPS**  *MGA HAKBANG NG CLIENT* | | **AGENCY ACTIONS**  *MGA AKSIYON NG AHENSYA* | | **FEES TO PAID**  *MGA DAPAT*  *BAYARAN* | **PROCESSING TIME**  *ORAS NG PAGPROSESO* | **PERSON RESPONSIBLE**  *TAONG RESPONSABLE* |
| 1 | 1.1 Secure a queuing number.  *1.1 I-secure ang isang queuing number.* | 1.1.1 Provide Client with queuing number.  *1.1.1 Magbigay sa Kliyente ng numero ng pila.* | | None  *Wala* | **10 Minutes**  *10 minuto*  *(Hindi kasama ang Oras ng Pagpila)* | DSWD Personnel  Guard  *Tauhan ng DSWD*  *Guwardiya* |
| 1.2 Present pertinent Document  *1.2 Ipakita ang may kinalaman na Dokumento* | 1.2.1 DSWD personnel will check the validity, and completeness of required documents presented by the client.  *1.2.1 Susuriin ng mga tauhan ng DSWD ang bisa, at pagkakumpleto ng mga kinakailangang dokumento na ipinakita ng kliyente.* | | None  *Wala* | 20 Minutes  *20 Minuto*  *(Hindi kasama ang Oras ng Pagpila)* | DSWD Personnel  *Tauhan ng DSWD* |
| 1.2.2 Check the client’s record to the Crisis Intervention Monitoring System (CrIMS)  *1.2.2 Suriin ang talaan ng kliyente sa Crisis Intervention Monitoring System (CrIMS)* | | None      *Wala* | 20 Minutes  *(Excluding Queuing Time)*  ***20 Minuto***  ***(Hindi kasama ang Oras ng Pagpila)*** | Jamalea Racman / Encoder and Validator |
| 1.2.3 If documents are complete and valid, and right frequency of availment, the client will be advised to proceed to step 2 and submit documents pertinent to their request. If not, the client will be advise to comply with the needed documents or be rescheduled to the date wherein the proper frequency of availment will be met  *1.2.3 Kung kumpleto at wasto ang mga dokumento, at tamang dalas ng pag-avail, papayuhan ang kliyente na magpatuloy sa hakbang 2 at magsumite ng mga dokumentong nauugnay sa* *kanilang kahilingan. Kung hindi, papayuhan ang kliyente na sumunod sa mga kinakailangang dokumento o i-reschedule sa petsa kung saan matutugunan ang tamang dalas ng pag-avail.* | | None  *Wala* | 10 Minutes  *(Excluding Queuing Time)*                  *10 minuto*  *(Hindi kasama ang Oras ng Pagpila)* | Farrell Alcebar and Rahima Macalimpao/ Screener |
| 2 | Submit pertinent documents for Interview and Assessment    *Magsumite ng mga kaugnay na dokumento para sa Panayam at Pagtatasa* | 2.1 The DSWD Social Welfare Officer (SWO) shall interview, assess the documentary requirements presented, and Fill out the information in the General Intake Sheet (GIS) and the Certificate of Eligibility (CE).    *2.1 Ang DSWD Social Welfare Officer (SWO) ay dapat mag-interview, mag-assess ng mga documentary requirements na ipinakita, at Punan ang impormasyon sa General Intake Sheet (GIS) at sa Certificate of Eligibility (CE).* | | None                *Wala* | 40 Minutes  (Excluding Queuing Time)            *40 Minuto*  *(Hindi kasama ang Oras ng Pagpila)* | Hamida A. Sharief/ Jeffrey Suniega/Azizah Cali/Rubia Salimenang and Janisah B. Radiamoda/  Social Welfare Officer |
| 2.2 The DSWD Social Welfare Officer (SWO) shall determine the eligibility of the client to receive assistance, and recommend the appropriate assistance.  If found to be ineligible for the services under the program, the client will be formally informed of the reason of ineligibility and henceforth be declined and provided with a letter of disqualification to receive assistance.  *2.2 Dapat tukuyin ng DSWD Social Welfare Officer (SWO) ang pagiging karapat-dapat ng kliyente na makatanggap ng tulong, at magrekomenda ng naaangkop na tulong.*  *Kung mapatunayang hindi karapat-dapat para sa mga serbisyo sa ilalim ng programa, pormal na ipagbibigay-alam sa kliyente ang dahilan ng hindi pagiging karapat-dapat at mula ngayon ay tatanggihan at bibigyan ng isang* ***l****iham ng diskwalipikasyon upang makatanggap ng tulong.* | | None                          *Wala* | 40 Minutes  *(Excluding Queuing Time)*                      *40 Minuto*  *(Hindi kasama ang Oras ng Pagpila)* | Hamida A. Sharief/ Jeffrey Suniega/Azizah Cali/Rubia Salimenang and Janisah B. Radiamoda/  Social Welfare Officer |
| Advise the client to Proceed to Step 3 and wait to be called for the release of assistance.  *Payuhan ang kliyente na Magpatuloy sa Hakbang 3 at maghintay na tawagan para sa pagpapalabas ng tulong.* | | None        *Wala* | 40 Minutes  *(Excluding Queuing Time)*    *40 Minuto*  *(Hindi kasama ang Oras ng Pagpila)* | Hamida A. Sharief/ Jeffrey Suniega/Azizah Cali/Rubia Salimenang and Janisah B. Radiamoda/  Social Welfare Officer |
| Forward the Client’s Document to the Authorized Approving Officer.  *Ipasa ang Dokumento ng Kliyente sa Awtorisadong Opisyal ng Pag-apruba.* | | None      *Wala* | 40 Minutes  *(Excluding Queuing Time)*  *40 Minuto*  *(Hindi kasama ang Oras ng Pagpila)* | Morsida Minandang |
| Approve the Social Worker’s recommendation if found reasonable and with complete and valid documents.  *Aprubahan ang rekomendasyon ng Social Worker kung makitang makatwiran at may kumpleto at balidong mga dokumento.* | | None          *Wala* | 40 Minutes  *(Excluding Queuing Time)*      *40 Minuto*  *(Hindi kasama ang Oras ng Pagpila)* | Nanig C. Sanoy/CIS Head  Anisah Abubacar |
| Scan the client’s approved documents for filing, and forward to Step 3 for releasing of assistance.  *I-scan ang mga inaprubahang dokumento ng kliyente para sa pagsasampa, at ipasa sa Hakbang 3 para sa pagpapalabas ng tulong.* | | None          *Wala* | 30 Minutes  *(Excluding Queuing Time)*    *30 Minuto*  *(Hindi kasama ang Oras ng Pagpila)* | Morsida Minandang |
| 3 | Receive Assistance  *Tumanggap ng Tulong* | Check the Client’s Identity  *Suriin ang Pagkakakilanlan ng Kliyente* | | None    *Wala* | 15 Minutes  *(Excluding Queuing Time)*  *15 Minutes*  *(Hindi kasama ang Oras ng Pagpila)* | Alieyah Lucman |
| Release the Assistance.  *I-release ang Tulong.* | | None      *Wala* | 15 Minutes  *(Excluding Queuing Time)*  *15 Minutes*  *(Excluding Queuing Time)* | Alieyah Lucman |
| 4 | Fill out client satisfaction measurement survey  *Punan ang survey sa pagsukat ng kasiyahan ng kliyente* | Receive the client satisfaction survey      *Tumanggap ng survey sa kasiyahan ng kliyente* | | None      *Wala* | 20 Minutes  *(Excluding Queuing Time)*  *20 Minuto*  *(Hindi kasama ang Oras ng Pagpila)* | Hamida A. Sharief |
| **TOTAL** | | | | **None** | **5 Hour, 40 Minutes for Cash Out Right[[1]](#footnote-1)**  1 Day or 24 Hours for Guarantee Letter[[2]](#footnote-2)  *5 Oras, 40 Minuto para sa Tamang Cash Out*  *1 Araw o 24 Oras para sa Liham ng Garantiya* |  |

1. **Implementation of The Assistance to Individuals In Crisis Situation Program For Clients Tagged As Group Of Individuals**

*Pagpapatupad ng The Assistance to Individuals In Crisis Situation Program Para sa mga Kliyente na Na-tag Bilang Grupo Ng mga Indibidwal*

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

*Ang AICS ay nagsisilbing social safety net o stop-gap measure upang suportahan ang pagbangon ng mga indibidwal at pamilyang natukoy na dumaranas ng anumang kahirapan o krisis sa pamamagitan ng pagbibigay ng tulong pinansyal, psychosocial intervention, at mga serbisyo ng referral na magbibigay-daan sa mga kliyente na matugunan ang kanilang pangunahing pangangailangan sa anyo ng pagkain, transportasyon, medikal, pang-edukasyon, materyal, libing, at tulong na pera para sa iba pang mga serbisyo ng suporta, bukod sa iba pa.*

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

*Ang pagbibigay ng suportang psychosocial, kabilang ang psychological first aid, at pagpapayo, pati na rin ang tulong pinansyal sa mga disadvantaged at marginalized na sektor, ay bahagi ng mga serbisyo sa proteksyong panlipunan ng Departamento. Ang mga serbisyong pang-proteksyon na ito ay naglalayong tulungan ang mga indibidwal at pamilya na makayanan ang kasalukuyang mahirap na sitwasyon na kanilang nararanasan, tulad ng pagkakasakit, pagkamatay, pagkawala ng trabaho, o pinagmumulan ng kita.*

*Upang mabisa at mahusay na tumugon sa mga umiiral at umuusbong na sitwasyon ng krisis sa mga mahihinang sektor, isang Citizens Charter ang ginawa upang magbigay ng komprehensibong gabay sa pagbibigay ng nabanggit na tulong.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:**  *Opisina o Dibisyon:* | | | DSWD Field Office XII - Protective Services Division (PSD) - Implementation of the Assistance to Individuals in Crisis Situations | | | |
| **Classification:**  *klasipikasyon:* | | | Simple | | | |
| **Type of Transaction:**  *Uri ng Transaksyon:* | | | G2C- Government to Citizen | | | |
| **Who may avail:**  *Sino ang maaaring mag-avail:* | | | Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker  *Mga indigent, marginalized, at vulnerable/disvantaged na mga indibidwal at pamilya o kung hindi man ay nasa sitwasyon ng krisis batay sa pagsusuri ng Social Worker.* | | | |
| **CHECKLIST OF REQUIREMENTS**  *LISTAHAN NG MGA KINAKAILANGAN* | | | **WHERE TO SECURE**  *SAAN KUKUNIN?* | | | |
| One (1) valid identification card of the client/ person to be interviewed;  (2 Photo copy)  *Isang (1) balido o makatutuhanang identification card ng kliyente/ indibidwal na tatanungin;* | | | Preferably issued by any government agencies such as but not limited to:  *Mas mainam ang anumang identification card na ibinigay ng ahensya ng gobyerno tulad ng, ngunit hindi limitado sa:*   * Philippine Statistics Authority (PhilSys ID) * Social Security System/Government Service Insurance System (UMID ID, SSS/GSIS ID) * Philhealth (Philhealth ID) * Land Transportation Office (Driver’s License) * Professional Regulation Commission (PRC ID) * Overseas Workers Welfare Administration (OWWA ID) * Department of Labor and Employment (iDOLE) * Pag-IBIG Fund (PAG-IBIG ID) * Commission on Election (Voter’s ID or Voter’s Certification) * Post Office (Postal ID) * Department of Foreign Affairs (Philippine Passport) * National Bureau of Investigation (NBI Clearance) * Department of Social Welfare and Development (4Ps ID) * Local Government Unit   + PWD ID   + Solo Parent ID   + City/Municipal ID   + Barangay ID   + Office of Senior Citizen Affairs (OSCA ID) * Police Clearance * or any ID preferably with validity date, and picture and signature of the client.   *o kahit anong ID na may validity date (makatotohanang petsa, litrato at pirma ng kliyente.* | | | |
| Signed Authorization Letter (if applicable)  *Pirmadong Authorization Letter (kung naaangkop)* | | | Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old  ***Benepisyaryo ng Tulong maliban sa mga walang kapasidad na kumilos o wala pang 18 taong gulang.*** | | | |
| **TRANSPORTATION ASSISTANCE** | | | | | | |
| Other supporting document/s such as but are not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena  (1 Photocopy)  *Iba pang mga sumusuportang dokumento tulad ng ngunit hindi limitado sa, pagbibigay-katwiran ng social worker, sertipiko ng medikal, sertipiko ng kamatayan, at/o utos/subpoena ng hukuman* | | | Police Station - Police Blotter  Hospitals/clinic - medical abstract  Court- court order/subpoena  Social worker-justification | | | |
| **MEDICAL ASSISTANCE FOR HOSPITAL BILL**  *MEDICAL ASSISTANCE PARA SA HOSPITAL BILL* | | | | | | |
| Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)    *Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)* | | | Medical records of the Hospital/Clinic or the Attending Physician            *Mga rekord ng medikal ng Ospital/Klinika o ng Nag-aalaga na Manggagamot* | | | |
| Hospital bill / Statement of Account (outstanding balance) with name and signature of billing clerk.  (Original / Certified true copy)  *Hospital bill / Statement of Account (natitirang balanse) na may pangalan at lagda ng billing clerk* | | | Billing Office of the hospital          *Tanggapan ng Pagsingil ng ospital* | | | |
| Social Case Study Report/ Case Summary | | | Registered Social Worker in public or private practice.  *Nakarehistrong Social Worker sa pampubliko o pribadong pagsasanay.*     * DSWD * LSWDO * NGO * Medical Social Service | | | |
| **MEDICAL ASSISTANCE FOR MEDICINE/ ASSISTIVE DEVICE**  *MEDICAL ASSISTANCE PARA SA GAMOT/ MATULONG NA DEVICE* | | | | | | |
| Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)  *Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)* | | | Medical records of the Hospital/Clinic or the Attending Physician        *Mga rekord ng medikal ng Ospital/Klinika o ng Nag-aalaga na Manggagamot* | | | |
| Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months.  (1 Photocopy)  *Reseta na may petsa ng pagpapalabas, kumpletong pangalan, numero ng lisensya at pirma ng Doktor na ibinigay sa loob ng tatlong buwan* | | | Attending Physician from a hospital/clinic.        *Doktor mula sa isang ospital/klinika.* | | | |
| 1. Social Case Study Report/ Case Summary. | | | Registered Social Worker in public or private practice.   * DSWD * LSWDO * NGO * Medical Social Service | | | |
| **MEDICAL ASSISTANCE FOR LABORATORY**  *MEDICAL ASSISTANCE PARA SA LABORATORY* | | | | | | |
| Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)    *Medical Certificate/Clinical Abstract/Discharge Summary/Alagang Pinoy Tagubilin Form with Diagnosis na may kumpletong pangalan, numero ng lisensya at pirma ng Physician na inisyu sa loob ng tatlong buwan (Orihinal / Sertipikasong kopya)* | | | Attending Physician or from Medical Records of the hospital/clinic.          *Attending Physician or mula sa Medical Records ng ospital/klinika.* | | | |
| Laboratory Requests with name, license number, and signature of the Physician  *Mga Kahilingan sa Laboratory na may pangalan, numero ng lisensya, at pirma ng Doktor* | | | Attending Physician from a hospital/clinic    *Doktor mula sa isang ospital/klinika.* | | | |
| Social Case Study Report/ Case Summary. | | | Registered Social Worker in public or private practice.   * DSWD * LSWDO * NGO * Medical Social Service | | | |
| **FUNERAL ASSISTANCE FOR FUNERAL BILL**  *FUNERAL ASSISTANCE PARA SA FUNERAL BILL* | | | | | | |
| Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy  *Sertipikasyon ng pagkamatay/ Sertipikasyon mula sa pinuno ng Tribu (Orihinal / certified true copy)* | | | City/Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam | | | |
| Promissory Note/Certificate of Balance  (1 Photo copy)  *Sulat ng Pangako /Balanse* | | | Authorized staff of the Funeral Parlor/ Memorial Chapel    *Awtorisadong staff sa Punirarya/ Kapilya* | | | |
| Funeral Contract  *Kontrata sa Punirarya* | | | Authorized staff of the Funeral Parlor/ Memorial Chapel  *Awtorisadong staff sa Punirarya/ Kapilya* | | | |
| **FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER**    *TULONG SA LIBING PARA SA PAGLIPAT NG CADAVER* | | | | | | |
| Death Certificate/ Certification from the Tribal Chieftain (Original/certified true copy)  *Sertipikasyon ng pagkamatay/ Sertipikasyon mula sa pinuno ng Tribu (Orihinal / certified true copy)* | | | City/Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain or Imam. | | | |
| Transfer Permit  (1 Photo copy)    *Permiso ng Paglipat* | | | City/Municipal Hall | | | |
| **EDUCATIONAL ASSISTANCE**  ***TULONG SA EDUKASYON*** | | | | | | |
| Validated School ID and Valid I.D  (1 Photocopy) | | | School  *Paaralan* | | | |
| a.Enrolment Assessment Form; or  b.Certificate of Enrolment or Registration; or  c. Statement of Account  (Original / Certified true copy)  a.*Enrolment Assessment Form o*  *b.Sertipiko ng Pagpapatala o Pagpaparehistro; o*  *c. Talautangan* | | | School Registrar or Concerned Office            *Registrar ng Paaralan o Opisina ng Nag-aalala* | | | |
| **FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS**  *TULONG SA PAGKAIN PARA SA INDIBIDWAL AT PAMILYA NA INI-ENDORSO SA MGA GRUPO* | | | | | | |
| Project proposal | | | Local Government Unit  *Lokal na Pamahalaan* | | | |
| Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required    *Barangay Certificate or Residency or Certificate of Indigency or Maaaring kailanganin ang sertipiko na ang kliyente ay nangangailangan ng tulong* | | | Barangay Hall where the client is presently residing    *Barangay Hall kung saan naninirahan ang kliyente.* | | | |
| **CASH ASSISTANCE FOR OTHER SUPPORT SERVICES**  *CASH ASSISTANCE PARA SA IBANG SERBISYONG SUPORTA* | | | | | | |
| Depending on the circumstances:  ***Depende sa mga pangyayari:***  **For Fire Victims:** Police Report/ Bureau of Fire Protection Report from the Bureau of Fire  *Para sa mga Biktima ng Sunog: Police Report/ Bureau of Fire Protection Report mula sa Bureau of Fire*  b. **For Distressed OFs:** Passport, Travel Document/s, certification from OWWA or the Barangay    *Para sa mga Distressed OFs: Passport, Travel Document/s, certification from OWWA or the Barangay*    c. **For Rescued Client:** Certification from a social worker or Case manager from rescued clients.    *Para sa mga Rescued Client: a. Sertipikasyon mula sa isang social worker o Case manager mula sa mga nasagip na kliyente.*  d. **For victims of Online Sexual Exploitation:** Police Blotter and social worker’s certification for the victims of online sexual exploitation of children    ***Para sa mga biktima ng Online Sexual Exploitation: Police Blotter at sertipikasyon ng social worker para sa mga biktima ng online na sekswal na pagsasamantala sa mga*** *bata*  e. **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.  (1 Photocopy)    *For Locally stranded individuals (LSI): Ang LSI na walang valid ID, ang Medical Certificate o ang Travel Authority na inisyu ng Philippine National Police ay sapat na at tatanggapin upang patunayan ang kanyang pagkakakilanlan.* | | | Bureau of Fire/PNP      Overseas Workers Welfare Administration/Department of Migrant Workers/ Barangay    Local Social Welfare and Development Office or other social welfare agencies  *Local Social Welfare and Development Office o iba pang ahensya ng kapakanang panlipunan*    Local Social Welfare and Development Office or other social welfare agencies    *Local Social Welfare and Development Office o iba pang ahensya ng kapakanang panlipunan*        Police Station –Police Blotter  Hospital/Clinic - Medical Certificate signed by the Registered Physician          *Police Station –Police Blotter*  *Hospital/Clinic - Sertipiko ng Medikal na nilagdaan ng Rehistradong Doktor* | | | |
| **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 such as but not limited to Police Report/Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification  (Original / Certified true copy)  *Barangay Certificate of Residency o Certificate of Indigency o Certificate of the Client is in Need of Assistance pati na rin ang iba pang mga dokumento mula sa mga legal na awtoridad/mga ahensyang nagre-regulasyon, na maaaring naaangkop tulad ng; ngunit hindi limitado sa Police Report/Blotter, Spot report mula sa AFP o PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal na sertipikasyon* | | | * Barangay Hall where the client is presently residing * Police Station * AFP or PNP * Office of Civil Registry * Certificate from the LDRMO; *or* * Local Government Unit * Hospital or Clinic signed by Licensed Physician * *Barangay Hall kung saan kasalukuyang naninirahan ang kliyente* * *Himpilan ng Pulisya* * *AFP o PNP* * *Opisina ng Civil Registry* * *Certificate mula sa LDRMO; o* * *Local Government Unit* * *Ospital o Clinic na nilagdaan ng Lisensyadong Manggagamot* | | | |
| **MATERIAL ASSISTANCE** | | | | | | |
| 1. General Intake Sheet | | | DSWD CIU/CIS/SWAD | | | |
| 2. Material Assistance Distribution Sheet | | | DSWD CIU/CIS/SWAD | | | |
| OFF-SITE TRANSACTION | | | | | | |
| **CLIENT STEPS**    *MGA HAKBANG NG CLIEN****T*** | | **AGENCY ACTIONS**    *MGA PAGKILOS NG AHENSYA* | | **FEES TO PAID**      *MGA DAPAT BAYAD BAYARAN* | **PROCESSING TIME**      *ORAS NG PAGPOPROSESO* | **PERSON RESPONSIBLE**      *TAONG RESPONSABLE* |
| **PRE-OFFSITE PREPARATION – Complex**    *PAGHAHANDA PRE-OFFSITE - Kumplikado* | | | | | | |
| 1 | 1.1 Submit Project Proposal    *Isumite ang Panukalang Proyekto* | 1.1.1 Receive Project Proposal    *Tanggapin ang panukalang proyekto* | | None        *Wala* | 5 Minutes  (Excluding Queuing Time)    ***5 Minuto***  ***(Hindi kasama ang oras ng paghihintay)*** | Alieyah G. Lucman |
| 1.1.2 Assess and review the received Project proposal.  *Suriin ang natanggap na panukala ng proyekto*    If found in order, the project proposal is recommended for the approval of the Secretary or his duly authorized official/ representative for CO and FOs. If not, the project proposal is sent back to the requesting party for compliance.    *Kung makikitang maayos, ang panukala ng proyekto ay inirerekomenda para sa pag-apruba ng Kalihim o ng kanyang awtorisadong opisyal/kinatawan para sa CO at FOs. Kung hindi, ibabalik ang panukala sa proyekto sa humihiling na partido para sa pagsunod.* | | None    *Wala* | 3 Hour  (Excluding Queuing Time)  *3 oras*  *(Hindi kasama ang oras ng paghihintay)* | Mohammad Khadaffi C. Daud |
| 1.1.3 Forward the recommendation for the approval of the project proposal to the Secretary  *Ipasa ang rekomendasyon para sa pag-apruba ng panukalang proyekto sa Kalihim* | | None          Wala | 5 minutes (Excluding Queuing Time)      *5 minuto (Hindi kasama ang oras ng paghihintay)* | Rhoda Mae P. Sibag |
| 1.1.4 Approve the recommendation for the approval of project proposal  *Aprubahan ang rekomendasyon para sa pag-apruba ng panukalang proyekto* | | None      Wala | 5 Minutes  (Excluding Queuing Time)  *5 minuto*  *(Hindi kasama ang oras ng paghihintay)* | Regional Director |
| 1.1.5 Forward the Approved project proposal to the Crisis Intervention Division/Section  *Ipasa ang Naaprubahang panukala sa proyekto sa Crisis Intervention Division/Section* | | None      Wala | 20 Minutes  (Excluding Queuing Time)  *20 minuto*  *(Hindi kasama ang oras ng paghihintay)* | Mohamamad Khadaffi C. Daud |
| 1.1.6 Endorse the Approved project proposal to the Authorized Social Welfare Officer  *I-endorso ang Naaprubahang panukala sa proyekto sa Awtorisadong Opisyal ng Kapakanang Panlipunan* | | None      Wala | 3 Hours  (Excluding Queuing Time)  *3 oras*  *(Hindi kasama ang oras ng paghihintay)* | Rhoda Mae P. Sibag  Mohammad Khadaffi C. Daud |
| 1.1.7 Cross-match the submitted list of beneficiaries to the DSWD existing program monitoring system.  *I-cross-match ang isinumiteng listahan ng mga benepisyaryo sa DSWD existing program monitoring system.* | | None        Wala | 3 Hours  (Excluding Queuing Time)    *3 oras*  *(Hindi kasama ang oras ng paghihintay)* | Mohammad Khadafi C. Daud |
| 1.1.8 Inform the group about the documentary requirements needed and the schedule of the payout  *Ipaalam sa grupo ang tungkol sa mga kinakailangan sa dokumentaryo at ang iskedyul ng pagbabayad* | | None        Wala | 3 Hours  (Excluding Queuing Time)  *3 oras*  *(Hindi kasama ang oras ng paghihintay)* | Mohammad Khadaffi C. Daud |
|  | OFF-SITE TRANSACTION | | | | | |
| 1 | 1.1 Present Pertinent Documents      *Maglahad ng Mga Kaugnay na Dokumento* | 1.1.1 The assigned personnel shall check the validity and completeness of the required documents presented by the client.  *Dapat suriin ng mga nakatalagang tauhan ang bisa at pagkakumpleto ng mga kinakailangang dokumento na ipinakita ng kliyente.*  If the client submits missing documents, the SWO will advise the client to comply with relevant documents before proceeding to the next step.  *Kung ang kliyente ay nagsumite ng mga nawawalang dokumento, ang SWO ay magpapayo sa kliyente na sumunod sa mga nauugnay na dokumento bago magpatuloy sa susunod na hakbang.* | | None          Wala | 5 Minutes  (Excluding Queuing Time)    *5 minuto*  *(Hindi kasama ang oras ng paghihintay)* | Saifuddin Rascal,  Naffy H. Wahid, Olama Sarip, Farrell Alcebar, Rahima Macalimpao, Jamalea Racman |
| 2 | 2.1 Submit pertinent documents for Interview and Assessment  *Magsumite ng mga kaugnay na dokumento para sa Panayam at Pagtatasa* | 2.1.1 Filling out the identifying information of the client in the GIS;    *Pagpuno ng impormasyon sa pagkilala ng kliyente sa GIS;* | | None          Wala | 15 Minutes  (Excluding Queuing Time)  *15 minuto*  *(Hindi kasama ang oras ng paghihintay)* | All CIS Social Workers |
| 2.1.2 The SWO to conduct an interview and assessment and establish the eligibility of the client and complete the filling out of the GIS and CE.  *Ang SWO ay magsagawa ng panayam at pagtatasa at itatag ang pagiging karapat-dapat ng kliyente at kumpletuhin ang pagpuno ng GIS at CE.* | | None          Wala | 15 Minutes  (Excluding Queuing Time)      *15 minuto*  *(Hindi kasama ang oras ng paghihintay)* | All CIS Social Workers |
| 5 | 5.1 Receive Assistance    *Tumanggap ng Tulong* | 3.1.1 Check the Client’s Identity    *Suriin ang Pagkakakilanlan ng Kliyente* | | None      *Wala* | 2 Minutes  (Excluding Queuing Time)  *2 minuto*  *(Hindi kasama ang oras ng paghihintay)* | DSWD personnel |
| 3.1.2 Release the Assistance.  *Ibigay ang Tulong.* | | None      *Wala* | 3 Minute  (Excluding Queuing Time)  *2 minuto*  *(Hindi kasama ang oras ng paghihintay)* | DSWD personnel |
|  | **TOTAL** | | | **None**      *Wala* | 13 Hours, 10  Minutesfor Cash Out Right[[3]](#footnote-3)  **1***3 Oras, 10 Minuto para sa Cash Out Right*  1 Day or 24 Hours for Guarantee Letter  *1 Araw o 24Oras para sa Guarantee Lette***r** |  |

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| **FEEDBACK AND COMPLAINTS MECHANISM**  ***MEKANISMO NG FEEDBACK AT REKLAMO*** | |
| How to send feedback  *Paano magpadala ng feedback* | DSWD-Field Office send memo/email to DSWD-PMB.  *DSWD-Field Office magpadala ng memo/email sa DSWD-PMB.* |
| How feedbacks are processed  *Paano pinoproseso ang mga feedback* | DSWD-PMB send reply letter/memo to the concerned Field Office.  *DSWD-PMB magpadala ng reply letter/memo sa kinauukulang Field Office.* |
| How to file a complaint  *Paano magsampa ng reklamo* | Complaints can be filed through sending a letter or email to PMB-DSWD. The details of the complaint should be included in the information.  *Maaaring magsampa ng mga reklamo sa pamamagitan ng pagpapadala ng sulat o email sa PMB-DSWD. Ang mga detalye ng reklamo ay dapat isama sa impormasyon.* |
| Complainant using 8888  *Nagrereklamo gamit ang 8888* | SMS will receive the complaint and will be forwarded to PMB if the concern is:  *Matatanggap ng SMS ang reklamo at ipapasa sa PMB kung ang alalahanin ay:*  a. On Programs and Services- SPD will be the one replying to the complaint  *a. On Programs and Services- Ang SPD ang tutugon sa reklamo*    b. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint  b. *Sa Personnel at iba pang mga bagay sa labas- Ang Focal Person ang sasagot sa reklamo* |
| How complaints are processed  *Paano pinoproseso ang mga reklamo* | -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.  -*Ang kinauukulang Tanggapan ay magsasagawa ng case conference/pulong para talakayin ang isyu/alalahanin. Kung kinakailangan, magtakda ng isang pulong sa nagrereklamo at talakayin ang alalahanin.*  -Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office.  *-Isasagawa ang panloob na imbestigasyon sa loob ng Kawanihan, pagkatapos ay magbigay ng rekomendasyon at opisyal na magpadala ng sulat ng tugon/memo sa kinauukulang DSWD-Field Office.* |
| Contact info of ARTA, PCC and CCB  *Impormasyon sa pakikipag-ugnayan ng ARTA, PCC at 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 |
| Contact information of DSWD FO XII Program In-Charge  ***I****mpormasyon sa pakikipag-ugnayan ng DSWD FO XII Program In-Charge* | **Hamida A. Sharief (Koronadal Office)**  Social Welfare Officer  0969-077-3619  0910-907-5027  cis.fo12@dswd.gov.ph  **Christie Rio B. Bedua (South Cotabato - Surallah Satellite)**  Social Welfare Officer-II  9060-605-9370  **Jenimie I. Divino (Sultan Kudarat - Tacurong Satellite)**  Social Welfare Officer-II  0946-551-7891  **Sahara K. Akong (North Cotabato - Midsayap Satellite)**  Social Welfare Officer I  0948-449-9504  **Blessed Grace Tagacay (North Cotabato - Kidapawan City Satellite)**  Social Welfare Officer II  0966-541-1847  **Fatma M. Guro (General Santos City Satellite**  Social Welfare Assistant  0969-201-3034  **Hazzel B. Fuentes (Sarangani Satellite)**  Administrative Assistant I  0915-278-8998 |

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

*Pagkuha ng Travel Clearance for Minors Traveling Abroad*

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

*Ang Travel Clearance ay isang dokumento na binibigay ng Department of Social Welfare and Development para sa isang menor de edad 18-anyos pababa at gustong maglakbay sa ibang bansa, na walang kasamang magulang o bantay.*

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| **Office or Division:**  *Opisina o Dibisyon:* | | DSWD Field Office XII - Protective Services Division (PSD) - Securing Travel Clearance for Minors Traveling Abroad | | | |
| **Classification:**  *Klasipikasyon:* | | Simple  *Simple* | | | |
| **Type of Transaction:**  *Uri ng transaksyon:* | | G2C- Government to Citizen  G2C- Government to Citizen | | | |
| **Who may avail:**  *Mga pwedeng kumuha:* | | Filipino Minors Travelling Abroad  *Pilipinong menor-de-edad na mangingibang bansa* | | | |
| **CHECKLIST OF REQUIREMENTS**  *LISTAHAN NG MGA KINAKAILANGANG DOKUMENTO* | | | **WHERE TO SECURE**  *SAAN MAKUKUHA* | | |
| **Issuance of Travel Clearance Certificate**  *Pag-isyu ng Travel Clearance Certificate* | | | | | |
| *A. For Minors Traveling Alone to a Foreign Country for the First Time*  ***A. Para sa mga menor-de-edad na maglalakbay sa ibang bansa na mag-isa sa unang pagkakataon*** | | | | | |
| **1. Duly accomplished Application Form**  ***1. Nararapat na napunan na Application Form*** | | | DSWD Field Offices or at download form at [www.dswd.gov.ph](http://www.dswd.gov.ph)  *DSWD Field Offices or at download form at* [*www.dswd.gov.ph*](http://www.dswd.gov.ph) | | |
| 2. LSWDO/SWAD Social Worker’s assessment, when necessary  *2. Resulta ng pagsusuri LSWDO/SWAD Social Worker, kung kinakailangan* | | | Local Social Welfare and Development Office where the minor resides  *Opisina ng Local Social Welfare and Development, kung saan nakatira ang menor-de-edad* | | |
| 3. PSA issued Birth Certificate of Minor  *3. Birth Certificate ng menor-de-edad na binibigay ng PSA* | | | Philippine Statistics Authority (PSA)  *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;  *4. Isang (1) kopya ng PSA-issued Marriage Contract ng magulang ng menor-de-edad/ Kopya ng Court- issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Brgy o religious leader.*  *PSA issued CENOMAR naman para sa mga ilehitimong menor-de-edad sa SECPA;* | | | Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader  *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.  *5. Na-notaryuhang Affidavit of Consent o Written Consent ng ama at ina/ legal guardian/solo parent, kung ano man ang nararapat. Kopya ng balidong passport at valid visa o valid ID na inisyu sa ibang bansa, kung ang magulang ay nagtatrabaho sa ibang bansa.* | | | Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are 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.  ***6.*** *Dalawang (2) orihinal na colored passport size photos ng menor-de-edad (Puti, Pula o Asul na background) na kinuha nitong nakalipas na 6 buwan. Hindi pinapahintulutan ang scanned picture****.*** | | | Applicant  ***Aplikante*** | | |
| 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)  ***7****. Affidavit of Support at Certified copy of evidence na nagpapakita ng financial capability ng sponsor e.g Certificate of Employment, Pinakabagong Income Tax Return, Bank Statement, etc)* | | | Applicant  ***Aplikante*** | | |
| 8. Certified True Copy of the Death Certificate (for deceased parent/s) on SECPA;  *8. Certified True Copy ng Death Certificate (para sa mga namatay na magulang) sa SECPA;* | | | Applicant  *Aplikante* | | |
| 9. Unaccompanied Minor Certificate from the Airlines  *9. Unaccompanied Minor Certificate mula sa Airlines* | | | Airline Company where ticket is obtained  *Airline Company, kung saan nakuha ang ticket* | | |
| 10. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.  *10. Waiver mula sa mga magulang na nagpapalaya sa DSWD mula sa anumang pananagutan/responsibilidad sakaling magkaroon ng hindi kanais-nais na insidente habang bumibiyahe ang bata.* | | | Applicant  *Aplikante* | | |
| *For Succeeding Travel of Unaccompanied minor or Traveling ALONE*  *Para sa susunod na paglakbay ng menor-de-edad na mag isa o walang kasama* | | | | | |
| 1. Duly accomplished Application Form  *1. Nararapat na Application Form* | | | DSWD Field Office/ DSWD website: [www.dswd.gov.ph](http://www.dswd.gov.ph)  *DSWD Field Office/ DSWD website:* [*www.dswd.gov.ph*](http://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  *2. Notarized Affidavit o Nakasulat na pagpayag ng magulang, ang Solo parent at legal guardian, kung ano ang nararapat, at kopya ng balidong ID na may kasamang pirma* | | | Law Office and Notarized at the applicants place of residence  *Law Office at Notarized sa lugar ng paninirahan ng mga aplikante* | | |
| 3. Original copy of the previous Travel Clearance issued  *3. Orihinal na kopya ng nakaraang Travel Clearance na inisyu* | | | Applicant  *Aplikante* | | |
| 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.  *4. Dalawang (2) kulay na larawan ng laki ng pasaporte ng menor de edad (na puti, pula o asul na background) na kinunan sa loob ng huling 6 na buwan. Walang mga na-scan na larawan ang tatanggapin.* | | | Any establishment that offers ID picture printing  *Anumang establishment na nag-aalok ng ID picture printing* | | |
| 5. Unaccompanied Minor Certificate from the Airline  *5. Unaccompanied Minor Certificate mula sa Airline* | | | Airline Company  *Airline Company* | | |
| 6. Waiver from the parents releasing DSWD from any liability in case of untoward incident during the travel of the child.  *6. Waiver mula sa mga magulang na nagpapawalang sala sa DSWD kung sakaling may mangyari habang nasa biyahe* | | | Applicant  *Aplikante* | | |
| *Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian*  *Menor-de-edad na maglalakbay sa unang pagkakataon na may kasamang iba maliban sa magulang o legal guardian* | | | | | |
| 1. Duly accomplished Application Form  *1. Duly accomplished Application Form* | | | DSWD Field Office/ DSWD website: [www.dswd.gov.ph](http://www.dswd.gov.ph)  *DSWD Field Office/ DSWD website:* [*www.dswd.gov.ph*](http://www.dswd.gov.ph) | | |
| 2. Copy of the PSA issued birth certificate of the minor  *2. Kopya ng PSA na inisyu na birth certificate ng menor de edad* | | | Philippine Statistics Authority (PSA)  *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.  *3. Notarized affidavit o nakasulat na pahintulot ng parehong mga magulang o solong magulang o legal na tagapag-alaga, na kalakip ng valid identification card na may specimen signature* | | | Applicant  *Aplikante* | | |
| 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.  *4. Kopya ng Marriage Certificate of minors parents (SECPA), Solo Parent ID, para sa Solo Parents, Court Decree of Separation, Annulment o Divorce, para sa mga illegitimate minors, CENOMAR mula sa PSA; sa kaso ng namatay na magulang, kopya ng Death Certificate.* | | | PSA, Local Social Welfare and Development Office (for the Solo Parents ID); Family Court.  *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.  *5. Dalawang (2) kulay na larawan ng laki ng pasaporte ng menor de edad (na puti, pula o asul na background) na kinunan sa loob ng huling 6 na buwan. Walang mga na-scan na larawan ang tatanggapin* | | | Applicant  *Aplikante* | | |
| 6. Photocopy of the passport of the traveling companion.  *5. Photocopy ng Pasaporte ng kasama sa paglalakbay.* | | | Minor’s travelling companion  *Kasama sa paglalakbay ni Minor* | | |
| *Minors Traveling subsequently with a Person Other than the Parents of Legal Guardian*  *Mge menor-de-edad na maglalakbay ulit na may kasamang iba maliban sa magulang o Legal Guardian* | | | | | |
| 1. Duly accomplished Application Form  *1. Duly accomplished Application Form* | | | DSWD Field Office/ DSWD website: [www.dswd.gov.ph](http://www.dswd.gov.ph)  *DSWD Field Office/ DSWD website:* [*www.dswd.gov.ph*](http://www.dswd.gov.ph) | | |
| 2. Original copy of the Travel Clearance previously issued by the DSWD Field Office;  *2. Orihinal na kopya ng Travel Clearance na naunang inisyu ng DSWD Field Office;* | | | Applicant  *Aplikante* | | |
| 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.  *3. Notarized Affidavit of Consent mula sa biyolohikal na mga magulang, legal na tagapag-alaga na nagpapahintulot sa isang partikular na tao na samahan ang bata sa kanyang paglalakbay sa ibang bansa, na may isang kopya ng valid identification card na may specimen signature.* | | | Applicant  *Aplikante* | | |
| 4. Two (2) original colored passport size photos of the minor taken within the last six (6) months. No scanned pictures will be accepted;  *4. Dalawang (2) orihinal na kulay na larawan ng laki ng pasaporte ng menor de edad na kinunan sa loob ng huling anim (6) na buwan. Walang mga na-scan na larawan ang tatanggapin;.* | | | Applicant  *Aplikante* | | |
| 5. Photocopy of the Passport of the traveling companion.  *5. Photocopy ng Pasaporte ng kasama sa paglalakbay.* | | | Minor’s traveling companion  *Kasama sa paglalakbay ni Minor* | | |
| Additional Requirements for Minors Under Special Circumstances:  *Karagdagang Dokumento para sa mga Menor-de-edad sa ilalim ng Special Circumstances:* | | | | | |
| *For Filipino Minors Migrating to Another Country*  Para sa mga Pilipinong menor-de-edad na magmamigrate sa ibang bansa | | | | | |
| 1. Visa Petition Approval  *1. Visa Petition Approval* | | | Applicant  *Aplikante* | | |
| *For Minors Studying Abroad*  *Para sa mga menor-de-edad na mag-aaral sa ibang bansa* | | | | | |
| 1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled.  *1. Pagtanggap o Sertipiko ng Pagpapatala o Pagpaparehistro mula sa Paaralan kung saan ipapatala ang menor de edad.* | | | Applicant  *Aplikante* | | |
| *For Minors who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:*  *Para sa mga menor-de-edad na dadalo sa Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day at iba pang kaparehong aktibidad:* | | | | | |
| 1. Certification from Sponsoring Organization  *1. Certification from Sponsoring Organization* | | | Sponsor Organization  *Sponsor Organization* | | |
| 2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency  *2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency* | | | 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  *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  *Sponsoring Organization* | | |
| *Minors going Abroad for Medical Purposes*  *Para sa mga Menor-de-edad na mangibang bansa para sa layuning-pang medikal* | | | | | |
| 1. Medical Abstract of the Minor   1. *Medical abstract ng Minor* | | | Attending Physician  *Attending Physician* | | |
| 2. Recommendation from the Attending Physician that such medical procedure is not available in the country  *2. Recommendation from the Attending Physician that such medical procedure is not available in the country* | | |  | | |
| 3. Letter from the Sponsor  *3. Sulat galing sa nag Sponsor* | | | Sponsor  *Sponsor* | | |
| *Minors going Abroad for Inter-Country Adoption*  *Menor-de-edad na mangibang bansa para sa Inter-Country Adoption* | | | | | |
| 1. Placement Authority issued by ICAB  *1. Placement Authority na inisyu ng ICAB* | | | Inter-Country Adoption Board (ICAB)  *Inter-Country Adoption Board (ICAB)* | | |
| 2. Authority to Escort issued by ICAB  *2. Authority to Escort na ibinigay ng ICAB* | | | Inter-Country Adoption Board (ICAB)  *Inter-Country Adoption Board (ICAB)* | | |
| *Minors under Foster Care*  *Menor-de-edad para sa Foster Care* | | | | | |
| 1. Notarized Affidavit of Undertaking by the Foster Parents  *1. Notarized Affidavit of Undertaking by the Foster Parents* | | | Foster Parent  *Foster Parent* | | |
| 2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative  *2. Notarized Affidavit of Consent mula sa Regional Director o Awtorisadong Kinatawan* | | | DSWD Regional Director  *DSWD Regional Director* | | |
| 3. Photocopy of Foster Placement Authority  *3. Photocopy of Foster Placement Authority* | | | Applicant  *Aplikante* | | |
| 4. Photocopy of Foster Care License of the Family  *4. Photocopy ng Foster Care License ng Pamilya* | | | Applicant  *Aplikante* | | |
| 5. DSWD Certification of the CDCLAA Except those under Kinship Care  *5. DSWD Certification ng CDCLAA Maliban sa mga nasa ilalim ng Kinship Care* | | | DSWD  *DSWD* | | |
| 6. Return Ticket  *6. Balik Ticket* | | | Applicant  *Aplikante* | | |
| *Minors Under Legal Guardianship*  *Menor-de-edad sa ilalim ng Legal Guardianship* | | | | | |
| 1. Certified True Copy of the Court Order on Legal Guardianship  *1. Sertipikadong Tunay na Kopya ng Kautusan ng Korte sa Legal na Tagapangalaga* | | | Court  *Court* | | |
| For Minors whose parents are Seafarers  *Para sa mga menor-de-edad na ang magulang ay Seafarer* | | | | | |
| 1. Certification from the Manning Agency attesting to the parents employment  *1. Sertipikasyon mula sa Manning Agency na nagpapatunay sa trabaho ng mga magulang* | | | Applicant  *Aplikante* | | |
| 2. Photocopy of Seaman’s Book of Parent/s  *2. Photocopy of Seaman’s Book of Parent/s* | | |  | | |
| *For Minors with alleged missing parent/s*  *Para sa mga menor-de-edad na may nawawalang magulang* | | | | | |
| 1.Social Case Study Report from the LSWDO where the alleged missing parent’s last known address   1. *Social Case Study Report mula sa LSWDO kung saan ang sinasabing nawawalang magulang na huling alam na address* | | | Local Social Welfare and Development Office  *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  *2. Blotter Report mula sa alinman sa lokal na pulis o Barangay Certification mula sa Lokalidad ng huling alam na address ng sinasabing nawawalang magulang* | | | Local Police or Barangay of the alleged missing parent/s last known address  *Lokal na Pulisya o Barangay ng umano'y nawawalang magulang/s huling alam na address* | | |
| 3. One (1) returned registered mail to the last known address of the alleged missing parent/s known address.  *3. Isang (1) nagbalik ng rehistradong mail sa huling alam na address ng di-umano'y nawawalang kilalang address ng magulang.* | | | Applicant  *Aplikante* | | |
| Within the Day Transaction  *Transaksyon sa buong araw na proseso* | | | | | |
| CLIENT STEPS  MGA HAKBANG NG CLIENT | AGENCY ACTIONS  MGA AKSIYON NG AHENSYA | | FEES TO BE PAID  MGA BAYAD NA BAYAD | PROCESSING TIME  ORAS NG PAGPOPROSESO | PERSON RESPONSIBLE  TAONG RESPONSABLE |
| 1. Registration  *1. Pagpaparehistro* | 1.1 Issuance of Service Sequence Number  *1.1 Pagbibigay ng Sequence Number ng Serbisyo*  1.2 Encoding of the client’s information in online Spreadsheet  *1.2 Pag-encode ng impormasyon ng kliyente sa online na Spreadsheet*  1.3 Issuance of the Client Satisfaction Survey Form (CSS Form  *1.3 Pag-isyu ng Client Satisfaction Survey Form (CSS Form* | | None  Wala | 5 minutes | Security Guard  RABIAH A. SARIPADA, LPT/ Admin. Staff |
| 2. Submission of Application and Documentary Requirements  *2. Pagsusumite ng Aplikasyon at Dokumentaryo na Kinakailangan* | 2.1 Receives Filled Up Application Form and Documentary requirements presented by the Client.  *2.1 Tumatanggap ng Filled Up Application Form at mga kinakailangan sa Dokumentaryo na ipinakita ng Kliyente.* | | None  Wala | 5 minutes | ROBIA B. ABDULA, RSW/ MTA Focal  SHAIRA MARI L. MAINAR-ORTEGA, RSW/SWO II |
| 3. Screening of Application Form and documentary requirements  *3. Pagsusuri ng Application Form at mga kinakailangan sa dokumentaryo* | 3.1 Social Worker will check the presented documentary requirements are complete. If not, the client will be asked to comply. If Complete, proceed to the next Step.  *3.1 Susuriin ng Social Worker na kumpleto na ang ipinakitang mga kinakailangan sa dokumentaryo. Kung hindi, hihilingin sa kliyente na sumunod. Kung Kumpleto na, magpatuloy sa susunod na Hakbang.* | | None  Wala | 5 minutes | ROBIA B. ABDULA, RSW/ MTA Focal  SHAIRA MARI L. MAINAR-ORTEGA, RSW/SWO II |
| 4. Interview/Assessment\*  *Panayam/Pagsusuri\** | 4.1 Social Worker interviews and conducts assessment of the application;  *Mga panayam ng Social Worker at nagsasagawa ng pagtatasa ng aplikasyon;*  *4.2 Recommends for the approval or disapproval of the application to the Signing Authority.*  *Inirerekomenda para sa pag-apruba o hindi pag-apruba ng aplikasyon sa Awtoridad sa Pagpirma.* | | None  None | 20 minutes | ROBIA B. ABDULA, RSW/ MTA Focal  SHAIRA MARI L. MAINAR-ORTEGA, RSW/SWO II |
|  | 4.3 Approves/Disapproves the application  *Inaprubahan/Hindi Inaprubahan ang aplikasyon*  4.3.1 If Approved, proceed to step 5  *Kung Naaprubahan, magpatuloy sa hakbang 5*  4.3.2 If Disapproved, Counseling and Explanation of reason for disapproval of application  *Kung Hindi Naaprubahan, Pagpapayo at Pagpapaliwanag ng dahilan para sa hindi pag-apruba ng aplikasyon*  44. Notify the DFA, BI PMB, DSWD-CO.  If Exempted, Prepares the Certificate of Exemption for Approval of the Regional Director  *4. Abisuhan ang DFA, BI PMB, DSWD-CO.*  *Kung Exempted, Inihahanda ang Sertipiko ng Exemption para sa Pag-apruba ng Regional Director* | | None  None | 5 Minutes  5 Minutes  10 Minutes | RYAN D. BALANZA, RSW/SWO IV-PSD Chief  ROBIA B. ABDULA, RSW/ MTA Focal  SHAIRA MARI L. MAINAR-ORTEGA, RSW/SWO II          SHAIRA MARI L. MAINAR-ORTEGA, RSW/SWO II    RABIAH A. SARIPADA, LPT/  Admin. Assistance |
| 5. Payment of:  Php 300.00 for 1 year validity;  Php600.00 for 2 years validity  *5. Pagbabayad ng:*  *Php 300.00 para sa 1 taong bisa;*  *Php600.00 para sa 2 taong bisa* | 5.1 Issues Order of Payment /Billing Statement  *5.1 Nag-isyu ng Order of Payment / Billing Statement*  5.2 Issues Official Receipt to the Applicant on the Payment Received  *5.2 Nag-isyu ng Opisyal na Resibo sa Aplikante sa Natanggap na Bayad*  5.3 Issuance of Claim Stub schedule of release (Minimum of 1-day processing and maximum of 3 days processing)  *5.3 Pag-isyu ng Claim Stub na iskedyul ng pagpapalabas (Minimum ng 1 araw na pagproseso at maximum na 3 araw na pagproseso)* | | Php300.00 for 1year validity;  Php600.00 for 2 years validity | 3 minutes | Cashier      SHAIRA MARI L. MAINAR-ORTEGA, RSW/SWO II    RABIAH A. SARIPADA, LPT/  Admin. Assistance III |
| 6. Issuance of the travel clearance certificate/exemption certificate  *6. Pagbibigay ng travel clearance certificate/exemption certificate* | 6.1 Encodes/Types the details of the applicant to the Travel Clearance Certificate  *6.1 Ine-encode/Type ang mga detalye ng aplikante sa Travel Clearance Certificate* | | None | 10 Minutes | SHAIRA MARI L. MAINAR-ORTEGA, RSW/SWO II  RABIAH A. SARIPADA, LPT/  Admin. Assistance III |
|  | 6.2 Signs/Approves the Application or Certificate of Exemption for Exempted applicants  *6.2 Pinirmahan/Inaprubahan ang Aplikasyon o Sertipiko ng Exemption para sa mga Exempted na aplikante* | | None | 5 Minutes | LORETO JR. V. CABAYA  Regional Director    BONIFACIO V. SELMA  Director III/ ARD for Operation  BAILANO A. SALIK-ALI  SWO V/ ARD for Administration |
| 7. Receipt of the Travel Clearance Certificate and Submission of the Filled Up CSS Form and Signs the Logbook for the Received Travel Clearance/Certificate of Exemption  *7. Pagtanggap ng Travel Clearance Certificate at Pagsusumite ng Filled Up CSS Form at Pinirmahan ang Logbook para sa Natanggap na Travel Clearance/Certificate of Exemption* | 7.1 Releases the Travel Clearance Certificate to the Applicant/ Certificate of Exemption/ Receipt of the Filled up CSS Form  *7.1 Inilalabas ang Travel Clearance Certificate sa Aplikante/ Sertipiko ng Exemption/ Pagtanggap ng Na-fill up na CSS Form* | | None  Wala | 5 Minutes  5 Minuto | SHAIRA MARI L. MAINAR-ORTEGA, RSW/SWO II    RABIAH A. SARIPADA, LPT/  Admin. Assistance III |
| **TOTAL** | | | **P300-600.00** | **1 hour and 18 minutes\*\*** |  |

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

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

*\*Ang Somay ay nangangailangan ng mga karagdagang dokumento ng mga Manggagawa mula sa aplikante bilang batayan ng pagtatasa kung ang paglalakbay ng menor de edad ay hindi bubuo ng trafficking, pagsasamantala at pang-aabuso.*

*\*\*Maaaring mag-iba ang oras ng pagproseso sa bawat rehiyon ngunit hindi lalampas sa maximum na tatlong (3) araw gaya ng nakasaad sa AO 12, serye ng 2017.*

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| --- | --- |
| ***FEEDBACK AND COMPLAINTS MECHANISM***  ***MEKANISMO NG FEEDBACK AT REKLAMO*** | |
| *How to send feedback*  *Paano magpadala ng feedback* | *DSWD-Field Office send memo/email to DSWD-PMB.*  *DSWD-Field Office magpadala ng memo/email sa DSWD-PMB.* |
| *How feedbacks are processed*  *Paano pinoproseso ang mga feedback* | *DSWD-PMB send reply letter/memo to the concerned Field Office.*  *DSWD-PMB magpadala ng reply letter/memo sa kinauukulang Field Office.* |
| *How to file a complaint*  *Paano magsampa ng reklamo* | *Complaints can be filed thru sending a letter or email to PMB-DSWD. The details of the complaint should be included in the information.*  *Maaaring magsampa ng mga reklamo sa pamamagitan ng pagpapadala ng sulat o email sa PMB-DSWD. Ang mga detalye ng reklamo ay dapat isama sa impormasyon.* |
| *Complainant using 8888*  *Nagrereklamo gamit ang 8888* | *SMS will receive the complaint and will be forwarded to PMB if the concern is:*  *Matatanggap ng SMS ang reklamo at ipapasa sa PMB kung ang alalahanin ay:*  *a. On Programs and Services- SPD will be the one replying to the complaint*  *a.On Programs and Services- Ang SPD ang tutugon sa reklamo*    *b. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint*  *b. Sa Personnel at iba pang mga bagay sa labas- Ang Focal Person ang sasagot sa reklamo* |
| *How complaints are processed*  *Paano pinoproseso ang mga reklamo* | *-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.*  *-Ang kinauukulang Tanggapan ay magsasagawa ng case conference/pulong para talakayin ang isyu/alalahanin. Kung kinakailangan, magtakda ng isang pulong sa nagrereklamo at talakayin ang alalahanin.*  *-Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office.*  *-Isasagawa ang panloob na imbestigasyon sa loob ng Kawanihan, pagkatapos ay magbigay ng rekomendasyon at opisyal na magpadala ng sulat ng tugon/memo sa kinauukulang DSWD-Field Office.* |
| *Contact info of ARTA, PCC and CCB**Impormasyon sa pakikipag-ugnayan ng ARTA, PCC at 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* |
| ***Contact information of DSWD FO XII Program In-Charge***  *Impormasyon sa pakikipag-ugnayan ng DSWD FO XII Program In-Charge* | ***ROBIA B. ABDULA, RSW***  *Social Welfare Officer II/ MTA Focal Person*  *0945-104-0644*  *MTA.fo12@dswd.gov.ph*    ***ROSEMARIE C. ALCEBAR***  *Social Welfare Officer-III*  *0908-397-5727* |

**4. Provision of Assistance to Solo Parent**

*Pagbibigay ng Tulong sa Solong Magulang*

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.

*Ang mga solong magulang ay ang mga naiwan na mag-isa na may responsibilidad na palakihin ang kanilang mga anak anuman ang katayuan sa pag-aasawa at batay sa datos ng National Statistics Office (NSO), mayroong humigit-kumulang 14 na milyong solong magulang sa Pilipinas. Ang pagtaas ng bilang ng mga solo parent ay naging dahilan upang ipasa ng pambansang pamahalaan ang Republic Act 8972, o ang Solo Parents' Welfare Act of 2000, na ipinahayag noong Nobyembre 7, 2000. Bagama't mahirap ang pagiging solo parent, ang pagpasa ng RA 8972 ay kahit papaano ay naging kapakipakinabang.*

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.

*Ang RA 8972 ay pinagtibay upang magbigay ng isang komprehensibong programa ng mga serbisyo para sa mga solong magulang at kanilang mga anak. Saklaw ng batas na ito ang mga ama o ina na nagpapalaki sa kanilang mga anak nang mag-isa, dahil sa pagkamatay ng ,asawa, pag-abandona, paghihiwalay o kahit sa mga may mga anak bilang resulta ng panggagahasa.*

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.

*Ang DSWD ay may mandato na protektahan at isulong ang kapakanan ng disadvantaged group kabilang ang mga solo parents, magbigay ng technical assistance sa partner stakeholders (National Government, Local Government Unit, and Civil Society Organizations). Ang sinumang nag-iisang magulang na ang kita sa lugar ng tirahan ay bumaba o mas mababa sa limitasyon ng kahirapan gaya ng itinakda ng NSCB at napapailalim sa pagtatasa ng nararapat na hinirang o itinalagang social worker sa lugar ay magiging karapat-dapat para sa tulong: Sa kondisyon, gayunpaman, na sinumang solong magulang na ang kita ay lampas sa limitasyon ng kahirapan ay dapat magtamasa ng mga benepisyong binanggit sa Seksyon 16, 17, 18, 19, 20, 21 at 23 ng Mga Panuntunang ito.*

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| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division** | | | DSWD Field Office XII - Protective Services Division (PSD) - Provision of Assistance to Solo Parent | | | |
| **Classification** | | | Simple | | | |
| **Type of Transaction** | | | G2C – Government to Citizen | | | |
| **Who may avail** | | | ELLIGIBLE SOLO PARENTS | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | | |
| **Requirement for AICS Assistance** | | | | | | |
| **Transportation Assistance** | | | | | | |
| 1. Valid Solo parent identification card of the client/ person to be interviewed  *Valid Solo parent identification card ng kliyente/taong iinterbyuhin* | | Local Government Unit | | | | |
| 2. Police Blotter/ Police Certification (for victims of pickpockets, illegal recruitment, etc.);  *Police Blotter/ Sertipikasyon ng Pulisya (para sa mga biktima ng mga mandurukot, ilegal na pangangalap, atbp.)* | | From the Police Station  *Mula sa Pulis station* | | | | |
| 3. Barangay Certificate/ Certificate of Residency | | From the Barangay where the client is presently residing.  *Mula sa Barangay kung saan kasalukuyang naninirahan ang kliyente.* | | | | |
| MEDICAL ASSISTANCE FOR HOSPITAL BILL | | | | | | |
| 1. Valid Solo parent identification card of the client/ person to be interviewed  *Solo parent identification card ng kliyente/taong iinterbyuhin* | | 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)  *Medical Certificate/Clinical Abstract na kumpleto sa pangalan, numero ng lisensya at pirma ng Doktor na ibinigay sa loob ng tatlong buwan (Orihinal / Certified true copy)* | | Attending Physician or from Medical Records of the hospital/clinic.  *Nag-aaral na Manggagamot o mula sa Mga Rekord na Medikal ng ospital/klinika.* | | | | |
| 3. Hospital bill / Statement of Account (outstanding balance) with name and signature  *Ospital bill / Statement of Account (natitirang balanse) na may pangalan at lagda* | | 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  *Licensed social worker mula sa DSWD, Local Social Welfare and Development Office at 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)  *Medical Certificate/Clinical Abstract na kumpleto sa pangalan, numero ng lisensya at pirma ng Doktor na ibinigay sa loob ng tatlong buwan (Orihinal / Certified true copy)* | | Attending Physician or from Medical Records of the hospital/clinic.  *Nag-aaral na Manggagamot o mula sa Mga Rekord na Medikal ng ospital/klinika.* | | | | |
| 2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months.  *Reseta na may petsa ng pagpapalabas, kumpletong pangalan, numero ng lisensya at pirma ng Doktor na ibinigay sa loob ng tatlong buwan.* | | 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  *Mula sa Barangay kung saan kasalukuyang naninirahan ang kliyente.*  . | | | | |
| **MEDICAL ASSISTANCE FOR LABORATORY REQUESTS** | | | | | | |
| 1. Valid Solo parent identification card of the client/ person to be interviewed  *Solo parent identification card ng kliyente/taong iinterbyuhin* | | 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)  ***Me****dical Certificate/Clinical Abstract na kumpleto sa pangalan, numero ng lisensya at pirma ng Doktor na ibinigay sa loob ng tatlong buwan (Orihinal / 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  *Mga Kahilingan sa Laboratory na may pangalan, numero ng lisensya at pirma ng Doktor* | | 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  *Licensed social worker mula sa DSWD, Local Social Welfare and Development Office at 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  *Solo parent identification card ng kliyente/taong iinterbyuhin* | | Local Government Unit | | | | |
| 2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)  *Rehistradong Death Certificate/ Sertipikasyon mula sa Tribal Chieftain (Orihinal / certified true copy)* | | City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,  *City/Municipal Hall ( Civil Registry Office), ospital, Funeral Parlor o Tribal chieftain,* | | | | |
| 3. Funeral Contract | | The authorized staff of the Funeral Parlor/ Memorial Chapel  *Ang awtorisadong kawani ng 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  *Solo parent identification card ng kliyente/taong iinterbyuhin* | | Local Government Unit | | | | |
| 2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)  *Rehistradong Death Certificate/ Sertipikasyon mula sa Tribal Chieftain (Orihinal / certified true copy)* | | City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,  *City/Municipal Hall ( Civil Registry Office), ospital, Funeral Parlor o Tribal chieftain* | | | | |
| 3. Funeral Contract | | The authorized staff of the Funeral parlor/ Memorial Chapel  *Ang awtorisadong kawani ng 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  *School ID at Valid Solo parent I.D ng Magulang/tagapag-alaga* | | Registrar, Authorized staff from the school, Local Government Unit | | | | |
| 2. Enrolment Assessment Form or Certificate of Enrolment or Registration  *Form ng Pagsusuri sa Pagpapatala o Sertipiko ng Pagpapatala o Pagpaparehistro* | | Registrar, Authorized staff from the school | | | | |
| 3. Statement of Account for college students, when available. This may not available to State Universities  *Statement of Account para sa mga mag-aaral sa kolehiyo, kapag available. Maaaring hindi ito magagamit sa mga Unibersidad ng Estado* | | 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  *Solo parent identification card ng kliyente/taong iinterbyuhin* | | 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  *Solo parent identification card ng kliyente/taong iinterbyuhin* | | Registrar, Authorized staff from the school, Local Government Unit  *Registrar, Awtorisadong kawani mula sa paaralan, Local Government Unit* | | | | |
| 2. Depending on the circumstances:  **For Fire Victims:** Police Report/ Bureau of Fire Protection Report from the Bureau of Fire  *Depende sa mga pangyayari:*  *Para sa mga Biktima ng Sunog: Police Report/ Bureau of Fire Protection Report mula sa Bureau of Fire*  **For Distressed OFs:** Passport, Travel Document/s, certification from OWWA or the Barangay  *Para sa mga Distressed OF: Pasaporte, Travel Document/s, sertipikasyon mula sa OWWA o sa Barangay*  **For Rescued Client:** Certification from a social worker or Case manager from rescued clients.  *Para sa Rescued Client: Sertipikasyon mula sa isang social worker o Case manager mula sa mga rescued na kliyente.*  **For victims of Online Sexual Exploitation:** Police Blotter and social worker’s certification for the victims of online sexual exploitation of children  *Para sa mga biktima ng Online Sexual Exploitation: Police Blotter at sertipikasyon ng social worker para sa mga biktima ng online na sekswal na pagsasamantala sa mga bata*  **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.  *Para sa mga Locally stranded individuals (LSI): LSI na walang valid ID, ang Medical Certificate o Travel Authority na inisyu ng Philippine National Police ay sapat na at tatanggapin upang patunayan ang kanyang pagkakakilanlan.* | | Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies.  *Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker mula sa mga 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.  *Ang Barangay Certificate of Residency o Certificate of Indigency o Certificate of the Client ay Nangangailangan ng Tulong pati na rin ang iba pang mga dokumento mula sa mga legal na awtoridad/regulating agencies, na maaaring naaangkop.* | | From the Barangay where the client is presently residing  *Mula sa Barangay kung saan kasalukuyang naninirahan ang kliyente.*  . | | | | |
| **PROVISION OF PPE** | | | | | | |
| 1. Valid Solo parent identification card of the client/ person to be interviewed  *Solo parent identification card ng kliyente/taong iinterbyuhin* | | Local Government Unit | | | | |
| 2. RT-PCR\* Test Result, if applicable;  \*Reverse Transcription - Polymerase Chain Reaction  *RT-PCR\* Test Resulta, kung naaangkop;*  *\*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  *Pagtanggap ng aplikasyon para sa tulong ng isang solo parent* | 1.1 Admin personnel will direct the client to the solo parent focal  *Ididirekta ng mga tauhan ng admin ang kliyente sa solo parent focal*  1.2 If necessary, the client will be provided with a queueing number  ***Kung kinakailangan, ang kliyente ay bibigyan ng numero ng pila*** | | | None  *Wala* | 5 minutes  *5 minuto* | Administrative Staff |
| 2. Submit required documents for assistance  *Magsumite ng mga kinakailangang dokumento para sa tulong* | 2.1 Checking of the authenticity and completeness of presented documentary requirements, along with the valid Solo Parent ID  *Pagsusuri ng pagiging tunay at pagkakumpleto ng ipinakitang mga kinakailangan sa dokumentaryo, kasama ang wastong 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  *Kung ang mga kliyente ay may hindi kumpletong mga kinakailangan, magbigay ng isang listahan ng mga kinakailangang dokumento at payuhan ang kliyente na bumalik pagkatapos makumpleto ang mga kinakailangan*  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  *Kung kumpleto ang mga kinakailangan, pakikipanayam ng social worker ang kliyente gamit ang general intake sheet at magrerekomenda ng tulong batay sa tinasa na mga pangangailangan* | | | None  *Wala*  None  *None* | 10 minutes  *10 minuto*  10 minutes  *10 minuto* | 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.  *Probisyon ng Psychosocial na suporta- Ang mga serbisyong psychosocial para sa mga solong magulang ay bahagi ng komprehensibong programa para sa mga solong magulang at kanilang mga anak, upang tulungan sila sa kanilang pagganap sa tungkulin bilang isang solong magulang.* | | | None  *Wala* | 30 minutes  *30 minuto* | CBSS Social Worker |
|  | 2.3.1 If for AICS, solo parent focal will facilitate referral to CIS or SWADT  *Kung para sa AICS, ang solo parent focal ay magpapadali ng referral sa CIS o SWADT* | | | None  *Wala* | 10 minutes  ***10 minuto*** | CBSS Social Worker and CIS/SWAD Social Worker |
|  | 2.3.2 If for SLP, Solo parent focal will facilitate referral to SLP  *Kung para sa AICS, ang solo parent focal ay magpapadali ng referral sa CIS o SWADT* | | | None  *Wala* | CBSS Social Worker and SLP Focal Person |
| **TOTAL** | | | | **None**  *Wala* | **65 minutes**  *65 minoto* |  |
| **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.*  *Para sa lahat ng iba pang serbisyo ng Departamento, ang social worker ay dapat pang i-refer ang kliyente sa bureau/office na nagpapatupad ng programa na maaaring tumugon sa mga pangangailangan ng kliyente. Ang pag-endorso sa iba pang mga ahensya ng pambansang pamahalaan, mga kasosyong NGO, mga CSO, mga pasilidad sa pangangalaga sa tirahan (para sa pangangalagang**kustodiya) at iba pa ay dapat gawin kung ang mga programa o mapagkukunan ng DSWD ay hindi makatugon sa mga pangangailangan ng kliyente.*  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  *Kung para sa referral sa kinauukulang LGU o iba pang ahensya, pabor sa kliyente na nangangailangan ng iba pang lokal na serbisyo na dapat ibigay sa gayon- Ihahanda ng social worker ang 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.*  *Kung kinakailangan, ang social worker na humahawak ng kaso ay dapat maghanda ng buod ng kaso na nagsasaad ng kanyang pagtatasa at rekomendasyon, at dapat itong isama sa referral letter ng kliyente. Sa lahat ng kaso, ang FO/LSWDO ay dapat makipag-ugnayan nang naaayon upang matiyak na ang mga referral ay kaagad at maayos na naaaksyunan. Ang koordinasyon para sa after-care at iba pang mga serbisyong suporta para sa social welfare para sa kliyente ay gagawin din ng humahawak ng social worker.*  2.7 the referral letter will be forwarded to the Unit head for initial  *ang referral letter ay ipapasa sa Unit head para sa inisyal****;***  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.  *Kung maaprubahan, ipapasa ito sa Assistant Regional Director (ARD) para sa inisyal at ipapasa sa Regional Director (RD) para sa pag-apruba* | | | None  *Wala* | 10 minutes  *10 minuto* | 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.  *Kapag naaprubahan, ang referral letter ay ipapasa sa records manager para ipadala ang aprubadong referral letter sa kinauukulang LGU o ibang referring agency.* | | | None  *Wala* | 10 minutes  10 minoto |  |
| **TOTAL** | | | | **NONE** | **85 minutes** |  |

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| **FEEDBACK AND COMPLAINTS MECHANISM**  ***MEKANISMO NG FEEDBACK AT REKLAMO*** | |
| How to send feedback  *Paano magpadala ng feedback* | *DSWD-Field Office send memo/email to DSWD-PMB.*  *DSWD-Field Office magpadala ng memo/email sa DSWD-PMB.* |
| How feedbacks are processed  *Paano pinoproseso ang mga feedback* | DSWD-PMB send reply letter/memo to the concerned Field Office.  *DSWD-PMB magpadala ng reply letter/memo sa kinauukulang Field Office.* |
| How to file a complaint  *Paano magsampa ng reklamo* | Complaints can be filed thru sending a letter or email to PMB-DSWD. The details of the complaint should be included in the information.  *Maaaring magsampa ng mga reklamo sa pamamagitan ng pagpapadala ng sulat o email sa PMB-DSWD. Ang mga detalye ng reklamo ay dapat isama sa impormasyon.* |
| *Complainant using 8888*  *Nagrereklamo gamit ang 8888* | *SMS will receive the complaint and will be forwarded to PMB if the concern is:*  *Matatanggap ng SMS ang reklamo at ipapasa sa PMB kung ang alalahanin ay:*  *a. On Programs and Services- SPD will be the one replying to the complaint*  *a.On Programs and Services- Ang SPD ang tutugon sa reklamo*    *b*. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint  *b. Sa Personnel at iba pang mga bagay sa labas- Ang Focal Person ang sasagot sa reklamo* |
| *How complaints are processed*  *Paano pinoproseso ang mga reklamo* | -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.  *-Ang kinauukulang Tanggapan ay magsasagawa ng case conference/pulong para talakayin ang isyu/alalahanin. Kung kinakailangan, magtakda ng isang pulong sa nagrereklamo at talakayin ang alalahanin.*  -Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office.  *-Isasagawa ang panloob na imbestigasyon sa loob ng Kawanihan, pagkatapos ay magbigay ng rekomendasyon at opisyal na magpadala ng sulat ng tugon/memo sa kinauukulang DSWD-Field Office.* |
| *Contact info of ARTA, PCC and CCB**Impormasyon sa pakikipag-ugnayan ng ARTA, PCC at 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* |
| Contact information of DSWD FO XII Program In-Charge  *Impormasyon sa pakikipag-ugnayan ng DSWD FO XII Program In-Charge* | ***SHIERRA I. USOP, RSW***  *Social Welfare Officer I/ Program Focal*  *0939-904-7178*  *womenandf@gmail.com*    ***HUNAIFAH P. HADJI NAIF***  *Social Welfare Officer-II*  *0935-888-8675* |

**5. Auxiliary Social Services to Persons with Disabilities**

*Mga Pantulong na Serbisyong Panlipunan sa mga Taong may Kapansanan*

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.

*Bilang bahagi ng Auxiliary Social Services at bilang suporta sa Magna Carta for Persons with Disabilities, ang DSWD sa pamamagitan ng ating mga Field Office ay nagbibigay ng augmentation support sa ilalim ng badyet ng Persons with Disability sa mga kagamitang pantulong, tulong medikal, tulong sa edukasyon, Burial Assistance at Livelihood Assistance for Persons. may mga Kapansanan partikular sa mga Pisikal na Kapansanan, Kapansanan sa Biswal at Mga Nag-aaral na may Kapansanan. Sa paggawa nito, ang layunin ng Departamento ay mag-ambag sa Physical Restoration, self, at social enhancement ng Persons with Disabilities upang makamit ang mas makabuluhan at nag-aambag na mga miyembro ng lipunan.*

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| **Office or Division:**  *Opisina o Dibisyon:* | | DSWD Field Office XII - Protective Services Division (PSD) - Auxiliary Social Services to Persons with Disabilities  *Departamento ng Kapakanang Panlipunan at Kaunlaran Dibisyon ng Mga Serbisyong Proteksiyon - Mga Pantulong na Serbisyong Panlipunan sa mga Taong may Kapansanan* | | | | |
| **Classification:**  *Pag-uuri:* | | Simple/ Complex  *Simple/ Kumplikado* | | | | |
| **Type of Transaction:**  *Uri ng Transaksyon:* | | G2C- Government to Citizen  *G2C- Pamahalaan sa Mamamayan* | | | | |
| **Who may avail:**  ***Sino ang maaaring mag-avail:*** | | Filipino Children and Persons with Disabilities  *Mga Batang Pilipino at Mga May Kapansanan* | | | | |
| **CHECKLIST OF REQUIREMENTS**  ***CHECKLIST NG MGA KINAKAILANGAN*** | | | | **WHERE TO SECURE**  ***SAAN SIGURADO*** | | |
| ***Provision of Assistive Devices***  ***Probisyon ng Mga Pantulong na Device*** | | | | | | |
| 1. Medical Certificate (Indicating the specific assistive devices needed)   *Sertipiko ng Medikal (Ipinapahiwatig ang mga partikular na kagamitang pantulong na kailangan)* | | | | Attending Physician (Hospital, Clinic, Barangay Health Worker)  *Nag-aaral na Manggagamot (Ospital, Clinic, Barangay Health Worker)* | | |
| 1. Barangay Certificate of Indigency   *Barangay Certificate of Indigency* | | | | Barangay Hall  *Barangay Hall* | | |
| 1. Social Case Study Report/ Case Summary   *Ulat sa Social Case Study/ Buod ng Kaso* | | | | Local Government Unit or Medical Social Service  *Yunit ng Lokal na Pamahalaan o Serbisyong Panlipunang Medikal* | | |
| 1. 2x2 Picture or 1 whole body picture   *2x2 Larawan o 1 buong larawan ng katawan* | | | | Client  *Kliyente* | | |
| 1. Request letter   *Liham ng kahilingan* | | | | Client  *Kliyente* | | |
| *\*Provision of the assistance is still based on the record of availments of the client and assessment of Social Worker.*  *Ang pagbibigay ng tulong ay batay pa rin sa talaan ng mga availment ng kliyente at pagtatasa ng Social Worker.* | | | | | | |
| *\*Documents is still subject for verification and additional documents may be required depending on the case.*  *Ang mga dokumento ay napapailalim pa rin sa pag-verify at maaaring kailanganin ang mga karagdagang dokumento depende sa kaso.* | | | | | | |
| ***For Assistive Devices***  *Para sa Mga Assistive Device* | | | | | | |
| **CLIENT STEPS**  *MGA HAKBANG NG CLIENT* | **AGENCY ACTIONS**  *MGA AKSIYON NG AHENSYA* | | **FEES TO BE PAID**  *MGA*  *BAYAD NA BAYAD* | | **PROCESSING TIME**  *ORAS NG PAGPOPROSESO* | **PERSON RESPONSIBLE**  *TAONG RESPONSABLE* |
| 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  *Maaaring Bumisita sa mga opisina ng SWADT o Field Office (Walk-in Clients) ang mga Person with Disability o mga miyembro ng Pamilya ng Person with Disability para isumite ang kanilang kumpletong dokumentoAng* | For walk-in clients  1. Social Worker or Focal Person receives the client  *Tinatanggap ng Social Worker o Focal Person ang kliyente* | | None  *Wala* | | 2 Minutes  *2 Minuto* | FO Social Worker/ Person with Disability focal Person  *FO Social Worker/Taong may Kapansanan focal Person* |
| 1.2 Provide a list of requirements  *Magbigay ng listahan ng mga kinakailangan* | | None  *Wala* | | 2 minutes  *2 Minuto* | FO Social Worker/ Person with Disability focal Person  *FO Social Worker/Taong may Kapansanan focal Person* |
| 1.3 Social Worker/ Focal Person conducts an interview and assessment of Persons with Disability needs  *Ang Social Worker/ Focal Person ay nagsasagawa ng panayam at pagtatasa ng mga pangangailangan ng mga Person with Disability*  1.4 Social Worker/ Focal person decides with the Person with Disability/ family member what services can be provided  *Ang Social Worker/ Focal person ay magpapasya kasama ng Person with Disability/ miyembro ng pamilya kung anong mga serbisyo ang maaaring ibigay*  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.  *Pagsusuri ng mga dokumento; Kung kumpleto ang mga dokumento, ang Social Worker/ Focal Person ay magsasagawa ng pagtatasa at batay sa pagtatasa, magpapasya kasama ang kliyente kung anong mga serbisyo ang ibibigay*  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  *Social Worker o Focal Person para ihanda ang general intake sheet, certificate of eligibility, voucher (service provider) para sa pag-apruba ng division chief*  1.7 For assistive device and technology available, PSU/ CBU/ CBSS Division Chief and Budget Officer recommend the provision of assistance  *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*  *Para sa mga kagamitang pantulong at teknolohiyang hindi magagamit*  *Paglabas ng pantulong na aparato*  *Tandaan: Kung ang assistive device ay available sa FO, ihahanda din ng focal Person ang gate pass o Requisition and Issue Slip para sa pag-apruba ng division* | | None  *Wala*  None  *Wala*  None  *Wala*  None  *Wala*  None  *Wala*  None  *Wala* | | 5 minutes  *5 Minuto*  5 minutes  5 *Minuto*    5 minutes  *5 minuto*  20 minutes  20 minutos  30 minutes  *30 minutos*  3 days  3 *Araw* | FO Social Worker/ Focal Person, Person with Disability Client  FO Social Worker/ Focal Person  *FO Social Worker/ Focal Person*  FO Social Worker/ Focal Person  *FO Social Worker/ Focal Person*  FO Social Worker/ Focal Person  *FO Social Worker/ Focal Person*  Unit Head or Division Chief and Budget Officer  *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  *I-log ang transaksyon sa isang distribution sheet na nilagdaan ng tumatanggap na tao/kliyente* | | None  *Wala* | | 5 minutes  *5 minutos* | FO Focal Person or Admin staff  Person with Disability client  *Focal Person o Admin staff*  *Kliyente ng Taong May Kapansanan* |
| 1.9 Facilitate filling out of client satisfaction survey/ feedback  *Padaliin ang pagsagot sa survey/ feedback sa kasiyahan ng kliyente* | | None  *Wala* | | 5 minutes  *5 minutos* | FO Focal Person  Person with Disability client/ family member  *Focal Person*  *Kliyente/kapamilya ng taong may Kapansanan* |
| 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.  *Para sa pantulong na aparato at teknolohiyang magagamit, ilalabas ang aprubadong gate pass o RIS*  *Para sa mga kagamitang pantulong at teknolohiyang hindi magagamit, ang Mga May Kapansanan/miyembro ng pamilya/tagapag-alaga ay bibigyan ng claiming stub.* | | None  *Wala* | | 20 minutes Within the day for available  *20 minuto Sa loob ng araw para sa magagamit*  5-7 working days upon approval depending on the availability of the assistive devices.  5-7 araw ng trabaho pagkatapos ng pag-apruba depende sa pagkakaroon ng mga kagamitang pantulong. | Cash Unit  FO Social Worker/ Focal Person or  Admin Staff  *Yunit ng Cash*  *FO Social Worker/ Focal Person o*  *Admin Staff* |
| **Total**  *Kabuuan* | **If available:**  *kung bakante:*  **If not available:**  *kung hindi bakante:* | | **None**  *Wala* | | **1 hour and 39 minutes**  *1 oras at 39 minuto*  **10 days and 79 minutes**  *10 araw at 79 minuto* |  |
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| ***For Medical, Educational, Burial Assistance, Livelihood Assistance***  *Para sa Medical, Educational, Burial Assistance, Livelihood Assistance* | | | | | | |
| **CLIENT STEPS**  *MGA HAKBANG NG CLIENT* | **AGENCY ACTIONS**  *MGA AKSIYON NG AHENSYA* | | **FEES TO BE PAID**  *MGA*  *BAYAD NA BAYAD* | | **PROCESSING TIME**  *ORAS NG PAGPOPROSESO* | **PERSON RESPONSIBLE**  *TAONG RESPONSABLE* |
| 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  *Maaaring Bumisita sa mga opisina ng SWADT o Field Office (Walk-in Clients) ang mga Person with Disability o mga miyembro ng Pamilya ng Person with Disability para isumite ang kanilang kumpletong mga kinakailangan* | **For walk-in clients**  *Para sa mga walk-in na kliyente*  1. Social Worker of the Program Focal Person receives and review the required documents.  *1. Ang Social Worker ng Programa Focal Person ay tumatanggap at nagrerepaso ng mga kinakailangang dokumento.* | | None | | 3-5 minutes | FO Social Worker/ Person with Disability focal Person  *FO Social Worker/Taong may Kapansanan focal Person* |
| 2. Interview and assessment of Persons with Disability needs  *2. Panayam at pagtatasa ng mga pangangailangan ng Mga May Kapansanan* | | None  Wala | | 5 minutes  5 minuto | FO Social Worker/ Person with Disability focal Person  *FO Social Worker/Taong may Kapansanan 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.  *3. Ang FO Focal Person/ Social Worker o SWADT Social Worker ay magpapasya kasama ng Person with Disability/ miyembro ng pamilya/ guardian kung anong mga serbisyo ang maaaring ibigay.* | | None  Wala | | 5 minutes  5 minuto | FO Social Worker/ Person with Disability Focal Person  *FO Social Worker/Taong may Kapansanan focal Person* |
| 4. If For AICS, FO Social Worker/ Focal Person to provide referral letter or endorsement to CIS or SWADT  *4. Kung Para sa AICS, ang FO Social Worker/ Focal Person ay magbibigay ng referral letter o endorsement sa CIS o SWADT* | |  | | 10 minutes  10 minuto | FO Social Worker/ Person with Disability Focal Person  And Division chief  *FO Social Worker/Taong may Kapansanan focal Person* |
| **Total**  *Kabuuan* | | | **None**  *Wala* | | **25 minutes**  *25 minuto* |  |

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| **FEEDBACK AND COMPLAINTS MECHANISM**  ***MEKANISMO NG FEEDBACK AT REKLAMO*** | |
| *How to send feedback*  *Paano magpadala ng feedback* | DSWD-Field Office send memo/email to DSWD-PMB.  *DSWD-Field Office magpadala ng memo/email sa DSWD-PMB.* |
| *How feedbacks are processed*  *Paano pinoproseso ang mga feedback* | DSWD-PMB send reply letter/memo to the concerned Field Office.  *DSWD-PMB magpadala ng reply letter/memo sa kinauukulang Field Office.* |
| How to file a complaint  *Paano magsampa ng reklamo* | Complaints can be filed through sending a letter or email to PMB-DSWD. The details of the complaint should be included in the information.  *Maaaring magsampa ng mga reklamo sa pamamagitan ng pagpapadala ng sulat o email sa PMB-DSWD. Ang mga detalye ng reklamo ay dapat isama sa impormasyon.* |
| Complainant using 8888  *Nagrereklamo gamit ang 8888* | *SMS will receive the complaint and will be forwarded to PMB if the concern is:*  *Matatanggap ng SMS ang reklamo at ipapasa sa PMB kung ang alalahanin ay:*  *a. On Programs and Services- SPD will be the one replying to the complaint*  a.On Programs and Services- Ang SPD ang tutugon sa reklamo    b. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint  *b. Sa Personnel at iba pang mga bagay sa labas- Ang Focal Person ang sasagot sa reklamo* |
| How complaints are processed  *Paano pinoproseso ang mga reklamo* | -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.  *-Ang kinauukulang Tanggapan ay magsasagawa ng case conference/pulong para talakayin ang isyu/alalahanin. Kung kinakailangan, magtakda ng isang pulong sa nagrereklamo at talakayin ang alalahanin.*  -Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office.  *-Isasagawa ang panloob na imbestigasyon sa loob ng Kawanihan, pagkatapos ay magbigay ng rekomendasyon at opisyal na magpadala ng sulat ng tugon/memo sa kinauukulang DSWD-Field Office.* |
| Contact info of ARTA, PCC and CCB  *Impormasyon sa pakikipag-ugnayan ng ARTA, PCC at 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* |
| Contact information of DSWD FO XII Program In-Charge  *Impormasyon sa pakikipag-ugnayan ng DSWD FO XII Program In-Charge* | ***JUNAINA G. GURO***  *Social Welfare Assistant/ Program Focal*  *0946-682-0463*  *jugguro@gmail.com*    ***ROSEMARIE C. ALCEBAR***  *Social Welfare Officer-III/ CBSS Head*  *0908-397-5727* |

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

***Pamamahala ng Kaso sa Sentro at Tirahan na Pasilidad (Pamamahala ng Kaso sa Pagbibigay ng Serbisyong Sentro at Tirahan).***

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.

*Proseso sa pagtitiyak na ang mga kliyente ay nakakatanggal ng lahat ng serbisyong kanilang kailangan sa tamang oras at para sa tamang layunin upang mapanatili, mapabuti, at maibalik ang kanilang sosyal na pag-andar.*

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| **Office or Division:** | | DSWD Field Office XII - Protective Services Division (PSD) - Management in Center and Residential Care Facility | | | | |
| **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  *Nagsumite ang kliyente para sa unang interbyu at pagsusuri.* | 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.  1*. Sa simula, ang social worker ay nakikipag-usap sa kliyente (mga taong pumunta sa opisina, tinulungan ng Local Government Unit (LGU), pulis, ospital, korte, at iba pang mga ahensya ng kapakanan ng tao) para malaman kung kailangan niya ng tulong mula sa 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.*  *Paksa: Sa panahon ng "new normal" o pagkakaroon ng mga bagong sakit na nakakahawa, inirerekomenda ng mga LGU na mag-refer ng mga tao nang sabay-sabay para sa kaligtasan at gamitin ang mga lugar sa CRCF para sa quarantine o pag-ihiwalay.*  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.  *Kapag natapos ang usapan at mapag-alaman na kailangan ng kliyente ang tulong, isinulat ng social worker ang mga detalye sa "Intake Sheet" at pinapirma ito ng kliyente o ng nag-refer na ahensya. Ito ay para sa dagdag na impormasyon.*  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)*  *Kung hindi naman kailangan ang tulong ng kliyente, inire-refer siya ng social worker sa ibang ahensya kung mas kailangan niya ng ibang tulong. (Ang pagpapasa ng tao sa ibang ahensya ay depende sa antas ng pagkilala.* | | None  ***Wala***  None  *Wala* | 30 minutes  ***30 minuto***  Within 5 days  *Sa loob ng limang araw.* |  | Social Worker on duty  Social Worker on duty |
| 2. Attends pre-admission conference  *Umattend sa 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  *1.Maayos na pag-uusap bago ang pagpasok kasama ang taong nag-refer, pamilya ng kliyente, at iba pang staff ng center upang pag-usapan ang problema ng kliyente at ang pagpasok niya sa pasilidad.*  *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.*  *Paliwanag: Sa ilang kaso, tulad ng walk-in at emerhensya, hindi magagawa ang maayos na pag-uusap bago ang pagpasok, kaya't ang pag-uusap para sa pagpasok ay agad na ginagawa pagkatapos matukoy na ang kliyente ay kwalipikado para sa serbisyo.* | | None  ***Wala***  None  Wala | 2 hours  ***2 oras***  2 Hours  2 oras |  | Social Worker, Referring Party, Parents or any available family members  Social Worker, Referring Party, Parents or any available family members |
| ***Total*** | | | ***None*** | ***5 Days, 2 hours and 30 minutes*** | | |
| ***Admission Phase*** | | | | | | |
| Attend admission conference  *Pumunta sa pulong para sa admission conference* | 1. Facilitates conduct of admission conference, Contract Setting with referring party and orientation on the general rules and policies of the facility  *1. Tinutulungan ng Social Worker ang pagpupulong sa admission conference sa pagtanggap, paglilinaw ng Kontrata sa nagrerefer, at pagpapakilala sa pangkalahatang mga patakaran at polisiya ng pasilidad.*  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.  *Ang Social Worker ay nagsusulat ng Admission Slip at kailangan ng pirma ng nagrerefer. Ang kliyente o residente na legal na edad ay kailangang maglagay ng pirma bilang pahayag ng pagsang-ayon. Ang magulang o kamag-anak ng menor de edad na kliyente o residente ay dapat pumirma sa Admission Slip na may saksi mula sa nagrerefer.*  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.  *Tinutulungan din ang kliyente o residente na pumirma ng "Data Privacy Consent" o "Pahintulot Hinggil sa Pagkalihim ng Datos" bilang pagsunod sa Batas sa Pagkalihim ng Datos ng 2012.*  *Iniiorienta rin ang kliyente o residente tungkol sa pasilidad, kasama na ang mga umiiral na patakaran at polisiya nito, at ipinakikilala sa "Helping Team" o "Multi-disciplinary Team."* | | None  *Wala*  *Wala* | 1 day  ***I****sang araw*  *Isang araw* |  | Helping Team/Multidisciplinary Team, Referring Party  Social Worker  Helping Team/Multidisciplinary Team, Referring Party  Social Worker |
| Submits self to the inventory of belongings  *Nagsusumite ng inventory of belongings* | 2. Conducts an inventory of the client’s belongings and records them.  *2. Nagsasagawa ng inventory ng*  *mga gamit ng kliyente at*  *itinatala ang mga ito* | | None  *Wala* | During the Client’s 1st day in the facility  *Sa unang araw ng pagpasok ng kliyente* |  | Houseparent  Houseparent |
| Accepts a set of clothing and other provisions to be provided.  *Tumatanggap ng set ng*  *damit at*  *iba pang mga probisyon*  *ipagkakaloob* | 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)*  3**.** *Nagbibigay sa kliyente ng*  *set ng damit, toiletries,*  *kasuotan sa paa, at iba pang katulad nito*  *sa mga pamantayan ayon sa AO 22 s.2005 at sa resulta ng imbentaryo ng kliyente ari-arian ((Hindi ito*  *naaangkop sa hindi tirahan* *pasilidad)* | | None  *Wala* | During the Client’s 1st day in the facility  *Sa unang araw ng pagpasok ng kliyente* |  | Houseparent  Houseparent |
| Submits self for examination  *Pagpasa ng self examination* | 4. Refers or submits client for physical examination and pre-natal check-up in case client is pregnant.  *4. Inire-refer ang kliyente para sa physical examination at prenatal check-up kung buntis ang kliyente.* | | None  *Wala* | During the client’s first day in the facility.  *Sa unang araw ng pagpasok ng kliyente* |  | 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).)*  **5***. Ipinapasa ang kliyente sa Houseparent on duty, at inaalam sa huli ang kalagayan ng kliyente pati na rin ang pinanggalingan ng kaso upang matulungan ang Houseparent on duty na maunawaan ang asal ng bata at makipag-ugnayan nang maayos sa kanya. (Ito ay hindi applicable sa mga pasilidad na hindi residential).* | | None  *Wala* | During the client’s first day in the facility.  *Sa unang araw ng pagpasok ng kliyente.* |  | Social Worker, Houseparent |
| ***Total*** | | | ***None***  ***Wala*** | ***1 day***  ***Isang araw*** | | |
| ***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.  **1***.Nagpapagawa ng karagdagang panayam sa kliyente upang kunin ang karagdagang mahalagang impormasyon tungkol sa problemang inilahad bilang basehan para sa pagsusuri at rekomendasyon.* | | None  *Wala* | During the client’s 1st day in the facility.  *Sa unang araw ng pagpasok ng kliyente.* |  | Social Worker  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.  *2.Ginagawa ang initial psychological assessment sa kliyente. Ang pagsusuring ito ay ginagawa lamang sa mga bata na may edad na 5 taong gulang pataas* | | None  *Wala* | During the 2nd to 7th day of the client in the facility.  *Sa ikalawa hanggang pitong araw ng pagpasok ng kliyente* |  | 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  **3***. Sa bahaging ito, kinukuha ng social worker ang karagdagang impormasyon mula sa kliyente, mga importanteng tao sa buhay nito, at sariling obserbasyon ng social worker tungkol sa kliyente.*  At this stage, the request for Parental/Family Capability Assessment (PCA) is also coordinated by the Social Worker to the concerned LGU.  *Sa yugto na ito, inaayos din ng Social Worker ang kahilingan para sa Pagtasa ng Kakayahan ng Magulang/Pamilya (PCA) sa kinauukulan na Local Government Unit (LGU).* | | None  *Wala* | During client’s  2nd to 3rd week of in the facility.  *Sa ikalawa hanggang ikatlong linggo ng pagpasok ng kliyente.* |  | 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.  *4. Gumagawa ng Initial Social Case Study Report, at Intervention Plan kasama ang kliyente/residente.*  *Nakikipag-usap ang Social Worker sa mga kliyente/residente upang alamin ang mga lugar ng problema at pangangailangan, pagkatapos gumawa ng organisadong plano para maabot ang mga maikling at pangmatagalang* **l***ayunin.* | | None  *Wala* | Within 30 days after admission  Within 15 days after admission for the Intervention Plan  *Sa loob ng 30 araw matapos ma-admit*  *Sa loob ng 15 araw matapos ma-admit para sa Intervention Plan.* |  | Social Worker, Client/Resident  *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  **5***. Ipakita ang kaso sa Rehabilitation team. Ang resulta ng pagpupulong*  *ng kaso ay magiging basehan para sa pagbuo at pagpapatupad ng Intervention Plan.*  Case conference is also conducted as need arises.  *Ginagawa rin ang pagpupulong ng kaso kapag kinakailangan.* | | None  *Wala* | During the client’s 4th week in the facility; monthly.  *Sa ika-apat na linggo ng kliyente sa pasilidad; buwanan.* |  | Helping Team/Multidisciplinary Team, Referring Party, LGU.  Helping Team/Multidisciplinary Team, Referring Party, LGU. |
|  | 6. Review and update the Intervention Plan based on the result of the case conference, if necessary.  *6. Rebyuhin at i-update ang Intervention Plan batay sa resulta ng pag-uusap ukol sa kaso, kung kinakailangan.* | | None  *Wala* | During the client’s 4th week in the facility.  *Sa ika-apat na linggo ng kliyente sa pasilidad; buwanan.* |  | Helping Team/Multidisciplinary Team.  Helping Team/Multidisciplinary Team |
| Receives the provisions of the center and various interventions provided.  *Nakatanggap ng mga pangunahing kagamitan mula sa center at iba't ibang mga uri na ibinigay.* | 7. Implements and facilitates the provision of services to the client towards the improvement of social functioning and rehabilitation goal.  *7.Nagpapatupad at nagpapadala ng pagbibigay ng mga serbisyo sa kliyente tungo sa pagpapabuti ng sosyal na pagganap at layuning pang rehabilitasyon.* | | None  *Wala* | During the client’s/resident’s stay in the facility which is a minimum of six months with exception to the following:  *Sa panahon ng pagtira ng kliyente sa pasilidad na hindi bababa sa anim na buwan maliban sa mga sumusunod:*   1. Early reintegration/   rehabilitation prior to six months;  *a. Maagang pagbabalik-loob/pagpapabuti bago ang anim na buwan*   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.  *b.Anim na buwan at higit pa, depende sa kakayahan ng kliyente/miyembro na makaagapay at iba pang mga kalagayan ng kaso at ang pagtatasa ng Manggagawang Sosyal.* |  | Helping Team/Multidisciplinary Team  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.  *8.Binabantayan ang pag-unlad ng kliyente sa kaugnayan sa pagkamit ng mga layunin. Ang Koponan ng Rehabilitasyon ay nagdaraos ng mga regular na kumperensya ng kaso bilang bahagi ng pagmamatyag sa kaso.* | | None  *Wala* | Monthly  *Tuwing buwan* |  | Helping Team/ Multidisciplinary Team  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.  *9.Muling sinusuri at inaayos ang plan of intervention ayon sa mga pagbabago o pag-unlad sa proseso ng tulong at batay sa pagtatasa ng iba't ibang miyembro ng Koponan sa Pagtulong/ Multidisciplinary Team.* | | None  *Wala* | During the client’s 3rd month in the facility.  *Sa ikatlong buwan ng kliyente sa pasilidad.* |  | Social Worker, Helping Team/ Multidisciplinary Team.  Social Worker, Helping Team/ Multidisciplinary Team. |
| ***Evaluation and Termination/*Pagsusuri at Pagtatapos na bahagi** | | | | | | |
|  | 1. The Social Worker conducts individual or group sessions 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.  *1.Ang social worker ay magsasagawa ng individual or group session kasama ang kliyente o residente. Magkakaroon din ng mga pagpupulong kasabay ang Multidisciplinary Team upang suriin ang kasalukuyang status or kabuuang kalagayan ng kliyente kaakibat sa mga layunin ng rehabilitasyon.* | | None  *Wala* | 3 months prior to discharge.  *3 buwan bago ang discharge.* |  | Helping Team/Multidisciplinary Team, Referring Party, LGU Social Worker, Client’s family if available.  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).  **2***.Ang social worker ay magbibigay alam sa LGU o referring party tungkol sa kasalukuyang status o kabuuang kalagayan ng kliyente. Ang pagsuri ay nakabase sa mga layunin**ng rehabilitasyon. Sa panahong ito rin ay magsisimulang irequest ang PCAR.*  For CICL cases, the Social Worker informs the court of the achievement of the rehabilitation goals of the client/resident.  *Sa mga kaso ng CICL, ang social worker ay makikipagugnayan sa korte tungkol sa kasalukuyang status or kabuuang kalagayan ng kliyente habang nasa rehabilitasyon.* | | None  *Wala* | Upon receipt of P/FCAR submitted by LGU.  *Sa oras na naisagawa na ng LGU and ang P/FCAR.* |  | Social Worker  Social Worker |
| Attends pre-discharge conference  *Pagdalo sa “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.  *3.Pagsasagawa ng birtwal o face-to-face pre-discharge conference. Ang mga kasunduan tungkol sa reintegration ng kliyente bilang resulta ng conference ay pagbibigay alam at sasang-ayunan ng LGU at mga ahensya sa pamamagitan ng pagbibigay lagda.*  The Helping Team/ Multidisciplinary Team prepares After Care Plan  *Inihahanda ng Helping Team/Multidisciplinary Team and 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.  4**.***Ang mga resulta ng case review at assessment ng helping team/multidisciplinary team at ng referring party ay siyang magiging pangunahing batayan sa paglipat ng kliyente sa ibang ahensya at ibang uri ng alternative care o reintegration sa pamilya at komunidad. Gayundin, ang tagatanggap ng ahensya ay pagbibigay alam tungkol sa mga kakailanganing preparasyon sa proseso ng paglipat ng kliyente.*  *Kung ang pamilya ay itinuturing na hindi pa handa para sa magkasamang muli, humihingi ng LGU na magbigay ng kinakailangang intervention.*  *6.Sa pagkakataong ang pamilya ay hindi handa sa paguwi o reintegration kasama ang kliyente, ang LGU ay magbibigay ng mga angkop na intervention.* | | None  *Wala* | 2 hours  *2 oras* |  | Helping Team/ Multidisciplinary Team, Accepting Party, Client’s family, Key members in the community such as Barangay Officials among others.  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.  *4.Naghahanda ng pagwawakas na ulat kung ang isang kliyente ay nararapat ngang muling ibalik sa kanyang tagapag-alaga at Buod ng paglipat kung ang kliyente naman ay kinakailangang ilipat sa ibang SWA.* | | None  *Wala* | 5 days  *5 Araw* |  | Social Worker  Sociall Worker |
| Submit to medical examination.  *Pagsasailalim sa pagsusuring Medical.* | 5. The Medical Officer or any available medical personnel in the facility conduct general medical examination to the client.  *5. Ang Medikal Officer o sinumang tauhang medikal na nasa pasilidad ay magsasagawa ng pangkalahatang pagsusuring medikal sa kliyente.* | | None  *Wala* | One week prior scheduled discharge.  *Isang linggo bago ang nakatakdang pagpapa-uwi.* |  | Medical Officer/Nurse or other medical personnel in the facility.  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.  *Pagdalo sa “Discharge Conference”at paglilipat ng tungkulin sa alin man sa mga sumusunod :LGU, pamilya, SWA, pagkakalagay sa malayang pamumuhay, pagkakalagay sa isang grupong may Home living na ayos, Pag-aampon o “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.  *Pagsasagawa ng “Discharge conference” para sa paglilipat ng tungkulin sa alin man sa mga sumusunod :LGU, pamilya, SWA, pagkakalagay sa malayang pamumuhay, pagkakalagay sa isang grupong may Home living na ayos, Pag-aampon o “Foster Care”* | | None  *Wala* | 2 hours  *2 oras* |  | Helping Team/ Multidisciplinary Team, Client, Family, concerned SWDAs, LGU  *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.  *7. Ang Social Worker ay magsasagawa ng isang “Client Satisfaction Survey” sa kliyente upang malaman kung siya ba ay kontento at nasiyahan sa mga serbisyo at programang kanyang natanggap mula sa CRCF. ito ay magsisilbing basehan upang mas lalo pang mapaganda at mapabuti ang mga programa at serbisyong ibinibigay ng CRCF sa kanyang kliyente / residente.* | | None  *Wala* | After conduct of Discharge Conference.  *Pagkatapos ng “Discharge Conference”* |  | Social Worker, Client/ Resident.  *Social worker/ Kliyente, Residente.* |
| ***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.  *Nagpapadala ng kahilingan sa kinauukulang LGU para sa pagsusumite ng detalyadong ulat ng pag-unlad sa pagsasaayos ng kliyente sa kanyang pamilya at komunidad, gayundin ang katayuan ng pagpapatupad ng mga serbisyong after-care na ibinigay batay sa napagkasunduang After Care Plan. Ang pagsusumite ng Progress Report ay tinatalakay din sa LGU sa panahon ng Discharge Conference.*  In some facility, the request for LGU to submit aftercare report is incorporated in the Final Report submitted to Honorable Courts.  *Sa ilang pasilidad, ang kahilingan*  *para sa LGU na magsumite ng aftercare report ay kasama sa Pangwakas na Ulat na isinumite sa Mga Kagalang-galang na Hukuman.* | | ***None*** | 3 months to 6 months after discharge.  *3 buwan hanggang 6 na buwan pagkatapos ng paglabas* |  | Social Worker, LGU, other Stakeholders, Client, Client’s family.  *Social Worker, LGU, iba pang Stakeholder, Kliyente, pamilya ng Kliyente* |
|  | 2. Reviews and evaluates the after-care service report, and check if the agreed aftercare plan/reintegration agreement is achieved or not.  2**.***Repasuhin at sinusuri ang ulat ng serbisyo pagkatapos ng pangangalaga, at tingnan kung ang napagkasunduan aftercare*  *ang kasunduan sa plano/reintegration ay nakakamit o hindi.* | | None  *Wala* | Upon receipt of the report.  *Pagtanggap ng ulat* |  | Social Worker |
|  | 3. Follows up with the LGU for the submission of the aftercare report.  *3. Nag-follow up sa LGU para sa pagsusumite ng ulat ng aftercare* | | None  *Wala* | Within first three months; Monthly  S*a loob ng tatlong buwan.*    For CICL:  Quarterly  *Para sa 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.  4*.Pagkatapos matanggap*  *ang Progreso*  *Iulat at o detalyado*  *direktang impormasyon/feedback*  *mula sa kliyente, ang Social Worker*  *Inirerekomenda ng manggagawa sa*  *Helping Team/*  *Multidisciplinary Team ang*  *pagsasara ng kaso o para sa*  *referral sa ibang mga ahensya para sa*  *iba pang mga serbisyo ng suporta, at*  *kaya inihahanda ang Pagsara*  *Buod ng Ulat.* | | None  *Wala* | Upon completion of at least 50% of the After- Care Program Plan.  *Pagkatapos ng pagkumpleto ng hindi bababa sa 50% ng Plano ng Programang Pag-aalaga Matapos ang pag-aalaga.* |  | Social Worker  Social Worker |
| **TOTAL** | | | **NONE** | **6 months for Center Based Phase** | | |

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| **FEEDBACK AND COMPLAINTS MECHANISM**  ***MEKANISMO NG FEEDBACK AT REKLAMO*** | |
| How to send feedback  *Paano magpadala ng feedback* | DSWD-Field Office send memo/email to DSWD-PMB.  *DSWD-Field Office magpadala ng memo/email sa DSWD-PMB.* |
| How feedbacks are processed  *Paano pinoproseso ang mga feedback* | DSWD-PMB send reply letter/memo to the concerned Field Office.  *DSWD-PMB magpadala ng reply letter/memo sa kinauukulang Field Office.* |
| How to file a complaint  *Paano magsampa ng reklamo* | Complaints can be filed thru sending a letter or email to PMB-DSWD. The details of the complaint should be included in the information.  *Maaaring magsampa ng mga reklamo sa pamamagitan ng pagpapadala ng sulat o email sa PMB-DSWD. Ang mga detalye ng reklamo ay dapat isama sa impormasyon.* |
| Complainant using 8888  *Nagrereklamo gamit ang 8888* | SMS will receive the complaint and will be forwarded to PMB if the concern is:  *Matatanggap ng SMS ang reklamo at ipapasa sa PMB kung ang alalahanin ay:*  a. On Programs and Services- SPD will be the one replying to the complaint  ***a.*** *On Programs and Services- Ang SPD ang tutugon sa reklamo*    b. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint  *b. Sa Personnel at iba pang mga bagay sa labas- Ang Focal Person ang sasagot sa reklamo* |
| How complaints are processed  *Paano pinoproseso ang mga reklamo* | -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.  **-***Ang kinauukulang Tanggapan ay magsasagawa ng case conference/pulong para talakayin ang isyu/alalahanin. Kung kinakailangan, magtakda ng isang pulong sa nagrereklamo at talakayin ang alalahanin.*  -Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office.  ***-I****sasagawa ang panloob na imbestigasyon sa loob ng Kawanihan, pagkatapos ay magbigay ng rekomendasyon at opisyal na magpadala ng sulat ng tugon/memo sa kinauukulang DSWD-Field Office.* |
| Contact info of ARTA, PCC and CCB  *Impormasyon sa pakikipag-ugnayan ng ARTA, PCC at CCB* | Tel No. 8847-509  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 |
| Contact information of DSWD FO XII Program In-Charge  *Impormasyon sa pakikipag-ugnayan ng DSWD FO XII Program In-Charge* | ***REEAN N. SELMA***  homeforgirls12@gmail.com  0917-701-1295  ***JEHAN M. DARI***  [rscc.fo12@dswd.go**v.ph**](mailto:rscc.fo12@dswd.gov.ph)  0939-905-9935 |

**7.** **Implementation of Government Internship Program (GIP) to Central Office and Field Offices**

*Pagpapatupad ng Government Internship Program (GIP) sa Central Office and Field Offices*

The Government Internship Program is part of the Kabataan 2000 program of the government. It was developed with the end goal of providing an opportunity for both out-of-school and in-school youths to 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.

*Ang Government Internship Program ay bahagi ng Kabataan 2000 program ng gobyerno. Binuo ito na may layuning magbigay ng pagkakataon para sa parehong mga out-of-school at in-school youths ng hands-on na karanasan sa pagtatrabaho sa iba't ibang ahensya ng gobyerno, na magagamit nila sa kalaunan kapag nagpasya silang maging bahagi ng workforce ng gobyerno. Ito rin ay isang pagkakataon para sa kanila na matuto ng mga kasanayan sa buhay sa lugar ng trabaho at kumita ng pera upang madagdagan ang kanilang mga pangangailangan sa paaralan.*

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| **Office or Division** | | **I**DSWD Field Office XII - Protective Services Division (PSD) - Implementation of Government Internship Program (GIP) | | | | |
| **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*  *Aplikasyon bilang mga kalahok ng programa* | | | | | | |
| 1. Duly accomplished Application Form  *Nararapat na natapos na Aplikasyon* | | | | 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.  *Photocopy ng Sertipiko ng kapanganakan inisyu ng Pangasiwaan ng Estadistika ng Pilipinas o anumang uri ng kard ng pagkakakilanlan na inisyu ng pamahalaan na nagsasaad ng petsa ng kapanganakan – ang kabataan ay dapat nasa edad 18-25 taong gulang.* | | | | Philippine Statistics Authority (PSA) Concerned Government Agencies  *Pangasiwaan ng Estadistika ng Pilipinas o ibang ahensiya* | | |
| 3. Recent School registration form or certification from the school indicating the recent year/semester of the applicant’s school attendance.  *Recent School registration form o sertipikasyon mula sa paaralan na nagsasaad ng kamakailang taon/semester ng pagpasok sa paaralan ng aplikante.* | | | | School  *Paaralan* | | |
| 4. Photocopy of income tax return (ITR) of parents/head of the family/guardian or Barangay Certificate or Indigency confirming that family is residing in the barangay.  *Photocopy ng income tax return (ITR) ng mga magulang/ulo ng pamilya/guardian o Barangay Certificate o Indigency na nagpapatunay na ang pamilya ay naninirahan sa barangay.* | | | | Barangay or Concerned Office/s of the parents  *Barangay o Concerned Office/s ng mga magulang* | | |
| **Transaction**  ***TRANSAKSIYON*** | | | | | | |
| **CLIENT STEPS**  *MGA HAKBANG NG CLIENT* | **AGENCY ACTIONS**  *MGA AKSIYON NG AHENSYA* | | **FEES TO BE PAID**  *MGA BAYAD**NA BAYAD* | | **PROCESSING TIME**  *ORAS NG PAGPOPROSESO* | **PERSON RESPONSIBLE**  *TAO RESPONSABLE* |
| **I. Pre-Implementation Phase**  *Yugto bago ang Pagpapatupad* | | | | | | |
| 1. Announcement on the deadline of the application form and other needed documents  *Anunsyo sa deadline ng application form at iba pang mga kinakailangang dokumento* | 1.1 Notice of acceptance of applicants  (Announcement during flag-raising ceremonies, through a press release and radio announcements. For the Field Office, a letter/notice of Acceptance of Applications will be sent to the identified LGU recipient.)  *Paunawa ng pagtanggap ng mga aplikante*  *(Announcement sa mga seremonya ng pagtataas ng bandila, sa pamamagitan ng press release at mga anunsyo sa radyo.*  *Para sa Field*  *Office, isang liham/notice of Acceptance of Applications ang ipapadala sa natukoy na LGU recipient.)* | | None  *Wala* | | 10 minutes  *10 minuto* | Youth Focal Person  *Focal Person ng Kabataan* |
| 2. Application or Registration  *Aplikasyon o*  *Pagpaparehistro* | 2.1 Issuance of Applications forms  2.2 Issuance service sequence number  2.3 Encoding of the client’s information in Spreadsheet)  *1.1 Pag-isyu ng mga form ng Application*  *2.2 Sequence number ng serbisyo ng pagbibigay*  *2.3 Pag-encode ng impormasyon ng kliyente sa**Spreadsheet)* | | None  *Wala* | | 10 minutes  *10 minuto* | Youth Focal Person  *Focal Person ng Kabataan* |
| 3. Submit the required documents to the DSWD Central Office/Field Office  *Isumite ang kinakailangan mga dokumento sa DSWD Central Office/Field Offices* | 3.1 Screen the required documents its authenticity  *I-screen ang mga kinakailangang dokumento nito pagiging tunay* | | None  *Wala* | | 1 day  *Isang araw* | Youth Focal Person and TWG or Selection Committee Members  *Focal Person ng Kabataan at TWG o Selection Commitee Members* |
| 4. Assessment of applications  *Pagtatasa ng mga aplikasyon* | 4.1 Conduct table Assessment of the applications based on the qualifications.  *Magsagawa ng table Assessment ng mga aplikasyon batay sa mga kwalipikasyon* | | None  *Wala* | | 2 days  *Dalawang araw* | TWG or Selection Committee members  *TWG o mga miyembro ng Selection Committee* |
| 5. Notification of qualified applicants for interview  *Abiso ng mga kwalipikadong aplikante para sa pakikipanayam* | 5.1 Notify the qualified applicants for the Interview  *Ipaalam sa mga kwalipikadong aplikante para sa Panayam* | | None  *Wala* | | 1 day  *Isang araw* | TWG or Selection Committee Members  *TWG o mga miyembro ng Selection Committee* |
| 6. Client will go for an interview at DSWD Central Office/Field Office  *Pupunta ang kliyente para sa isang panayam sa DSWD Central Office/Field Office* | 6.1 Conduct actual interviews with the applicants.  *Magsagawa ng aktwal na pakikipanayam sa mga aplikante* | | None  *Wala* | | 2 days  *Dalawang araw* | Youth Focal Person and TWG  *Focal Person ng Kabataan at TWG* |
| 7. Receive a notification on the status of your application  *Tumanggap ng abiso sa katayuan ng iyong aplikasyon* | 7.1 Final screen the applicants  (All qualified applicants will be notified of the next steps to take while the applicants who did not qualify will still be notified about the status of their application)  *Final screen ang mga aplikante (Lahat ng mga kwalipikadong aplikante ay aabisuhan sa mga susunod na hakbang na gagawin habang ang mga aplikante na hindi kwalipikado ay aabisuhan pa rin tungkol sa katayuan ng kanilang aplikasyon)* | | None  *Wala* | | 1 day  *Isang araw* | Youth Focal Person  *Focal Person ng Kabataan* |
| **TOTAL** | | | **None**  *Wala* | | **7 Days**  *7 Araw* |  |
| **II. Implementation Phase**  *Yugto ng Pagpapatupad* | | | | | | |
| *8.Attend Orientation*  *Dumalo ng Oryentasyon* | *8.1 Conduct orientation with the selected participants about the GIP program)*  *Magsagawa ng oryentasyon kasama ang mga napiling kalahok tungkol sa programang Internship ng Pamahalaan* | | *None*  *Wala* | | *1 day*  *Isang araw* | *Youth Focal Person*  *Focal Person ng Kabataan* |
| 9. Render service in the area of assignment  *Magbigay ng serbisyo sa lugar ng pagtatalaga* | 9.1 Assist and monitor the youth in their area of assignment  *Tulungan at subaybayan ang mga kabataan sa kanilang lugar ng takdang-aralin* | | None  *Wala* | | 30 working days  *30 araw ng trabaho* | Youth Focal Person  *Focal Person ng Kabataan* |
| 10. Attend Capacity Building Activities  *Dumalo Mga Aktibidad sa Pagbuo ng Kapasidad* | 10. 1 Conduct capacity building activities  *Magsagawa ng mga aktibidad sa pagbuo ng kapasidad* | | None  *Wala* | | 1 day  Isang araw | Youth Focal Person  *Focal Person ng Kabataan* |
| 11. Receive stipend  *Tumanggap ng stipend* | 11. 1 Provide stipend to the youth (Stipend is 75% of the current regional minimum wage rate)  *Magbigay ng stipend sa mga kabataan (Ang stipend ay 75% ng kasalukuyang rehiyon pinakamababang pasahod rate)* | | None  *Wala* | | 1 day  *Isang araw* | Youth Focal Person  *Focal Person ng Kabataan* |
| **TOTAL** | | | **None**  *Wala* | | **33 Days**  33 Araw |  |
| **III. Post-Implementation Phase**  *Pagkatapos ng Pagpapatupad* | | | | | | |
| 12. Attend Program Evaluation Activity  *Dumalo sa Programa Pagsusuri Aktibidad* | 12.Conduct program evaluation activity  *Pag-uugali programa aktibidad ng pagsusuri* | | None  *Wala* | | 1 day  *Isang araw* | Youth Focal Person/TWG  *Focal Person ng Kabataan/TWG o mga miyembro ng Selection Committee* |
| **TOTAL** | | | **None**  *Wala* | | **1 Day**  *Isang Araw* |  |
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| ***FEEDBACK AND COMPLAINTS MECHANISM*** | |
| How to send feedback  *Paano magpadala ng feedback* | DSWD-Field Office send memo/email to DSWD-PMB.  *DSWD-Field Office magpadala ng memo/email sa DSWD-PMB.* |
| How feedbacks are processed  *Paano pinoproseso ang mga feedback* | DSWD-PMB send reply letter/memo to the concerned Field Office.  *DSWD-PMB magpadala ng reply letter/memo sa kinauukulang Field Office.* |
| How to file a complaint  *Paano magsampa ng reklamo* | *C*omplaints can be filed thru sending a letter or email to PMB-DSWD. The details of the complaint should be included in the information.  *Maaaring magsampa ng mga reklamo sa pamamagitan ng pagpapadala ng sulat o email sa PMB-DSWD. Ang mga detalye ng reklamo ay dapat isama sa impormasyon.* |
| Complainant using 8888  *Nagrereklamo gamit ang 8888* | SMS will receive the complaint and will be forwarded to PMB if the concern is:  *Matatanggap ng SMS ang reklamo at ipapasa sa PMB kung ang alalahanin ay:*  *a.* On Programs and Services- SPD will be the one replying to the complaint  *a. On Programs and Services- Ang SPD ang tutugon sa reklamo*  *b*. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint  *b. Sa Personnel at iba pang mga bagay sa labas- Ang Focal Person ang sasagot sa reklamo* |
| *H*ow complaints are processed  *Paano pinoproseso ang mga reklamo* | *-*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.  *-Ang kinauukulang Tanggapan ay magsasagawa ng case conference/pulong para talakayin ang isyu/alalahanin. Kung kinakailangan, magtakda ng isang pulong sa nagrereklamo at talakayin ang alalahanin.*  *-*Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office.  *-Isasagawa ang panloob na imbestigasyon sa loob ng Kawanihan, pagkatapos ay magbigay ng rekomendasyon at opisyal na magpadala ng sulat ng tugon/memo sa kinauukulang DSWD-Field Office.* |
| Contact info of ARTA, PCC and CCB  ***I****mpormasyon sa pakikipag-ugnayan ng ARTA, PCC at 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* |
| Contact information of DSWD FO XII Program In-Charge  *Impormasyon sa pakikipag-ugnayan ng DSWD FO XII Program In-Charge* | ***JUNAINA G. GURO***  *Social Welfare Assistant/ Program Focal*  *0946-682-0463*  *jugguro@gmail.com*    ***ROSEMARIE C. ALCEBAR***  *Social Welfare Officer-III/ CBSS Head*  *0908-397-5727* |

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

***Pagpapatupad ng 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

*Ang pagsasabatas ng Republic Act 11037 o ang Masustansyang Pagkain Para sa Batang Pilipino Act ay naging institusyonal ang pagpapatupad ng Supplementary Feeding Program na kung saan ay ang pagbibigay ng pagkain bukod pa sa mga regular na pagkain sa mga batang edad 2-4 taong gulang na nakatala sa Supervised Neighborhood Playgroup (SNP), 3-4 taong gulang na mga batang naka-enroll sa Child Development Centers (CDC) at 5 taong gulang na batang hindi naka-enroll sa DepEd ngunit naka-enroll sa CDC.*

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| **Office or Division:**  *Opisina o Sangay:* | | | DSWD Field Office XII - Protective Services Division (PSD) - Supplementary Feeding Program | | | | |
| **Classification:**  *Klasipikasyon:* | | | Highly Technical  *Lubos na Panteknikal* | | | | |
| **Type of Transaction:**  *Uri ng Transaksiyon:* | | | G2G-Government to Government | | | | |
| **Who may avail:**  *Mga Maaring Gumamit ng Serbisyo:* | | | Local Government Units  *Yunit ng Lokal na Pamahalaan* | | | | |
| **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****.*** *LGU na magsumite ng mga kinakailangang dokumento para sa pagsasama ng programa sa bawat Day Care Centers/ Supervised Neighborhood Play* | | 1.1 Receive and review the completeness of the documents submitted  *1.1 Tanggapin at suriin ang pagkakumpleto ng mga dokumentong isinumite.* | | | None  *Wala* | 3 days  *3 araw* | DSWD Field Office staff responsible in receiving documents  Rhuela Mae C. Baclagon  Administrative Assistant II  Mark Anthony C. Celino  Administrative Assistant II |
|  | | 1.2 Process the submitted documents for inclusion in the program  beneficiaries  *1.2 Iproseso ang mga isinumiteng dokumento para maisama sa mga benepisyaryo ng programa.* | | | None  *Wala* | 20 days  *20 araw* | DSWD Field Office SFP Focal Person/ND/PDO  Merilyn A. Guerra  Nutritionist-Dietitian III  /SFP Focal Person  Marifel D. Salmeron  Nutritionist-Dietitian II  Jasmin F. Francisco  Nutritionist-Dietitian I  Project Development Officer I:  Ma. Althea V. Mantiquilla  Luwilyn L. Quirante  Areo Karlito V.  Banquerigo  Sittie Rohannie S.  Saripada |
|  | | 1.4 Consolidate all the submitted master list with nutritional status for submission of monthly report to the Central Office  *1.4 Pagsama- samahin ang lahat ng isinumiteng master list na may nutritional status para sa pagsusumite ng buwanang ulat sa Central Office.* | | | None  *Wala* | 20 days  *20 araw* | DSWD Field Office SFP Focal Person/ND/PDO  Merilyn A. Guerra  Nutritionist-Dietitian III  /SFP Focal Person  Marifel D. Salmeron  Nutritionist-Dietitian II  Jasmin F. Francisco  Nutritionist-Dietitian I  Project Development Officer I:  Ma. Althea V. Mantiquilla  Luwilyn L. Quirante  Areo Karlito V.  Banquerigo  Sittie Rohannie S.  Saripada |
|  | | 1.5 Keeps the document for data banking and comparison on the succeeding nutritional status/ improvement of the children beneficiaries  *1.5 Iniingatan ang dokumento para sa data banking at paghahambing sa susunod na nutritional status/pagpapabuti ng mga bata mga benepisyaryo.* | | |  |  | AA II  Rhuela Mae C. Baclagon  Administrative Assistant II  Mark Anthony C. Celino  Administrative Assistant II |
| 2. Comply with the necessary signatures /action needed for the processing of the documents.  *2. Sumunod sa mga kinakailangang lagda*  */aksyon na kailangan para sa pagproseso ng mga dokumento.* | | 2.A Facilitate signing and Notarization of Memorandum of Understanding (MOU) between LGU and DSWD FO.  *2.A I-facilitate signing and Notarization of Memorandum of Understanding (MOU) between LGU and DSWD FO.* | | | None  *Wala* | 20 days  *20 araw* | DSWD Field Office SFP Focal Person/ND/PDO  Regional Director  Finance staff  Merilyn A. Guerra  Nutritionist-Dietitian III  /SFP Focal Person  Marifel D. Salmeron  Nutritionist-Dietitian II  Jasmin F. Francisco  Nutritionist-Dietitian I  Project Development Officer I:  Ma. Althea V. Mantiquilla  Luwilyn L. Quirante  Areo Karlito V.  Banquerigo  Sittie Rohannie S.  Saripada  Rhuela Mae C. Baclagon  Administrative Assistant II  Mark Anthony C. Celino  Administrative Assistant II |
|  | | 2.A.1 Proceed with the processing of the procurement of commodities.  *2.A.1 Magpatuloy sa pagproseso ng pagbili ng mga kalakal.* | | | *None*  *Wala* | *20 days*  *20 araw* | DSWD Field Office SFP Focal Person/ND/PDO  Merilyn A. Guerra  Nutritionist-Dietitian III  /SFP Focal Person  Marifel D. Salmeron  Nutritionist-Dietitian II  Jasmin F. Francisco  Nutritionist-Dietitian I  Project Development Officer I:  Ma. Althea V. Mantiquilla  Luwilyn L. Quirante  Areo Karlito V.  Banquerigo  Sittie Rohannie S.  Saripada |
|  | | 2.B If TOF is allowed, review eligibility of LGU based on previous performances in program implementation and timely and complete liquidation.  *2.B Kung pinapayagan ang TOF, suriin ang pagiging karapat-dapat ng LGU batay sa mga nakaraang pagganap sa pagpapatupad ng programa at*  *napapanahon at kumpletong pagpuksa.* | | | None  *Wala* | 20 days  *20 araw* | DSWD Field Office SFP Focal Person/ND/PDO  Merilyn A. Guerra  Nutritionist-Dietitian III  /SFP Focal Person  Marifel D. Salmeron  Nutritionist-Dietitian II  Jasmin F. Francisco  Nutritionist-Dietitian I  Project Development Officer I:  Ma. Althea V. Mantiquilla  Luwilyn L. Quirante  Areo Karlito V.  Banquerigo  Sittie Rohannie S.  Saripada |
|  | | 2.B.1 If LGU is eligible, facilitate signing and Notarization of Memorandum of Agreement (MOA) between LGU and DSWD FO.  *2.B.1 Kung ang LGU ay kwalipikado, padaliin ang paglagda at Notarization ng Memorandum of Agreement (MOA) sa pagitan ng LGU at*  *DSWD FO.* | | | None  *Wala* | 20 days  *20 araw* | DSWD Field Office SFP Focal Person  Regional Director  Finance staff  Merilyn A. Guerra  Nutritionist-Dietitian III  /SFP Focal Person  Marifel D. Salmeron  Nutritionist-Dietitian II  Jasmin F. Francisco  Nutritionist-Dietitian I  Project Development Officer I:  Ma. Althea V. Mantiquilla  Luwilyn L. Quirante  Areo Karlito V.  Banquerigo  Sittie Rohannie S.  Saripada |
|  | | *2.B.2 Facilitate processing and Distribution of available checks / ADA for the LGU.*  *2.B.2 Padalihin ang pagproseso at Pamamahagi ng mga magagamit na tseke /ADA para sa LGU.* | | | *None*  *Wala* | *20 days*  *20 araw* | *DSWD Field Office Cash Section/Disbursing Officer*  *Jeric Nel C. Calisa*  *Administrative Officer II* |
| 4.LGU to participate to the program orientation    *4.LGU na lumahok sa oryentasyon ng programa* | | 4.1. Conduct program orientation/updates and reiterates necessary documents, proper accomplishment, and signatories for submission to the Field Office *4.1. Magsagawa ng oryentasyon/pag-update ng programa at inuulit ang mga kinakailangang dokumento, wastong pagtupad, at mga lagda para isumite sa Field Office.* | | | None  *Wala* | 1 day per LGU/Province *1 araw kada LGU/Probinsiya* | DSWD Field Office SFP Focal and staff  Merilyn A. Guerra  Nutritionist-Dietitian III  /SFP Focal Person  Marifel D. Salmeron  Nutritionist-Dietitian II  Jasmin F. Francisco  Nutritionist-Dietitian I  Project Development Officer I:  Ma. Althea V. Mantiquilla  Luwilyn L. Quirante  Areo Karlito V.  Banquerigo  Sittie Rohannie S.  Saripada  Jyde Rico Whey Daton  Rhuela Mae C. Baclagon  Administrative Assistant II  Mark Anthony C. Celin  Administrative Assistant II |
| **TOTAL** ***Kabuuan*** | | | | | **None**  ***Wala*** | **144 days**    ***144 araw*** | |
| *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. Tumulong sa Pagsasagawa ng Market Research* | 1.1 Conducts market research of the most common and available food items in the community.  *1.1 Nagsasagawa ng pananaliksik sa pamilihan ng mga pinakakaraniwan at magagamit na mga pagkain sa komunidad.* | | | | None  *Wala* | 7days  *7 araw* | DSWD Field Office SFP PDO /ND  Marifel D. Salmeron  Nutritionist-Dietitian II  Jasmin F. Francisco  Nutritionist-Dietitian I  Project Development Officer I:  Ma. Althea V. Mantiquilla  Luwilyn L. Quirante  Areo Karlito V.  Banquerigo  Sittie Rohannie S.  Saripada |
| 2. Participation in the creation of cycle menu  *2. Pakikilahok sa paglikha ng cycle menu.* | 2.1 Solicit recommendation with LSWDOs/focal persons on Menu preference per province.  *2.1 Humingi ng rekomendasyon sa LSWDOs/focal person sa Menu preference sa bawat probinsya.*  2.1a. In times of COVID-19 pandemic and other similar emergencies, conduct virtual meetings with provinces with capacity on network connection /gadgets.  *2.1 a Sa panahon ng COVID-19 pandemic at iba pang katulad na emerhensiya, magsagawa ng mga virtual na pagpupulong sa mga probinsya na may kapasidad sa koneksyon sa network /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.  *2.2 Mga draft ng dalawang-apat na linggong cycle na menu batay sa market research na isinagawa, badyet at ang napagkasunduang Menu preference ng focal persons bawat probinsya na sumusunod sa 1/3 PDRI requirements ng mga batang benepisyaryo at/o DOST-FNRI*  *Pinggang Pinoy for Kids.* | | | | None  *Wala* | 1 day/per province  *1 araw/kada Probinsiya* | DSWD Field Office SFP NDs/PDO  Marifel D. Salmeron  Nutritionist-Dietitian II  Jasmin F. Francisco  Nutritionist-Dietitian I  Project Development Officer I:  Ma. Althea V. Mantiquilla  Luwilyn L. Quirante  Areo Karlito V.  Banquerigo  Sittie Rohannie S.  Saripada  Marifel D. Salmeron  Nutritionist-Dietitian II  Jasmin F. Francisco  Nutritionist-Dietitian I |
| 3. Finalization of the Cycle menu  *3. Pagtatapos ng Cycle menu.* | 3.1 Submits the draft cycle menu for approval of the SFP Focal.  *3.1 Isusumite ang draft cycle menu para sa pag-apruba ng SFP Focal.*  3.2 Approves the cycle menu for allocation in the purchase request.  *3.2 Inaprubahan ang cycle menu para sa alokasyon sa kahilingan sa pagbili.*  3.3 Prepares the Food Distribution Plan per Mun/City, Province, as basis in the allocation in the Purchase Request.  *3.3 Inihahanda ang Food Distribution Plan bawat Mun/City, Province, bilang batayan sa alokasyon sa Purchase Request* | | | | None  *Wala* | 4 hours    *4 oras*  4 hours  *4 oras*  20 days  *20 araw* | DSWD Field Office SFP NDs  Marifel D. Salmeron  Nutritionist-Dietitian II  Jasmin F. Francisco  Nutritionist-Dietitian I  DSWD Field Office SFP NDs    Merilyn A. Guerra  Nutritionist-Dietitian III  /SFP Focal Person  DSWD Field Office SFP NDs  Marifel D. Salmeron  Nutritionist-Dietitian II  Jasmin F. Francisco  Nutritionist-Dietitian I |
| 4. Implement the approved cycle menu  *4. Ipatupad ang aprubadong cycle menu* | 4.1 Distributes copy of the menu to the LGU SFP Focal Person for reference and implementation.  *4.1 Namamahagi ng kopya ng menu sa LGU SFP Focal Person para sa sanggunian at pagpapatupad.* | | | | None  Wala | 20 days  *20 araw* | DSWD Field Office NDs/ PDOs in charge for SFP  Marifel D. Salmeron  Nutritionist-Dietitian II  Jasmin F. Francisco  Nutritionist-Dietitian I  Project Development Officer I:  Ma. Althea V. Mantiquilla  Luwilyn L. Quirante  Areo Karlito V.  Banquerigo  Sittie Rohannie S |
| 5. Receives and the food and assist in the delivery of foods to the beneficiaries based on distribution plan  5*. Tumatanggap at ng pagkain at tumulong sa paghahatid ng mga pagkain sa mga benepisyaryo batay sa plano ng pamamahagi* | 5.1 Monitors the delivery of food commodities to the implementing LGU  *5.1 Sinusubaybayan ang paghahatid ng mga bilihin ng pagkain sa nagpapatupad na 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.  *5.2 Ang FO ay dapat magmonitor sa pagpapakain ng pagpapatupad ng SFP ng mga LGU batay sa aprubadong cycle menu, mga target na benepisyaryo at mga lugar ng pagpapatupad.* | | | | None  *Wala* | 3 days  *3 araw*  120 feeding days  *120 araw ng pagpapakain* | DSWD Field Office NDs/ PDOs in charge for SFP  Marifel D. Salmeron  Nutritionist-Dietitian II  Jasmin F. Francisco  Nutritionist-Dietitian I  Project Development Officer I:  Ma. Althea V. Mantiquilla  Luwilyn L. Quirante  Areo Karlito V.  Banquerigo  Sittie Rohannie S |
| 6.Submit the Accomplishment Report.  6. Isumite ang 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.  *6.1 Kilalanin at pag-aralan ng FO ang isinumiteng mga accomplishment report ng LGUs (hal. Physical, Narrative, Financial, Nutritional status reports) at magbigay ng teknikal na tulong kung kinakailangan.* | | | | None  *Wala* | 7 days  *7 araw* | DSWD Field Office SFP team  Merilyn A. Guerra  Nutritionist-Dietitian III  /SFP Focal Person  Marifel D. Salmeron  Nutritionist-Dietitian II  Jasmin F. Francisco  Nutritionist-Dietitian I  Project Development Officer I:  Ma. Althea V. Mantiquilla  Luwilyn L. Quirante  Areo Karlito V.  Banquerigo  Sittie Rohannie S.  Saripada |
|
|  | 6.2 The FO will consolidate and evaluate the submitted reports of the LGUs for endorsement to the Central Office.  *6.2 Ang FO ay pagsasama-samahin at*  *susuriin ang mga isinumiteng ulat ng mga LGU para sa pag-endorso sa Central Office.* | | | | None  *Wala* | 20 days  *20 araw* | DSWD Field Office SFP team  Merilyn A. Guerra  Nutritionist-Dietitian III  /SFP Focal Person  Marifel D. Salmeron  Nutritionist-Dietitian II  Jasmin F. Francisco  Nutritionist-Dietitian I  Project Development Officer I:  Ma. Althea V. Mantiquilla  Luwilyn L. Quirante  Areo Karlito V.  Banquerigo  Sittie Rohannie S.  Saripada  Jyde Rico Whey Daton  Rhuela Mae C. Baclagon  Administrative Assistant II  Mark Anthony C. Celin  Administrative Assistant II  Jeric Nel C. Calisa  Administrative Officer II |
| **TOTAL**  ***Kabuuan*** | | | | | **None**  ***Wala*** | **198 days and 8 hours**  **198 araw at 8 na oras** | |
| *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.Makipag-ugnayan sa Field Office para sa teknikal na tulong* | 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.  *1.1 Maghanda ng plano sa pagsubaybay at tulong teknikal para sa pagpapatupad ng kasalukuyang siklo ng SFP batay sa resulta ng pagsusuri ng programa na isinumite ng mga LGU*.  1.1a FO may also conduct spot checks to assess and monitor the implementation (delivery/feeding/weighing, quality and quantity etc.).  *1.1a ang FO ay maaari ding magsagawa ng mga spot check upang masuri at masubaybayan ang pagpapatupad (paghahatid/pagpapakain/pagtimbang, kalidad at dami atbp.)*.  1.2 Notifies the Local Government on the schedule of the actual visit and/or virtual provision of technical assistance.  *1.2 Inaabisuhan ang Lokal na Pamahalaan sa iskedyul ng aktwal na pagbisita at/o virtual na pagbibigay ng teknikal na tulong.*  1.3 Prepares the Travel Order and/or Virtual Link for the Technical Assistance.  *1.3 Inihahanda ang Order sa Paglalakbay at Bertwal Link para sa Teknikal na Tulong.* | | | | None  *Wala* | 4 hours  *4 oras*  3 days per LGU  *3 araw kada LGU*  1 day  *1 araw*  1 day  *1 araw* | DSWD Field Office NDs/ PDOs in charge for SFP  Merilyn A. Guerra  Nutritionist-Dietitian III  /SFP Focal Person  Marifel D. Salmeron  Nutritionist-Dietitian II  Jasmin F. Francisco  Nutritionist-Dietitian I  Project Development Officer I:  Ma. Althea V. Mantiquilla  Luwilyn L. Quirante  Areo Karlito V.  Banquerigo  Sittie Rohannie S.  Saripada  Jyde Rico Whey Daton  Rhuela Mae C. Baclagon  Administrative Assistant II  Mark Anthony C. Celin  Administrative Assistant II |
|  | 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.  *3.1 Nagbibigay ng teknikal na tulong sa pamamagitan ng alinman sa demo, aktwal na pagmamasid sa pamamaraan at/o bertwal na probisyon ng teknikal na tulong na tinitiyak ang pagsunod ng mga LGU sa EODB-ARTA*  *mga kinakailangan gaya ng mga alituntunin ng SFP, bukod sa iba pa*. | | | |  | 7 days  *7 araw* | DSWD Field Office Focal Person/ PDOs in charge for SFP  Merilyn A. Guerra  Nutritionist-Dietitian III  /SFP Focal Person  Marifel D. Salmeron  Nutritionist-Dietitian II  Jasmin F. Francisco  Nutritionist-Dietitian I  Project Development Officer I:  Ma. Althea V. Mantiquilla  Luwilyn L. Quirante  Areo Karlito V.  Banquerigo  Sittie Rohannie S.  Saripada  Jyde Rico Whey Daton |
| 2. Provide feedback, issues and concerns on the SFP implementation.  *2. Magbigay ng puna, mga isyu at alalahanin sa pagpapatupad ng SFP* | 4.1 Discusses the salient findings and recommendations to the Local Chief Executive during the Exit Conference.  *4.1 Tinatalakay ang mga kapansin-pansing natuklasan at rekomendasyon sa Lokal na Punong Tagapagpaganap sa panahon ng Exit Conference* | | | | None  Wala | 1 day  *1 araw* | DSWD Field Office NDs/ PDOs in charge for SFP  Marifel D. Salmeron  Nutritionist-Dietitian II  Jasmin F. Francisco  Nutritionist-Dietitian I  Project Development Officer I:  Ma. Althea V. Mantiquilla  Luwilyn L. Quirante  Areo Karlito V.  Banquerigo  Sittie Rohannie S.  Saripada  Jyde Rico Whey Daton |
|  | 5.1Prepares the Feedback Report and Confirmation Report to the LGU monitored.  *5.1 Inihahanda ang Ulat ng Puna at Ulat sa pag Kumpirma sa LGU na binabantayan.*  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.  *5.2 Inaprubahan ang ulat ng puna at ulat ng kumpirmasyon.*  *Ang Focal Person ang mananagot para sa anumang mga rebisyon at iba pang mga tagubilin sa ulat ng puna at ulat ng kumpirmasyon.*  5.2a Log the document number of the confirmation report in the DTS.  *5.2 a I-log ang numero ng dokumento ng ulat ng kumpirmasyon sa DTS.*  5.2c Endorse to Records Unit / Section.  *5.2c I-endorso sa Records Unit/Seksyon.* | | | |  | 1 day    *1 araw*  1 day  5 minutos  5 minutes  *5 minutos*  5 minutes  *5 minutos* | DSWD Field Office NDs/ PDOs in charge for SFP  Marifel D. Salmeron  Nutritionist-Dietitian II  Jasmin F. Francisco  Nutritionist-Dietitian I  Project Development Officer I:  Ma. Althea V. Mantiquilla  Luwilyn L. Quirante  Areo Karlito V.  Banquerigo  Sittie Rohannie S.  Saripada  Jyde Rico Whey Daton  Regional Director  Loreto Jr V. Cabaya  Regional Director  Outgoing Administrative Staff  Rhuela Mae C. Baclagon  Administrative Assistant II  Mark Anthony C. Celin  Administrative Assistant II  Outgoing Administrative Staff  Rhuela Mae C. Baclagon  Administrative Assistant II  Mark Anthony C. Celin  Administrative Assistant II |
| 3. Respond to Client Satisfaction Survey Form.  *3. Tumugon sa 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  *6.1 Ipinapadala ang inaprubahang ulat ng kumpirmasyon sa LGU at hilingin sa LGU na katapat na tumugon sa Client Satisfaction Survey kaugnay ng TA sa pamamagitan ng Google form.* | | | |  | c/o records unit  ℅ Records Unit | Outgoing Administrative Staff /SFP  Rhuela Mae C. Baclagon  Administrative Assistant II  Mark Anthony C. Celin  Administrative Assistant II |
| **Total**  ***Kabuuan*** | | | | | **None**  ***Wala*** | **15 days 4 hours and 10 minutes**  ***15 araw 4 na oras at 10 minutos*** | |

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

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| **FEEDBACK AND COMPLAINTS MECHANISM**  ***MEKANISMO NG FEEDBACK AT REKLAMO*** | |
| How to send feedback  *Paano magpadala ng feedback* | DSWD-Field Office sends memo/email to DSWD-PMB.  *DSWD-Field Office magpadala ng memo/email sa DSWD-PMB.* |
| How feedbacks are processed  *Paano pinoproseso ang mga feedback* | DSWD-PMB send reply letter/memo to the concerned Field Office.  *DSWD-PMB magpadala ng reply letter/memo sa kinauukulang Field Office.* |
| How to file a complaint  *Paano magsampa ng reklamo* | Complaints can be filed thru sending a letter or email to PMB-DSWD. The details of the complaint should be included in the information.  *Maaaring magsampa ng mga reklamo sa pamamagitan ng pagpapadala ng sulat o email sa PMB-DSWD. Ang mga detalye ng reklamo ay dapat isama sa impormasyon.* |
| Complainant using 8888  *Nagrereklamo gamit ang 8888* | SMS will receive the complaint and will be forwarded to PMB if the concern is:  *Matatanggap ng SMS ang reklamo at ipapasa sa PMB kung ang alalahanin ay:*  a. On Programs and Services- SPD will be the one replying to the complaint  *a. On Programs and Services- Ang SPD ang tutugon sa reklamo*    b. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint  b. *Sa Personnel at iba pang mga bagay sa labas- Ang Focal Person ang sasagot sa reklamo* |
| How complaints are processed  *Paano pinoproseso ang mga reklamo* | -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.  -*Ang kinauukulang Tanggapan ay magsasagawa ng case conference/pulong para talakayin ang isyu/alalahanin. Kung kinakailangan, magtakda ng isang pulong sa nagrereklamo at talakayin ang alalahanin.*  -Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office.  *-Isasagawa ang panloob na imbestigasyon sa loob ng Kawanihan, pagkatapos ay magbigay ng rekomendasyon at opisyal na magpadala ng sulat ng tugon/memo sa kinauukulang DSWD-Field Office.* |
| Contact info of ARTA, PCC and CCB  *Impormasyon sa pakikipag-ugnayan ng ARTA, PCC at CCB* | Tel No. 8847-509  Email Add: [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph)  Hotline: 8888  Email Add: [pcc@malacanang.gov.ph](mailto:pcc@malacanang.gov.ph)  Contact Center ng Bayan (CCB)  email@contactcenterngbayan.gov.ph  0908-881-6565 |
| Contact information of DSWD FO XII Program In-Charge  *Impormasyon sa pakikipag-ugnayan ng DSWD FO XII Program In-Charge* | **Merilyn A. Guerra**  Nutritionist-Dietitian III  0998-9788-202  [sfp.fo12@dswd.gov.ph](mailto:sfp.fo12@dswd.gov.ph)    **Marifel D. Salmeron**  Nutritionist-Dietitian II  0918-9597627  [mdsalmeron.fo12@dswd.gov.ph](mailto:mdsalmeron.fo12@dswd.gov.ph) |

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

*Referral ng PLHIV para sa Mga Serbisyo sa Pangangalaga at Suporta*

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.

*Bilang pagsunod sa Seksyon 35 ng Implementing Rule and Regulations ng noo'y Philippine AIDS Prevention and Control Act of 1998 o RA 8504, ang DSWD ay bumuo ng isang referral system upang tulungan ang mga taong nabubuhay na may HIV at AIDS sa pag-access ng mga magagamit na serbisyo sa pangangalaga at suporta. Binanggit din ng bagong Philippine HIV and AIDS Policy Act o RA 11166 ang paggamit ng Referral Mechanism ng Departamento para sa iba't ibang stakeholder upang protektahan at itaguyod ang mga karapatan ng mga PLHIV at mga apektadong pamilya.*

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.

*Ang mekanismong ito ay naglalayong tiyakin ang pag-access ng PLHIV sa kalidad at napapanahong paghahatid ng mga serbisyo at nilayon din na mapadali ang koordinasyon sa pagitan at sa mga tagapagbigay ng serbisyo.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | DSWD Field Office XII - Protective Services Division (PSD) - PLHIV Referral for Care and Support Services | | | |  |
| **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  *Ang mga kliyente ay pumipila at nagsasagawa ng Health Declaration Form*  2. Submit complete requirements/ documents to PLHIV Focal/ Social Worker on duty  *Isumite ang kumpletong mga kinakailangan/ mga dokumento sa PLHIV Focal/ Social Worker na naka-duty*  3. Accomplish Client Satisfaction Survey Form  *Gawin ang Form ng Survey sa Kasiyahan ng Kliyente* | 1.1 Issuance of Queue Number and Health Declaration Form  *Pagbibigay ng Queue Number at Health Declaration Form*  2.1 Receive and review of submitted documents  *Tumanggap at suriin ang mga isinumiteng dokumento*  2.2 Provide appropriate action and assistance:  *Magbigay ng naaangkop na aksyon at tulong:*  If the client is a referral from other agencies or organizations:  *Kung ang kliyente ay isang referral mula sa ibang mga ahensya o organisasyon:*   * Check Documentary Requirements for particular assistance needed;     *Suriin ang Mga Kinakailangang Dokumentaryo para sa partikular na tulong na kailangan;*   * Review Referral Forms 1 to 4; and   *Suriin ang Mga Form ng Referral 1 hanggang 4; at*   * Proceed to SOP No. 2: Provision of Assistance to PLHIVs   *Magpatuloy sa SOP Blg. 2: Pagbibigay ng Tulong sa mga PLHIV*  If a client needs additional services, DSWD will act as the Referring Agency and will facilitate Referral Mechanism:  *Kung ang isang kliyente ay nangangailangan ng mga karagdagang serbisyo, ang DSWD ay magsisilbing Referring Agency at magpapadali sa Referral Mechanism*   * Consult Directory to identify the appropriate service provider / agency;   *Kumonsulta sa Direktoryo upang matukoy ang naaangkop na service provider / ahensya;*   * Fill-out Form 2 then give it to the client;   *Sagutan ang Form 2 pagkatapos ay ibigay ito sa kliyente;*   * Fill-out Form 4 then place it in the client’s file;   *Punan ang Form 4 pagkatapos ay ilagay ito sa file ng kliyente;*   * Complete and update Referral Register on spreadsheet;   *Kumpletuhin at i-update ang Referral Register sa spreadsheet;*   * Advise client to go to the Receiving Agency; and   *Payuhan ang kliyente na pumunta sa Receiving Agency; at*   * Coordinate with Receiving Agency regarding the referral/client and accomplishment of Form 3   *Makipag-ugnayan sa Receiving Agency tungkol sa referral/client at accomplishment ng Form 3*  3.1 Issue Client Satisfaction Survey Form (CSS) and collect filled-out CSS  *Mag-isyu ng Client Satisfaction Survey Form (CSS) at mangolekta ng napunan na CSS*  4. Conduct follow-up from Receiving Agency and/or client within 15 days upon receipt of referral:  *Magsagawa ng follow-up mula sa Receiving Agency at/o kliyente sa loob ng 15 araw pagkatapos matanggap ang referral:*   * Coordinate with Receiving Agency and seek for updates     *Makipag-coordinate sa Receiving Agency at humingi ng mga update;*   * Ask for Form 3 either from the client and or Receiving Agency   *Humingi ng Form 3 mula sa kliyente at o Receiving Agency*   * Review Form 3; and   *Suriin ang form at*   * Complete and update Case File and Referral Register   *Kumpletuhin at i-update ang Case File at Referral Register* | | None  *Wala*  None  *Wala*  None  *Wala* | 5 Minutes  *5 minuto*  30 minutes  *30 minuto*  5 minutes  *5 Minuto*  15 minutes  *15 minuto* | Admin / Security personnel  PLHIV Focal Staff / Alternate  PLHIV Focal Staff / Alternate  PLHIV Focal Staff / Alternate |  |
| **TOTAL** | | | **NONE** | **55 minutes** | |  |

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| **FEEDBACK AND COMPLAINTS MECHANISM**  M*EKANISMO NG FEEDBACK AT REKLAMO* | |
| How to send feedback  *Paano magpadala ng feedback* | DSWD-Field Office send memo/email to DSWD-PMB.  *DSWD-Field Office magpadala ng memo/email sa DSWD-PMB.* |
| How feedbacks are processed  *Paano pinoproseso ang mga feedback* | DSWD-PMB send **a** reply letter/memo to the concerned Field Office.  *DSWD-PMB magpadala ng reply letter/memo sa kinauukulang Field Office.* |
| How to file a complaint  *Paano magsampa ng reklamo* | Complaints can be filed thru sending a letter or email to PMB-DSWD. The details of the complaint should be included in the information.  *Maaaring magsampa ng mga reklamo sa pamamagitan ng pagpapadala ng sulat o email sa PMB-DSWD. Ang mga detalye ng reklamo ay dapat isama sa impormasyon.* |
| Complainant using 8888  *Nagrereklamo gamit ang 8888* | SMS will receive the complaint and will be forwarded to PMB if the concern is:  *Matatanggap ng SMS ang reklamo at ipapasa sa PMB kung ang alalahanin ay:*  a. On Programs and Services- will be the one replying to the complaint  *On Programs and Services- Ang WFCSC ang tutugon sa reklamo*  b. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint  *Sa Personnel at iba pang mga bagay sa labas- Ang Focal Person ang sasagot sa reklamo* |
| 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.  *Ang kinauukulang Tanggapan ay magsasagawa ng kumperensya/pagpupulong ng kaso upang talakayin ang isyu/alalahanin. Kung kinakailangan, magtakda ng isang pulong sa nagrereklamo at talakayin ang alalahanin.*  -Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office.  *-Isasagawa ang panloob na imbestigasyon sa loob ng Kawanihan, pagkatapos ay magbigay ng rekomendasyon at opisyal na magpadala ng sulat ng tugon/memo sa kinauukulang 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 |
| Contact info of Program Focals | **SHIERRA I. USOP**  Social Welfare Officer I/Program Focal  0939-904-7178  womenandf@gmail.com    **HUNAIFAH P. HADJI NAIF**  Social Welfare Officer II  0935-888-8675  [womenandf@gmail.com](mailto:womenandf@gmail.com)  **NORAINA T. MANISI**  Social Welfare Officer II  0936-815-8006  womenandf@gmail.com |

1. **Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department.** [↑](#footnote-ref-1)
2. **Maaaring mag-iba ang oras depende sa pagdagsa ng mga kliyente, teknikal, at iba pang mga pangyayari sa labas ng kontrol ng Departamento.** [↑](#footnote-ref-2)
3. **Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department.**

   **Maaaring mag-iba ang oras depende sa pagdagsa ng mga kliyente, teknikal, at iba pang mga pangyayari sa labas ng kontrol ng Departamento.** [↑](#footnote-ref-3)