



**DEPARTMENT OF  
SOCIAL WELFARE AND DEVELOPMENT**

**CITIZENS CHARTER  
2024  
(1st Revision)**

**I. Mandate:**

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

**II. Vision:**

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

**III. Mission:**

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

**Service Pledge:**

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

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

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

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

## Quality Policy

### DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

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

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# **CENTRAL OFFICE**

## **FRONTLINE SERVICES**

# **ADMINISTRATIVE SERVICE**

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### **FRONTLINE SERVICES**

## 1. Issuance of Gate Pass for Properties for Repair/ Replacement/ Transfer/Disposal/Other Modes of Disposition

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

<b>Office or Division:</b>	DSWD Field Office XII - Property and Supply Section (PSS)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G - Government to Government G2B - Government to Business Entities	
<b>Who may avail:</b>	Property and Supply Custodian	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> <li>Three (3) original copies of duly accomplished Gate Pass</li> <li>Property/ies to be brought outside the DSWD premises</li> </ol>		<ol style="list-style-type: none"> <li>To be prepared by the concerned Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS)</li> <li>To be prepared by the DPSC of concerned Office without any prescribed format</li> </ol>
<b><u>In the absence of the authorized signatory secure any of the following:</u></b> <ol style="list-style-type: none"> <li>Signed by the personnel authorized to sign in behalf of the authorized signatory – with attached one (1) photocopy of Special Order (SO) for order of succession</li> <li>Digitally signed using the PNPKI registered digital signature</li> </ol>		<ol style="list-style-type: none"> <li>Records and Archives Management Division (RAMD)</li> <li>Digital signature of: <ul style="list-style-type: none"> <li>Authorized signatory or;</li> <li>Authorized representative with attached 1 photocopy of SO for order of succession;</li> </ul> </li> </ol>

<p>3. Printed copy of email using the official DSWD email account allowing the property to be brought outside DSWD premises</p> <p><b><u>Properties for repair/replacement attach:</u></b></p> <ol style="list-style-type: none"> <li>1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter</li> <li>1 photocopy of Technical Assistance Report</li> <li>1 photocopy of approved Purchase Order (PO) or Purchase Request (PR)</li> <li>1 photocopy of PAR/ICS if property is under warranty</li> <li>1 photocopy of government issued ID and company ID of client or representative</li> </ol> <p><b><u>For loaned properties to be returned to supplier attach:</u></b></p> <ol style="list-style-type: none"> <li>1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter</li> <li>Personal Property Item Pass Slip (PPIPS) and/or delivery or acknowledgement receipt</li> <li>1 photocopy of government issued ID and company ID of client or representative</li> </ol>	<p>3. From the:</p> <ul style="list-style-type: none"> <li>Authorized signatory or;</li> <li>Authorized representative with attached 1 photocopy of SO for Order of succession</li> </ul> <ol style="list-style-type: none"> <li>Issued by the supplier/contractor</li> <li>From concerned DSWD Office (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSD/GSS; Maintenance Equipment – BGMD/GSS)</li> <li>Procurement Management Service (PMS)</li> <li>From the accountable personnel</li> <li>From supplier or representative</li> </ol> <ol style="list-style-type: none"> <li>Issued by the supplier/contractor</li> <li>Issued by the Security Personnel upon entry of the property, from supplier or contractor</li> <li>From supplier or representative</li> </ol>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User request and submit accomplished Gate Pass.	1.1 Property personnel shall receive and review submitted duly accomplished gate passes and attachments vis-à-vis property presented.	None	3 Minutes	Khairia D. Kapampangan <i>Supply Officer</i>  <i>PSS Staff</i>  <i>Section Head</i> Property and Supply Section
	1.2 The property personnel shall review if the Gate Pass is complete and with attachments (PPIP and other supporting documents)  <b>1.2.1 Complete/ Duly Accomplished:</b>  Update PREMIS through scanning the barcode of the Gate Pass to record the time of receipt of request and endorse the same to the Heads of Property Office for approval  1.2.2	None	5 Minutes	Khairia D. Kapampangan <i>Supply Officer</i>  <i>PSS Staff</i>  <i>Rommel A. Camaganacan</i> <i>Section Head</i> Property and Supply Section



	<b>Incomplete/ with discrepancy:</b>  Return the Gate Pass to the requestor/ DPSC for proper accomplishment.			
	1.3 The Head Property Office shall approve the Gate Pass (from 8:00 A.M. to 4:00 P.M)	None	2 Minutes	<i>Rommel A. Camaganacan</i> Section Head Property and Supply Section
	1.4 The property personnel shall scan the Gate Pass barcode to record the time of approval.	None	2 Minutes	<i>Khairia D. Kapampangan</i> Supply Officer  <i>PSS Staff</i> Property and Supply Section
	1.5. The property staff shall provide the customer feedback form to the requesting party for the service provided.  1.5.1 Forward copy of the approved Gate Pass to:  a. Original copy – Security Guard b. Duplicate	None	5 Minutes	<i>Khairia D. Kapampangan</i> Supply Officer          <i>PSS Staff</i>  Property and Supply Section

	copy			
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	<p>Person who shall bring the equipment out of DSWD premises to present to Security Guard On-Duty/ Property Officer</p> <p>c. Triplicate – Property Office copy</p>			
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<p>2. Present property together with the duplicate copy of the approved Gate Pass to the security guard</p>	<p>2.1 Review the presented property vis-à-vis the duplicate copy of the approved Gate Pass</p> <p><b>With discrepancy</b> Return gate pass to the person who shall take the equipment out of DSWD premises and instruct the latter to secure a new gate pass reflecting the correct details of the</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>PSS Staff</i> Property and Supply Section</p>
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	<p>property to be brought outside DSWD premises.</p> <p><b>Without discrepancy</b></p> <p>Security Guard On-Duty shall sign the original and duplicate copy of the gate pass, return the signed duplicate copy to the client.</p> <p>2.2 Scan the barcode of the Gate Pass to record the time when the property was brought outside the DSWD in PREMIS.</p>			
	<p>2.3 Surrender the original copy of the gate pass to the Property, Supply, and Asset Management Division (PSAMD)/Property and Supply Section (PSS).</p> <p>The Security Guard shall return the copy of the</p>		5 Minutes	<p>Khairia D. Kapampangan <i>Supply Officer</i></p> <p><i>PSS Staff</i></p> <p>Property and Supply Section</p>

	gate pass upon return of the equipment brought outside the DSWD premises for monitoring purposes.			
	2.4 File gate pass for safekeeping and future reference.	None	6 Minutes	Khairia D. Kapampangan Supply Officer  PSS Staff  Property and Supply Section
	<b>TOTAL</b>	<b>NONE</b>	<b>43 Minutes</b>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the Property and Supply Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: property.fo12@dswd.gov.ph.
How complaints are processed	Upon receipt of complaint the Property and Supply Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.

	For inquiries and follow-ups, clients may contact PSS through:  <b>ROMMEL A. CAMAGANACAN</b> Administrative Officer V / Head, PSS 0999-905-8087 Email: <a href="mailto:property.fo12@dswd.gov.ph">property.fo12@dswd.gov.ph</a>
Contact information of ARTA, CSC, PCC	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

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

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

<b>Office or Division:</b>	DSWD Field Office XII- Property and Supply Section (PSS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen

<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Employees who are: <ol style="list-style-type: none"> <li>Resigned</li> <li>Transferred to other Government Offices</li> <li>Non-renewal of Contract</li> <li>Terminated</li> <li>Retired</li> </ol>
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. <u>Without Property Accountability</u></b> <ol style="list-style-type: none"> <li>Three (3) original copies of Clearance Form</li> <li>And/or duly approved request for transfer / resignation / retirement</li> </ol> <b>B. <u>With Property Accountability</u></b> <ol style="list-style-type: none"> <li>Three (3) original copies of Clearance Form</li> <li>One (1) Original Copy of Duly Accomplished Furniture and Equipment Transfer Slip (FETS) to transfer/turnover of property accountabilities</li> <li>Duly signed PAR/ICS for transferred property accountability</li> </ol> <b><u>In Case of Lost:</u></b> <ol style="list-style-type: none"> <li>With request for relief from property accountability due to loss - one (1) copy of COA decision</li> <li>With request for replacement / reimbursement of lost property - One photo copy of request for replacement approved by the Undersecretary for General Administration and Support Services Group</li> </ol>	<b>A. <u>Without Property Accountability</u></b> <ol style="list-style-type: none"> <li>Personnel Administration Division with prescribed format</li> <li>From Client</li> </ol> <b>B. <u>With Property Accountability</u></b> <ol style="list-style-type: none"> <li>Personnel Administration Division (PAD) with prescribed format</li> <li>To be prepared by the Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS)</li> <li>Submitted by the personnel applying for property clearance with signature of the new end user</li> </ol> <b><u>In Case of Lost:</u></b> <ol style="list-style-type: none"> <li>1.DSWD Commission on Audit without prescribed format</li> <li>Property Supply and Asset Management Division (PSAMD) without prescribed format</li> </ol>

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit three original copies of the clearance form issued by the Personnel Administration Division (PAD)/ Personnel Administration Section (PAS) and/or duly approved request for transfer / resignation / retirement and review the attached documents from 8 AM to 5 PM, Mondays to Fridays except holidays	1.1 Receive Three original copies of clearance issued PAD/PAS and/or duly approved request for transfer / resignation / retirement and review the attached documents from 8 AM to 5 PM, Mondays to Fridays except holidays.	None	15 Minutes	Khairia D. Kapampangan <i>Supply Officer</i>  <i>Section Head</i> Property and Supply Section
	1.2 Review and validate recorded property accountability/ies on file using the Property Records	None	1 Day	Khairia D. Kapampangan <i>Supply Officer</i>  <i>Section Head</i>



	and Equipment Monitoring Inventory System (PREMIS) and the individual folder of personnel if canceled.			Property and Supply Section
2. Submit documents and other requirements as proof of canceled property accountability and accomplish Client Satisfaction Measurement Form	<p>1.3 <b>If No</b>  <b>Accountability/ies</b>          The pr operty personnel sh all record the date of effectivity of retirement / resignation / transfer/detail of separation/date of issuance of property clearance in PREMIS and process clearance by affixing initial and forward to the Head of Property for approval.</p>	None	1 Day	Khairia D. Kapampangan <i>Supply Officer</i>  Property and Supply Section
	<p><b>With Accountability/ies</b>          Inform the former Office of the applicant through a Memorandum on the remaining accountability/ies to process its cancellation</p>			

	<p>and/or request submission of other requirements/ proof of canceled Property Accountability.</p> <p>2.1 The property personnel shall receive and review/validate the submitted documents and other requirements as proof of canceled property accountability.</p>			
		None	4 Hours	<p>Khairia D. Kapampangan <i>Supply Officer</i></p> <p><i>Section Head</i> Property and Supply Section</p>
	2.2 Check the “cleared” box and affix the signature in the clearance form	None	10 Minutes	<p>Rommel A. Camaganacan <i>Section Head</i> Property and SupplySection</p>

	2.3 The property personnel shall scan signed clearance form; record in clearance logbook/ monitoring sheet, forward to the next office concerned and administer the Client Satisfaction Measurement Form (either online or paper-based)	None	15 Minutes	Khairia D. Kapampangan <i>Supply Officer</i>  <i>Section Head</i> Property and Supply Section
	2.4 Upload scanned signed clearance in PREMIS	None	15 Minutes	Khairia D. Kapampangan <i>Supply Officer</i>  <i>Section Head</i> Property and Supply Section
	<b>TOTAL</b>	<b>NONE</b>	<b>2 Days, 4 Hours, 55 Minutes</b>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the Property and Supply Section, DSWD Field Office XII, Regional Center, Brgy.

	Carpenter Hill, City of Koronadal, South Cotabato email: property.fo12@dswd.gov.ph.
How complaints are processed	<p>Upon receipt of complaint the Property and Supply Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact PSS through:</p> <p><b>ROMMEL A. CAMAGANACAN</b>          Administrative Officer V / Head,PSS          0999-905-8087          Email: <a href="mailto:property.fo12@dswd.gov.ph">property.fo12@dswd.gov.ph</a></p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

### 3. Receiving Request for Information

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

<b>Office or Division:</b>	Administrative Service- Records And Archive Management Division	
<b>Classification:</b>	Covered by special law (Executive Order No. 02, s. of 2016)	
<b>Type of Transaction :</b>	G2C – Government to Citizens	
<b>Who may avail:</b>	Individuals with Filipino Citizenship	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>Standard Request (through FOI Request Form)</b> 1. Must Accomplish FOI Request Form 1.1 State your complete name, contact information and purpose of your request 1.2. Attach one (1) photocopy of government issued I.D or valid school I.D (for registered students) (front and back) with photo		Requesting party may visit: <a href="https://www.dswd.gov.ph/issuances/MCs/M_C_2017-009.pdf">https://www.dswd.gov.ph/issuances/MCs/M_C_2017-009.pdf</a> for the FOI Request Form  or  Secure FOI Request Form in the Office of the FOI Receiving Officer / FO FOI Focal
<b>Online Requests (through eFOI portal)</b> 1. Visit the eFOI website 1.1 Choose <u>Make a Request</u> icon 1.2 Select <u>Department of Social Welfare and Development</u> 1.3 Click on <u>Write My Request</u> 1.4 Ensure all the mandatory fields are filled out 1.5 Attach one (1) photocopy of government issued I.D or valid school I.D (for registered students) (front and back) with photo. 1.6 Create an account		Requesting party may visit the FOI website to place their request: <a href="https://www.foi.gov.ph/">https://www.foi.gov.ph/</a>

<b>If unable to make a written request, because of illiteracy or disability</b> 1. Visit the nearest DSWD Office or directly contact at (02) 8-951-7119 for inquiries		Requesting may visit the nearest DSWD Office		
For Requests through EFOI Portal				
CLIENT STEP/S	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for information via the eFOI Portal	1.1 Receive and review the completeness of the request and correctness of supporting documents  1.1.1 Check if the details provided in the eFOI is complete with attached one (1) copy of any government-issued I.D or school I.D (for registered students) with photo  1.1.2 Check if the FOI Request reasonably describes the information requested and the reason, or purpose of the request.  <b>If incomplete and with clarification,</b> notify the requesting party through an e-mail or reply in the eFOI Portal and wait for the requesting party's response.	None	1 Hour	Hearty Mae C. Loretizo Head, RAMS  Records And Archive Management Section

	<b>If a response is not received within 60 calendar days, the</b>			
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	system will automatically close the request.			
	<p>1.2 Conduct initial assessment and determine whether to deny or accept the FOI Request</p> <p>1.1.1 Outright deny if the request is found to be:</p> <ul style="list-style-type: none"> <li>a. Available online</li> <li>b. Substantially similar or identical to the previous request; and</li> <li>c. Information not maintained by the Department but is available in other Government Agencies, the same shall be forwarded to the identified Agency using the “referral” option in the eFOI portal;</li> </ul> <p>1.1.2 Send a reply message via eFOI portal indicating the reason for full denial to the requesting party.</p> <p>1.1.3 Attach a link to the Client Satisfaction Measurement Form</p>	None	2 Hour (end of process)	<p><i>Hearty Mae C. Loretizo</i> Head, RAMS</p> <p>Records And Archive Management Section</p>

	1.2 Accept if the request is accurate and complete.  1.2.1 Once accepted, an automated email notification will be sent to the FOI registered email account of the CO FOI Decision Maker	None	1 Hour and 45 Minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
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	1.3 Update status in the ISO registered FOI Monitoring Tool	None	15 Minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.4 Receive notification from FRO through email and Open the eFOI Portal	None	5 Minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.5 Determine if the request is simple or complex.  <b>If simple</b> , draft a reply letter addressed to the client. Send the reply to the client by uploading in the eFOI Portal.  <b>If complex</b> , conduct research.  1.5.1 . Coordinate with concerned OBSU/s.	None	7 Hours and 55 Minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section



	1.5.2 Prepare a letter reply to the client.  1.5.3 Upload in the eFOI the letter reply to the client.			
	1.6 Print the screenshots  of the request	None	15 Minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.7 Prepare memorandum  to concerned OBSU/s	None	2 Hours	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section

	1.8 Endorse the draft memorandum to the Office of the Director (OD) through email and hard copy	None	15 Minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.9 Review the printed draft memorandum and recommend its approval to the FDM	None	3 Hours and 20 Minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	<b>If documents are found to be in order</b> , refer to step 10.			

	<b>If the documents need revisions</b> , the OD staff will send back the drafts with comments to FDM Process focal for enhancement.			
	1.10. Revise the draft memorandum and incorporate the comments.	None	15 Minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.11. Re-submit to the OD staff the printed copy of the revised memorandum	None	10 Minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.12 Forward the draft memorandum to the FDM for approval.	None	30 Minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.13 FDM shall review the printed draft memorandum.  <b>If the draft memorandum is found to be in order</b> , FDM shall approve it.	None	35 Minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section

	<p><b>If the draft memorandum needs revision,</b> FDM will send back to OD staff the documents with comments.</p> <p>1.13.1 OD Staff shall return to the LS FOI Focal, the documents for revision. Then proceed to step 8</p>			
	<p>1.14 Sign the memorandum to the OBSU</p>	None	7 Minutes	<p><i>Hearty Mae C. Loretizo</i> Head, RAMS</p> <p>Records And Archive Management Section</p>
	<p>1.15 Record, scan and send the signed memorandum to the concerned OBSU/s to notify them.</p>	None	20 Minutes	<p><i>Hearty Mae C. Loretizo</i> Head, RAMS</p> <p>Records And Archive Management Section</p>
	<p>1.16 Send the hard copy of the signed memorandum to the concerned OBSU/s</p>	None	30 Minutes	<p><i>Hearty Mae C. Loretizo</i> Head, RAMS</p> <p>Records And Archive Management Section</p>
	<p>1.17 Receive the referral through a memorandum from the FOI Decision Maker</p>	None	15 Minutes	<p><i>Hearty Mae C. Loretizo</i> Head, RAMS</p> <p>Records And Archive Management Section</p>

	1.18. Retrieval of the requested data:  1.18.1 If the Office/s concern does not maintain the requested information, they must inform the FRO, in writing within 2 working days upon receipt of the referral from the FDM. <i>Proceed to step 20</i>	None	16 Hours.	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
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	1.19 For standard request, transmit such information to the FRO within 10 working days upon receipt of endorsement from FDM.  1.19.1 For complex requests or those requests that require an extensive search of office records, the concerned office/s may write a request for extension of time to respond to FRO for not more than 10 working days.	None	(18.2) Standard Request: 71 hrs. and 25 mins.  (18.3) Complex Requests: 159 hrs. and 5 mins.	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.20 Forward to the FOI  Receiving Officer the requested data.	None	1 hour and 20 minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.21 Receive response	None	15 minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>

	from the CO/FO OBSD/s holding the information			Records And Archive Management Section
	<p>1.22 The FRO Process Focal shall collate and ensure that the information is complete</p> <p><b>If found to be incomplete,</b> return the same to the concerned office/s for compliance.</p>	None	1 hour	<p><i>Hearty Mae C. Loretizo</i> Head, RAMS</p> <p>Records And Archive Management Section</p>
	1.23 If found to be complete, prepare a letter endorsing the data/information to the Requesting Party through a formal letter with attached ISO registered	None	5 hours	<p><i>Hearty Mae C. Loretizo</i> Head, RAMS</p> <p>Records And Archive Management Section</p>
	FOI Customer Feedback Form.			
	<p>1.24 Sign the letter</p> <p>endorsing the data/information to the Requesting Party through a formal letter with attached ISO registered FOI Customer Feedback Form.</p>	None	40 minutes	<p><i>Hearty Mae C. Loretizo</i> Head, RAMS</p> <p>Records And Archive Management Section</p>
	1.25 Transmit the approved information to the requesting party, through: a. electronic mail; or b. courier service	None	1 hour and 30 minutes	<p><i>Hearty Mae C. Loretizo</i> Head, RAMS</p> <p>Records And Archive</p>

				Management Section
	1.26 Update status of request in the FOI Monitoring Tool and file copy of endorsement letter to the requesting party	None	30 minutes	<i>Hearty Mae C. Loretizo</i> Head, RAMS  Records And Archive Management Section
	<b>TOTAL:</b>	<b>None</b>	Standard Request - <b>12 Working days and 38 Minutes</b>  Complex Request - <b>23 Working days and 19 Minutes</b>  <b>(covered by EO 02 s2016)</b>	

For Standard Request through FOI Request Form				
CLIENT STEP/S	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for information via the Manual Request (FOI Form)	1. Review the completeness of the request and supporting document.	None	1 hour	<i>Division Chief</i> Records And Archive Management Section

	<p>If the details provided in the FOI Request Form is complete with attached one (1) copy of any government-issued I.D or school I.D (for registered students) with photo</p> <p>If the FOI Request reasonably describes the information requested and the reason, or purpose of the request.</p> <p><b>If incomplete and with clarification</b>, return the FOI Form to the requesting party for compliance. Or notify the requesting party through an email if the request was received digitally and wait for the requesting party's response. If a response is not received within 60 calendar days, the request is deemed closed.</p>			
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	<p>1.2. Conduct initial assessment and determine whether to deny or accept the FOI Request</p> <p>1.2.1 Outright deny if the request is found to be:</p> <ul style="list-style-type: none"> <li>a. Available online</li> <li>b. Substantially similar or identical to the previous request; and</li> <li>c. Information not maintained by the Department.</li> </ul> <p>1.2.2 Draft a reply letter to the requesting party indicating the reason for full denial signed by FRO / Regional Director</p> <p>1.2.3 Transmit the reply letter with attached Client Satisfaction Measurement Form to the requesting party, through:</p> <ul style="list-style-type: none"> <li>a. electronic mail; or</li> <li>b. courier service</li> </ul>	None	5 hours (end of process)	<p><i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i></p> <p>Records And Archive Management Section</p>
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	1.3. Accept if the request is accurate and complete.	None	45 minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.4 Draft a letter endorsing the request to the FOI Decision Maker (FDM) / FOI Focal for evaluation.	None	2 hours.	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.5. Sign the prepared memorandum	None	1 hour	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.6. Transmit the memorandum endorsing the FOI request to FDM / FOI Focal	None	30 minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.7. Update status in the ISO registered FOI Monitoring Tool	None	15 minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section

	1.8. Receive the endorsement letter from FRO / FO FOI Focal	None	17 hours and 45 minutes	<i>Hearty Mae C. Loretizo Head, RAMS</i>  Records And Archive Management Section
	1.9. Determine if the request is simple or complex.  <b>If simple</b> , draft a reply letter addressed to the	None	(8.1)  10 minutes	<i>Hearty Mae C. Loretizo Head, RAMS</i>  Records And Archive Management Section

	client. Send the reply to the client by email  <b>If complex</b> , conduct research.  1.9.1 Coordinate with concerned CO / FO OBSU		(8.2)  7 hours and 10 minutes	
	1.10 Prepare a memorandum to concerned OBSU/s	None	2 hours	<i>Hearty Mae C. Loretizo Head, RAMS</i>  Records And Archive Management Section

	1.11. Send an email to the Office of the Director (OD) / FO FOI Focal attaching the draft memorandum, screenshots and reply to client for review	None	15 minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.12. Print the draft memorandum to CO / FO OBSD/s and forward to the OD / FO FOI Focal to respond to FRO not more than 10 working days.	None	10 minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.13. Review the printed draft memorandum and recommend its approval to the FDM / FO FOI Focal / FO ORD	None	1 hour	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section

	<p><b>If documents are found to be in order,</b> refer to step 10.</p> <p><b>If the documents need revisions,</b> the OD personnel will send back the drafts with comments to FDM Process focal for enhancement.</p>			
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	1.14. Revise the draft memorandum and incorporate the comments.	None	15 minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.15. Re-submit to the LS-OD / FO FOI Focal personnel the printed copy of the revised memorandum	None	15 minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.16. Forward the draft memorandum to the FDM / FO FOI Focal for approval.	None	30 minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.16. FDM / FO FOI Focal will review the printed draft memorandum.  <b>If the draft memorandum is found to be in order, FDM shall approve it.</b>	None	30 minutes  20 minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section

	<p><b>If the draft memorandum needs revision, FDM / FO FOI Focal will send back to OD personnel the documents with comments.</b></p> <p>1.16.1 OD personnel shall return to the LS / FO FOI Focal, the documents for revision. Then proceed to step 13</p>		15 minutes	
	1.17. Sign the memorandum to the concerned CO / FO OBSDs	None	2 minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.18. Record, scan, and send the signed memorandum to the concerned CO / FO OBSDs through email to notify them.	None	20 minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.19. Send the hard copy of the signed memorandum to the concerned CO / FO OBSDs	None	30 minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i> Records And Archive Management Section
	1.20. Receive the referral through a memorandum from the FDM / FO FOI Focal	None	15 minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive

				Management Section
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	1.21. Retrieval of the requested data:  <b>If the Office/s concern does not maintain the requested information,</b> they must inform the FRO/FO FOI Focal, in writing within 2 working days upon receipt of the referral from the FDM/FO FOI Focal. <i>Proceed to step 23</i>	None	(21.1)  16 hrs.	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
<b>For standard requests,</b> transmit such information to the FRO / FO FOI Focal within 10 working days upon receipt of endorsement from FDM / FO FOI Focal.  <b>For complex requests or those requests that require an extensive search of office</b>	None	(21.2) Standard Request: 71 hrs. and 25 mins.  (21.3) Complex Requests:  159 hrs. and 5 mins.	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section	

<b>records</b> , the concerned office/s may write a request for an extension of time to respond to FRO / FO FOI Focal for not more than 10 working days.				
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	1.22. Forward to the FRO / FO FOI Focal the requested data.	None	1 hr. and 20 minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.23. Receive a response from the CO / FO OBSD holding the information	None	15 minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.24. The FRO Process Focal / FO FOI Focal shall collate and ensure that the information is complete  <b>If found to be incomplete</b> , return the same to the concerned office/s for compliance.	None	1 hour and 15 minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section

	<b>If found to be complete</b> , prepare a letter endorsing the data/information to the Requesting Party through a formal letter with the attached FOI Customer Feedback Form.	None	5 hours	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.26. Sign the letter endorsing the data/information to the Requesting Party through a formal letter with an attached FOI Customer Feedback Form.	None	40 minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.27. Transmit the approved information to the requesting party, through: a. electronic mail; or b. courier service	None	1 hour	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	1.28. Update the status in the FOI Monitoring Tool, and file a copy of the endorsement letter to the requesting part.	None	30 minutes	<i>Hearty Mae C. Loretizo</i> <i>Head, RAMS</i>  Records And Archive Management Section
	<b>TOTAL:</b>	<b>None</b>	<b>Standard Request - 12</b> working days and 50 minutes  <b>Complex</b>	



			<b>Request - 23</b> working days and 49 minutes  <b>(Covered by</b> <b>EO 02 s2016)</b>	
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<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the Records and Achieves Management Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: property.fo12@dswd.gov.ph.
How complaints are processed	<p>Upon receipt of complaint the the Records and Achieves Management Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact RAMS through:</p> <p><b>HEARTY MAE C. LORETIZO</b>          Administrative Officer IV / Head,RAMS          Email: <a href="mailto:hmcloretizo.fo12@dswd.gov.ph">hmcloretizo.fo12@dswd.gov.ph</a>          Contact No. 09276777415</p>

Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

# **AGENCY OPERATIONS SERVICE (AOS)**

## **FRONTLINE SERVICES**

## 1. Handling of 8888 Inquiries, Complaints, and Grievances

The Department of Social Welfare and Development established the Agency Operations Service (AOS) under President Rodrigo Roa Duterte's Executive Order No. 06, Series of 2016. This order institutionalized the 8888 Citizens' Complaint Hotline and established the 8888 Citizens' Complaint Center. The AOS must ensure adherence to the mandated 72-hour response on inquiries, complaints, and grievances referred to the DSWD through the 8888 hotline portal.

<b>Office or Division:</b> <b>Classification:</b> <b>Type of Transaction :</b> <b>Who may avail:</b>	Agency Operations Service- DSWD 8888 Action Center Simple G2C - Government to Citizens G2G - Government to Government  A person who has inquiries, complaints, and grievances to the Department of Social Welfare and Development (DSWD) is received through the 8888 Citizens' Complaint Hotline portal.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Required documents for processing 8888 Citizens' Complaint Hotline inquiries, complaints, or grievances: <ol style="list-style-type: none"> <li>One (1) Copy of the Referral Letter (PDF format): <i>This contains the Ticket Reference Number issued by the 8888 Citizens' Complaint Center.</i></li> <li>Client Information (if available): <i>This includes the client's name, address, telephone number, and email address (if applicable).</i></li> <li>Inquiry/Complaint/Grievance Details: <i>This provides a complete and detailed description of the concern.</i></li> </ol>		8888 Citizens' Complaint Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client or Citizen to lodge/file their inquiries,	1.1 The Technical Staff shall receive, review, evaluate,	None	15 Minutes	AOS

	and determine if			
complaints, or grievances, regarding the Department of Social Welfare and Development (DSWD) programs, services, or staff via the 8888 Hotline.	<p>the client's inquiry, complaint, or grievance is a DSWD concern.</p> <p>If yes, the Technical Staff shall refer to the concerned Office/Bureaus/Units/Services (OBSUs)/Field Offices (FOs)/Attached Agencies (AAs).</p> <p>If not, the Technical Staff shall request for reversion to the 8888 CCC Administrator through the 8888 Citizens' Complaint Hotline Portal.</p> <p>1.2 The Technical Staff shall encode the client's details into the 8888 unified monitoring matrix.</p>			
2. The 8888 client/s shall receive a response/action on the concern.	2.1 The Technical Staff shall receive, review, and refer 8888 ticket/s to the concerned Division/Unit/Service for appropriate action.	None	5 Minutes	<i>Nor-alea M. Saripada</i> <i>8888 Focal Person/Management and Audit Analyst II</i>  <i>Internal Audit Unit</i>

	2.2 The Technical Staff shall respond		71 Hours, 10 Minutes	
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	to the concern of the client accordingly.			LORETO JR. V. CABAYA Regional Director  and  NOR-ALEA M. SARIPADA 8888 Focal Person
	2.3 The Technical Staff shall conduct a Client Satisfaction Measurement Survey (CSMS) to the client, provided that the client's information is available.		5 Minutes	<i>Nor-alea M. Saripada          8888 Focal Person/Management and Audit Analyst II           Internal Audit Unit</i>
	2.4 The Technical Staff shall submit the signed feedback report/memorandum addressed to the DSWD 8888 Permanent Focal Person to the AOS, detailing the action/s taken, and the complete attachments <sup>1</sup> on the ticket referred by the DSWD 8888 Action Center.		5 Minutes	<i>Nor-alea M. Saripada          8888 Focal Person/Management and Audit Analyst II           Internal Audit Unit</i>

<p>3. Receive a response or resolution to the client's concern.</p>	<p>3.1 The Technical Staff shall receive, review, and acknowledge the signed an official memorandum of responses submitted by the concerned OBSU/FO/AA.</p> <p>If the responses are not deemed as concrete and specific actions, the Technical Staff shall return the submitted official memorandum and attachments to the respective OBSU/FO/AA through the official email address for further compliance.</p>	<p>None</p>	<p>8 Minutes</p>	<p>AOS</p>
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<sup>1</sup> Signed feedback report/memorandum, proof of communication with the client not limited to email attachments, a screenshot of the text message, or call logs that include the client's contact number with the date and time of call, text or email.

	If the responses are deemed concrete and specific <sup>2</sup> , and accompanied by complete attachments, proceed to the next step.			
	3.2 The Technical Staff shall recommend the closure of the ticket in the 8888 Citizens' Complaint Hotline Portal.	None	2 minutes	AOS
	3.3 Once closed, the Technical Staff shall notify the concerned OBUS/FO/AA that the ticket has been closed in the 8888 Citizens' Complaint Hotline Portal.	None	10 Minutes	AOS
	3.3.1 The Technical Staff shall acknowledge the provided update.			<i>Nor-alea M. Saripada 8888 Focal Person/Management and Audit Analyst II</i>
	3.3.2 The Technical Staff shall update the 8888 unified monitoring matrix and mark the ticket as closed.			<i>Nor-alea M. Saripada 8888 Focal Person/Management and Audit Analyst II</i>
	<b>TOTAL:</b>	<b>None</b>	<b>72 Hours or 3 Calendar Days</b>	

<sup>2</sup> It refers to actual and factual action to the complaint. It must be within the mandate of the Agency and a



clear, exact, and relevant response to the complaint

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the Office of the Regional Director, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: namsaripada.fo12@dswd.gov.ph.
How complaints are processed	<p>Upon receipt of complaint the Office of the Regional Director shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact through:</p> <p><b>NOR-ALEA M. SARIPADA</b>  <b>MAA II</b>            namsaripada.fo12@dswd.gov.ph/ 09511014622</p>

Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
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Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)
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# **FINANCIAL MANAGEMENT SERVICE**

**(FMS)**

**(FRONTLINE EXTERNAL SERVICES)**

## 1. Processing of BIR Form 2322 : Certificate of Donation

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

<b>Office or Division:</b>	Accounting Division - Regular Programs	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government	
<b>Who may avail:</b>	Donors of cash and in-kind donations or his/her authorized representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>For walk-in clients</b>		
<b>A. Requesting of Certificate</b> 1. Request form for Certificate of Donation (1 Original Copy)		1. For Central Office (CO) - ADRP Records and Reporting Section  For Field Offices (FO) - Accounting Section  Schedule of request: Monday – Friday, 8:00 AM – 5:00 PM
2. Signed and Notarized Deed of Donation (1 Original Copy)		2. Requesting Party
3. Signed and Notarized Deed of Donation (1 Original Copy)		3. For Cash Donation - Cash Division of Financial Management Service (CO) / Cash Section (FO)  For Donations in Kind - Office/Bureau in DSWD who receive the donation

4. Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original Copy)	4. For Central Office (CO) - ADRP Records and Reporting Section  For Field Offices (FO) - Accounting Section
<b>For online clients</b>	
<b>A. Requesting of Certificate</b> 1. Request form for Certificate of Donation (1 Electronic Copy)	1. Download and print the request form from <a href="https://bit.ly/3l7RCeu">https://bit.ly/3l7RCeu</a> (form is located under General Administration and Support Services Group, select DSWD-FMS-GF-002 REV 01 REQUEST FORM FOR CERTIFICATE OF DONATION)
2. Signed and Notarized Deed of Donation (1 Electronic Copy)	2. Requesting Party/Donor
3. Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Electronic Copy)	3. For Cash Donation - Cash Division of Financial Management Service (CO) / Cash Section (FO)  For Donations in Kind - Office/Bureau in DSWD who receive the donation
<b>B. Claiming of Certificate</b>  4. E-mail Acknowledgement Receipt (1 Printed Copy)  • Signed and Notarized Deed of Donation (1 Original Copy)  • Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original Copy)	4. Email from <a href="mailto:accounting@dswd.gov.ph">accounting@dswd.gov.ph</a> for CO or <a href="mailto:fmd.fo12@dswd.gov.ph">fmd.fo12@dswd.gov.ph</a> for FOs  • Requesting Party/Donor  • For Cash Donation - Cash Division of Financial Management Service (CO) / Cash Section (FO)  For Donations in Kind - Office/Bureau in DSWD who receive the donation
<b>Additional requirements if claimed by authorized representative</b>	

<ul style="list-style-type: none"> <li>• Authorization letter for the representative (1 Printed Copy)</li> </ul>		<ul style="list-style-type: none"> <li>• Requesting Party/Donor</li> </ul>		
<ul style="list-style-type: none"> <li>• Government-issued IDs (1 Photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>• Requesting Party/Donor and His/Her Authorized Representative</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the ADRP Records and Reporting Section of the Central Office or Accounting Section in the Field Offices to secure the request form.  -or-  Secure the request form by visiting the link and download the form via <a href="https://bit.ly/3l7RCeu">https://bit.ly/3l7RCeu</a>	1. Provide the request form for Certificate of Donation to walk-in client/s.	None	5 Minutes	DOREEN CABAILO Administrative Assistant II  Financial Management Division
2. Fill-out and submit the request form together with the required supporting documents to ADRP Records and Reporting Section (CO) or Accounting Section (FO).  -or-	2.1 The Accounting Staff shall receive and review the completeness of the request form and supporting documents. If complete, the Accounting Staff shall provide a claim stub to walk-in clients.  -or-	None	6 Minutes (Walk-in/ Online)	DOREEN CABAILO Administrative Assistant II  Financial Management Division

<p>Fill-out and submit the scanned form together with the supporting documents and email the documents via <a href="mailto:accounting@dswd.gov.ph">accounting@dswd.gov.ph</a> for CO or <a href="mailto:accounting.fo12@dswd.gov.ph">accounting.fo12@dswd.gov.ph</a> for FO.</p> <p>Note: The client shall wait for the schedule of the release of the Certification. They shall receive a NOTIFICATION via email/chat/call from the Donation Office on the schedule to claim the Certification.</p>	<p>If sent via email, the Accounting Staff shall review the documents as to completeness, acknowledge the email, and request for an original copy upon claiming.</p> <p><b>Note: Only requests with complete requirements shall be accepted and processed. All requests with incomplete requirements shall be returned to the client.</b></p>			
	<p>2.2 The Accounting Staff shall record in the monitoring sheet the details of the donation and indicate on the claim stub or email</p>	None	5 Minutes	<p>DOREEN CABAILO Administrative Assistant II</p> <p>Financial Management Division</p>

	acknowledgement the schedule of release of BIR Form 2322: Certificate of Donation.			
	2.3 The Accounting Staff	None	6 Days, 7 Hours	ROHAIFAH L. CALANDADA, CPA Regional Accountant  DOREEN CABAILO Administrative Assistant II  Financial Management Division

	shall prepare the Certificate of Donation for Signature of the Secretary or the Authorized Representative			
	2.4 The Accounting Staff shall update the status of request for certificate on the monitoring file.	None	10 Minutes	DOREEN CABAILO Administrative Assistant II  Financial Management Division



	Note: All certificates that are ready for release shall be issued to the requesting party/ies			
3. The donor/authorized representative shall personally visit the ADRP Records and Reporting Section (CO) or Accounting Section (FO), wait for the release of the Certification, and receive and sign the logbook for acknowledgement  <b>Note:</b> The Client shall present the following documents: a. claim stub for walk-in requests -or- b. printed email acknowledgement receipt together with the original copy of required documents for online requests c. authorization letter from the donor and photocopy of government-issued ID of the donor and his/her authorized	3. The Accounting Staff shall issue the BIR Form 2322: Certificate of Donation and assist the client to sign in the logbook as a proof that the Certification has been received.	None	2 Minutes	DOREEN CABAILO Administrative Assistant II  Financial Management Division

representative, if applicable				
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4. Fill-out the provided customer feedback form for the service availed	4. The Accounting staff shall administer the Client Satisfaction Measurement Form (via pen-and-paper /online) to the requesting party for the service provided	None	2 Minutes	DOREEN CABAILO Administrative Assistant II  Financial Management Division
	<b>TOTAL:</b>	<b>None</b>	<b>6 Days, 7 Hours, 30 Minutes</b>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.

How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to Financial Management Division, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: doreencabailo@gmail.com</p> <p>.</p>
How complaints are processed	<p>Upon receipt of complaint the <b>Financial Management Division</b> shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact FMD through:</p> <p><b>DOREEN CABAILO</b>          Administrative Officer II  <b>Email:</b> doreencabailo@gmail.com  <b>Contact Number:</b> 0909-411-0338</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

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

This covers the processing of requests of DSWD separated employees for the certifications in Accounting.

*Accounting Certifications offered:*

For Former Cost of Service (COS) worker:

- Last Cost of Services Processed;

For Former Permanent, Casual or Contractual employee:

- Last Salary Processed;
- Pag-IBIG Contributions and Remittances;
- Pag-IBIG Loan Amortization Withheld and Remittances;
- GSIS Contribution and Remittances;
- GSIS Loan Amortization Withheld and Remittances;
- Philhealth Contributions and Remittances (maximum of one year)

<b>Office or Division:</b>	Accounting Division - Regular Programs	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government	
<b>Who may avail:</b>	Former employees of the Department or his/her authorized representative	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For walk-in clients</b>		
<b>A. Requesting of Certificate</b> 1. Request form for Accounting Certification of Former DSWD Employees (1 Original Copy)		1. For Central Office (CO) - ADRP Pre-Audit Internal Section For Field Offices (FO) - Accounting Section Schedule of request: Monday – Friday, 8:00 AM – 5:00 PM
2. Government-issued ID of the requesting party (1 Photocopy)		2. Requesting Party/Formal DSWD employee

<i>B. Claiming of Certificate</i>  3. Claim Stub (1 Original Copy)		3. For Central Office (CO) - ADRP Pre-Audit Internal Section  For Field Offices (FO) - Accounting Section		
For online clients				
<i>A. Requesting of Certificate</i> 1. Request form for Accounting Certification of Former DSWD Employees (1 Electronic Copy)		1. Download and print the request form from <a href="https://www.dswd.gov.ph/about-us-2/citizens-charter">https://www.dswd.gov.ph/about-us-2/citizens-charter</a> (form is located under General Administration and Support Services Group, select DSWD-FMS-GF-001 REV 01 REQUEST FORM FOR ACCOUNTING CERTIFICATIONS)		
2. Government-issued ID of the requesting party (1 Electronic Copy)		2. Requesting Party/Formal DSWD employee		
<i>B. Claiming of Certificate</i> 3. E-mail Acknowledgement Receipt (1 Printed Copy)		3. For Central Office (CO) - ADRP Pre-Audit Internal Section  For Field Offices (FO) - Accounting Section		
Additional requirements if claimed by authorized representative				
• Authorization letter for the representative (1 Printed Copy)		• Requesting Party/Formal DSWD employee		
• Government-issued IDs (1 Photocopy)		• Requesting Party/Formal DSWD employee and His/Her Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Visit the ADRP Pre-Audit Internal Section of the Central Office or Accounting Section in the Field Offices to fill-out the request form.	1. Provide the request form for Accounting Certification to the walk-in clients (Former DSWD Employee/s)	None	5 Minutes	FARICIA RAYMAN Financial Analyst II  Financial Management Division
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-or-  Secure the request form by visiting the link or download the form via <a href="https://www.dswd.gov.ph/about-us-2/citizens-charter">https://www.dswd.gov.ph/about-us-2/citizens-charter</a>				
2. Fill-out and submit the form together with the required supporting documents to ADRP Pre-Audit Internal Section (CO) or Accounting Section (FO).  -or-	2.1 The Accounting Staff shall receive and review/check the completeness of the request form and required supporting documents  -or-	None	5 Minutes (Walk-in/Online)	FARICIA RAYMAN Financial Analyst II  Financial Management Division

<p>Fill-out and submit the form together with the supporting documents or email the documents via <a href="mailto:accounting@dswd.gov.ph">accounting@dswd.gov.ph</a> for CO or <a href="mailto:accounting.fo12@ds_wd.gov.ph">accounting.fo12@ds_wd.gov.ph</a> for FO.</p> <p>Note: The client shall wait for the release of the Certification based on the scheduled release of the document.</p>	<p>The Accounting staff shall review the documents as to completeness and print the emailed scanned documents</p> <p><b>Note: Only requests with complete requirements shall be accepted and processed. All requests with incomplete requirements shall be returned to the client.</b></p>			
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	<p>2.2 The Accounting Staff shall record the details of the request and indicate the schedule to claim the certificate with control number in the monitoring sheet.</p>	None	5 Minutes	<p>FARICIA RAYMAN Financial Analyst II</p> <p>Financial Management Division</p>
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	2.3 The accounting staff shall respond to the email for online request or issue claim stub for the walk-in request. He/She shall also indicate the schedule of the release of Certification with reference number of the document.	None	10 Minutes	FARICIA RAYMAN Financial Analyst II  Financial Management Division
	2.4 The Accounting Staff shall prepare the Certificate for Accounting Certification for review/approval of the Chief Accountant or the Authorized Representative	None	6 Days, 45 Minutes	<i>ROHAIFAH CALANDADA, CPA</i> Regional Accountant/  FARICIA RAYMAN Financial Analyst II  Financial Management Division

	2. 5 The Accounting Staff shall update the status of the request for the certificate in the monitoring file.  Note: All certificates that are ready for release shall be	None	15 Minutes	FARICIA RAYMAN Financial Analyst II  Financial Management Division
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	issued to the requesting party/ies			
<p>3. The client shall present the following to the Accounting staff-in-charge to receive the Certification:</p> <p>a. claim stub for walk-in requests -or-</p> <p>b. printed email acknowledgment for online requests authorization letter from the former employee and photocopy of government-issued ID of the former employee and his/her authorized representative, if applicable.</p> <p>c. Then, sign the logbook for acknowledgment</p>	<p>3. The Accounting Staff shall issue the Certificate for Accounting Certification to the client and Assist the client to sign in the logbook as a proof that the Certification has been received.</p>	None	5 Minutes	<p>FARICIA RAYMAN Financial Analyst II</p> <p>Financial Management Division</p>

4. Fill out the Client Satisfaction Measurement Form	4. The Accounting staff shall administer the Client Satisfaction Measurement Form(via pen-and-paper /online) to the requesting party for the service provided	None	2 Minutes	FARICIA RAYMAN Financial Analyst II  Financial Management Division
	<b>TOTAL:</b>	<b>None</b>	<b>6 Days, 1 Hour, 32 Minutes</b>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to Financial Management Division, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: fbrayman.fo12@dswd.gov.ph .
How complaints are processed	Upon receipt of complaint the <b>Financial Management Division</b> shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact FMD through:

	<b>FARICIA B. RAYMAN</b> Financial Analyst II  <b>Email:</b> fbrayman.fo12@dswd.gov.ph Contact No.: 0909-000-4409
Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

# **HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT SERVICE (HRMDS)**

## **FRONTLINE SERVICES**

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

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

<b>Office or Division:</b>	Personnel Administration Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	Separated Central Office Officials, Employees, and COS Workers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) HRMDS-PAD Request Form or formal letter or e-mail request		PAD Receiving Area Client		
One (1) CO Clearance Certificate		Client or if none, FILE 201 / PER 16		
One (1) Authorization Letter (if necessary)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send request through mail/e-mail or accomplish the HRMDS-PAD Request Form  (write contact details, as needed) and submit to PAD <b>together with</b>	1. Receive and acknowledge request for COE from the client, then forward to personnel handling COE requests (via: DRF/email)	None	10 minutes	NORHYAMA P. MAMACOTA O Administrative Officer V  Personnel Administration Section

<b>supporting documents, if any.</b>				
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2. Wait for advice of the assigned PAD Focal Person	2.1. Upon receipt of request from the receiving clerk, the responsible personnel shall review and draft the COE based on the purpose indicated in the request following the standard template, if the COE is to be sent via courier service, prepare transmittal with information on how to return the customer feedback form  <i>Note: Use Service Card or 201 File/PER 16 or Index Card for COS Workers as reference in preparation of COE</i>	None	2 Days, 4 hours (depending on the period of retrieving the files)	NORHYAMA P. MAMACOTA O Administrative Officer V  Personnel Administration Section
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	2.2. Authorized Certifying authority shall review/ sign/initial the COE and inform the client  once the COE is ready for releasing via e-mail/SMS/call.	None	3 hours and 40 minutes (depending on the availability of signatories)	<i>Norhayma Mamacotao</i> Administrative Officer V  Personnel Administration Section
3. If the COE is for pick-up, proceed to PAD and get the requested document.          If the COE is to be sent via courier service, wait until the parcel is sent to a given address.	3. Provide one (1) duly signed COE to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	None	10 Minutes	<i>NORHYAMA P. MAMACOTA O</i> Administrative Officer V  Personnel Administration Section
	<b>TOTAL:</b>	<b>None</b>	<b>3 Days</b>	
<b>Feedback and Complaints Mechanisms</b>				
How to send a feedback		Customer Feedback Form shall be provided to the client after issue of the approved property clearance		

How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to Personnel Administration Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato</p> <p><b>Email:</b> <a href="mailto:npmamacotao.fo12@dswd.gov.ph">npmamacotao.fo12@dswd.gov.ph</a></p>
How complaints are processed	<p>Upon receipt of complaint the <b>Personnel Administration Section</b> shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact PAS through:</p> <p><b>NORHAYMA P. MAMACOTAO</b> Administrative Officer V</p> <p><b>Email:</b> <a href="mailto:npmamacotao.fo12@dswd.gov.ph">npmamacotao.fo12@dswd.gov.ph</a> Contact No.: 09985131980</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

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

The Service Record (SR) is being issued to separated officials and employees in the Central Office (CO) who have been cleared of money, property, and legal accountabilities. As requested, the SR provides and certifies their detailed government



service, to include: Full Name, Date and Place of Birth, Positions, Status of Employment and Equivalent Periods and Salaries

<b>Office or Division:</b>	Personnel Administration Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	Separated Central Office Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) HRMDS-PAD Request Form or formal letter or e-mail request		PAD Receiving Area Client		
One (1) CO Clearance Certificate		Client or if none, FILE 201 / PER 16		
One (1) Authorization Letter (if necessary)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send request through mail/e-mail or accomplish the HRMDS-PAD Request Form (write contact details as needed) and submit to PAD <b>together with supporting documents, if any.</b>	1. Receive and acknowledge request for SR from the client, then forward to personnel handling SR requests (via: DRF/email)	None	10 minutes	NORHYAMA P. MAMACOTA O Administrative Officer V  Personnel Administration Section
2. Wait for advice of the assigned PAD Focal Person	2.1. Upon receipt of request from the receiving clerk, the responsible personnel shall review and draft the SR based on	None	2 Days, 4 hours	NORHYAMA P. MAMACOTA

	<p>the purpose indicated in the request following the standard template, if the SR is to be sent via courier service, prepare the transmittal with instructions on how to return the customer feedback form</p> <p><i>Note: Use Service Card or 201 File/as reference in preparing SR</i></p>		(depending on the period of retrieving the files)	<p>O Administrative Officer V</p> <p>Personnel Administration Section</p>
	<p>2.2. Authorized Certifying authority shall review/ sign/initial the SR / transmittal letter.</p>	None	<p>3 hours and 30 minutes (depending on the availability of signatories)</p>	<p><i>Norhayma P. Mamacotao</i> Administrative Officer V</p> <p>Personnel Administration Section</p>

	2.3 Inform the client that the SR is ready for releasing via e-mail/SMS/call.	None	10 minutes	Norhayma P. Mamacotao Administrative Officer V  Personnel Administration Section
3. If the SR is for pick-up, proceed to PAD and get the requested document.  If the SR is to be sent via courier service, wait until the parcel is sent to a given address.	3. Provide one (1) duly signed SR to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	None	10 minutes	Norhayma P. Mamacotao Administrative Officer V  Personnel Administration Section
	<b>TOTAL:</b>	<b>None</b>	<b>3 Days</b>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.

How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to Personnel Administration Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato</p> <p><b>Email:</b> npmamacotao.fo12@dswd.gov.ph</p>
How complaints are processed	<p>Upon receipt of complaint the <b>Personnel Administration Section</b> shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact PAS through:</p> <p><b>NORHAYMA P. MAMACOTAO</b> Administrative Officer V</p> <p><b>Email:</b> npmamacotao.fo12@dswd.gov.ph Contact No.: 09985131980</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

# **NATIONAL HOUSEHOLD TARGETING OFFICE (NHTO)**

## **FRONTLINE SERVICES**

## 1. Data Sharing – List of Data Subjects

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

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

<p>8. One (1) original copy of the Resolution of Governing Board authorizing head of agency to enter into a data sharing agreement with DSWD (only for NGOs, CSOs, and Private Foundations)</p> <p>9. One (1) original/copy of Valid Proof of Identities of the agency head and their designated DPO/s (only for NGOs, CSOs, and Private Foundations)</p> <p>10. One (1) original/certified true copy of Valid documents indicating the legitimacy of the organization (only for NGOs, CSOs, and Private Foundations)</p> <p><i>For Local Government Unit (LGU):</i></p> <ul style="list-style-type: none"> <li>• The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD</li> <li>• The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request with attached electronic copy of the data requirements (if available) to NHTO/ NHTS.	<p>1.1 Receive and record the request in the document transaction/ tracking system.</p> <p>1.1.1 Advise the requesting party that they will receive an email or call after 2-3 working days on the approval of their request and the</p>	None	15 minutes	<p><i>Nurmina R. Mangorse, AA III</i></p> <p><i>Maslama B. Hassan (FO XII)/Aminah P. Macodi (BARMM)</i></p>

				<i>National Household Targeting Section</i>
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	expected schedule of release of the results.  1.1.2 Forward the request to the Director for approval.			
	1.2 Input comments and decide if the request is for processing or not, then endorse it to the NHTO Operations Division Chief/ NHTS Policy and Plans Division (PPD) Chief.	None	6 hours	<i>Loreto Jr. V. Cabaya, Regional Director</i>
	1.3 Input recommendations and endorse it to the assigned Project Development Officer (PDO).	None	3 hours	<i>Sohra P. Guialel, OIC PPD Chief</i>



	1.4 Inform the requesting party on the approval or disapproval of the data request based on the DSWD MC 15, s. 2021. <ul style="list-style-type: none"> <li>If approved- the orientation will be scheduled including the preparation of the other documentary requirements not included in the submission of a letter of request</li> </ul>	None	2 hours	<i>Maslama B. Hassan (FO XII)/Aminah P. Macodi (BARMM)</i>  <i>National Household Targeting Section</i>
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	<ul style="list-style-type: none"> <li>If disapproved- Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. (<i>End of process</i>)</li> </ul>			
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2. Attend the scheduled orientation with the NHTO ACBS and Inspection Team/ NHTS designated personnel & Inspection Team.	2.1 Orient the requesting party about the Listahanan, Data Privacy Act of 2012, MC 15, s. 2021, and data sharing requirements.  2.1.1 Issue Certificate of Orientation on the Data Privacy Act (DPA) of 2012.  2.1.2 Send to the requesting party via email the copy of the law, IRR and the issuances of NPC together with the issuance of Certification on the Acknowledgement Receipt of the said law/policies.	None	2 hours	<i>Maslama B. Hassan (FO XII)/Aminah P. Macodi (BARMM)</i>  <i>National Household Targeting Section</i>
3. Submit the signed Data Sharing	3.1 Review all documentary requirements including	None	2 hours	<i>Ryan A. Ibones, ITO (FO XII)/Amer H. Sarosong, ITO (BARMM)</i> <i>National Household Targeting Section</i>

Agreement (DSA) and other documentary requirements not included in the submission of letter request.	DSA submitted by the requesting party.  3.1.1 Schedule with the requesting party on the conduct of virtual/physical inspection meeting			<i>Maslama B. Hassan (FO XII)/Aminah P. Macodi (BARMM)</i>  <i>Ryan A. Ibones, ITO (FO XII)/Amer H. Sarosong, ITO (BARMM)</i>  <i>National Household Targeting Section</i>
4. Present the IT facilities to the NHTO Inspection Team.	4.1 Conduct virtual/physical inspection of IT facilities of the requesting party.  4.1.1 Issue Certifications (Certification of Physical Set-up, Organization, Technical and Security Set-up )	None	1 day	<i>Ryan A. Ibones, ITO (FO XII)/Amer H. Sarosong, ITO (BARMM)</i>  <i>National Household Targeting Section</i>
	4.2 Certifications and documentary requirements will be attached to the accomplished DSA and for endorsement to the Department's/Regional DPO.	None	2 hours	<i>Ryan A. Ibones, ITO (FO XII)/Amer H. Sarosong, ITO (BARMM)</i>  <i>National Household Targeting Section</i>

	4.3 Assess the accomplished DSA, and documentary attachments. Once approved, the DPO will endorse the DSA for the Department Secretary's signature/Regional Director.	None	1 day	<i>Ryan A. Ibones, ITO (FO XII)/Amer H. Sarosong, ITO (BARMM)</i>  <i>National Household Targeting Section</i>
	4.4 Review and sign the DSA. The signed DSA	None	3 days	<i>Loreto Jr. V. Cabaya, Regional Director</i>

	will be endorsed to the NHTO/NHTS for data processing.			
	4.5 Generate the requested data.	None	1 day	<i>Ryan A. Ibones, ITO (FO XII)/Amer H. Sarosong, ITO (BARMM)</i>  <i>National Household Targeting Section</i>
	4.6 Review result of the data generation	None	1 day	<i>Maslama B. Hassan (FO XII)/Aminah P. Macodi (BARMM)</i>  <i>National Household Targeting Section</i>

	<p>4.7 Secure the data by adding password protection to the file.</p> <p>4.7.1 Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive.</p> <ul style="list-style-type: none"> <li>Other electro-mechanical storage devices may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party.</li> <li>Google Drive may also be used as a storage of the requested data as long as it is encrypted and password-protected.</li> </ul> <p>Further, the password will only be released to the authorized personnel of the requesting party.</p> <p>4.7.2 Counter sign in the DRF</p>	None	1 day	<p><i>Ryan A. Ibones, ITO (FO XII)/Amer H. Sarosong, ITO (BARMM)</i></p> <p><i>National Household Targeting Section</i></p>
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	4.7.3. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.			
	4.8 Track and scan the documents upon releasing the result to the requesting Party.	None	10 minutes	<i>Maslama B. Hassan (FO XII)/Aminah P. Macodi (BARMM)</i>  <i>National Household Targeting Section</i>
5. Call NHTO/NHTS for retrieval of password upon receipt of the result.	5. Provide the password of the file to the requesting party thru phone upon inquiry and administer the Client Satisfaction Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.	None	10 minutes	<i>Ryan A. Ibones, ITO (FO XII)/Amer H. Sarosong, ITO (BARMM)</i>  <i>National Household Targeting Section</i>
<b>TOTAL:</b> <i>*with possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting party.</i>		None	<b>10 Days, 1 Hour, 35 Minutes</b>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to NHTS, DSWD Field Office XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p><b>. Email:</b> <a href="mailto:apmacodi.fo12@dswd.gov.ph">apmacodi.fo12@dswd.gov.ph</a></p>
How complaints are processed	<p>Upon receipt of complaint the <b>NHTS</b> shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact NHTS through:</p> <p><b>AMINAH P. MACODI</b> PDO IV</p> <p><b>Email:</b> <a href="mailto:apmacodi.fo12@dswd.gov.ph">apmacodi.fo12@dswd.gov.ph</a> Contact No.: 09972953544</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>

	Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)
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## 2. Data Sharing – Name Matching

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

<b>Office or Division:</b>	National Household Targeting Office (NHTO) and National Household Target Sections (NHTS)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen (G2C)	
<b>Who may avail:</b>	All National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs) Non-Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations for the purpose of utilizing the data for social protection programs.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) original or copy of letter of request (Indicate reason for name matching) 2. One (1) electronic copy (Preferably in CSV format) of the name to be matched which includes the following: <ul style="list-style-type: none"><li>• Complete name (Last name, First Name, Middle Name, Extension Name)</li><li>• Birth Date (YYYY-MM-DD format)</li><li>• Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay</li></ul>		



<p>3. One (1) original Valid Proof of Identities of the Personal Information Controller (PIC), Data Protection Officer (DPO), Compliance Officer (COP)</p> <p>4. One (1) original copy of Data Sharing Agreement (DSA) signed by the: (1) Head of Office as PIC, (2) designated DPO or COP</p> <p>5. One (1) original/photocopy of List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing</p>	<p>Provided by the Requesting Party</p>
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<p>6. One (1) original Copy of the Resolution of Governing Board authorizing head of agency (NGOs, CSOs, and Private Foundations)</p> <p><i>*For Local Government Unit (LGU):</i></p> <ul style="list-style-type: none"><li>• The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD</li><li>• The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA</li></ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Provide the letter of request together with the electronic copy of the names for name matching	1.1 Receive the request 1.1.1 Endorse request to the NHTO Director / Regional Director	None	15 minutes	<i>Nurmina R. Mangorse, AA III National Household Targeting Section</i>
	1.2 Provide instruction to facilitate/review the request. 1.1.2 Endorse to the NHTO OD Chief / Policy and Plans Division (PPD) Chief	None	2 hours	<i>Loreto Jr. V. Cabaya, Regional Director</i>
	1.3 Provide recommendations on the request 1.3.1 Endorse to the assigned Project Development Officer (PDO) to inform the	None	1 hour	<i>Sohra P. Guialel, OIC PPD Chief</i>

	client on the status of their request			
	1.4 Inform the requesting party of the status of the approval /disapproval of the request based on the DSWD MC 15, s. 2021.			

	<ul style="list-style-type: none"> <li>If disapproved -Inform the requesting party of the disapproval highlighting the grounds for such denial</li> </ul> <p>through writing. <i>(End of process)</i></p> <ul style="list-style-type: none"> <li>If approved – Notify and provide the DSA and documentary requirements to the client</li> </ul>	None	1 hour	<i>Maslama B. Hassan (FO XII)/Aminah P. Macodi (BARMM)</i>  <i>National Household Targeting Section</i>
2. Provide the documentary requirements and the DSA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP)	<p>2.1 Review all documentary requirements including the DSA submitted by the client.</p> <ul style="list-style-type: none"> <li>Non-Compliant – Inform the client regarding the incomplete requirements via email.</li> <li>Compliant –               <ol style="list-style-type: none"> <li>Facilitate the DSA and endorse to the DPO and the Office of the Secretary/ Regional Director for signature</li> <li>Endorse the signed DSA to Information Technology Officer for processing</li> </ol> </li> </ul>	None	2 hours	<i>Maslama B. Hassan (FO XII)/Aminah P. Macodi (BARMM)</i> <i>National Household Targeting Section</i>

	2.2 Review the compliance of the electronic copy of names with the required template/ format: <ul style="list-style-type: none"> <li>• Non-Compliant – Inform the client about the findings via email.</li> <li>• Compliant – Process the request within the set deadline depending on the volume or number of names to be matched</li> </ul>	None	1 day (5,000 and below)  3 days (5,001 – 50,000)  7 days (50,001 – 400,000)  18 days (400,001 – 1,000,000)	<i>Ryan A. Ibones, ITO (FO XII)/Amer H. Sarosong, ITO (BARMM) National Household Targeting Section</i>
	3.1 Secure the data by adding a password to the file.			
3. Provide a storage device that is approved by the IT Chief or request for a Google Drive link	3.1.1 Prepare the Data Release Form (DRF).  3.1.2 Draft the response memorandum.  3.1.3 Save the results in a compact disc (CD), Universal Serial Bus (USB) stick, google drive, or hard drive.  3.1.4 Sign the DRF.  3.1.5 Endorse the	None	3 hours	<i>Ryan A. Ibones, ITO (FO XII)/Amer H. Sarosong, ITO (BARMM)</i>  <i>Maslama B. Hassan (FO XII)/Aminah P. Macodi (BARMM)</i>

	finalized documents to  NHTO Director / PPD Chief.			<i>National Household Targeting Section</i>
	3.2 Sign the memorandum and endorse it to the	None	1 hour	<i>Loreto Jr. V. Cabaya, Regional Director</i>

	Administrative Assistant for release.			
4. Receive the documents	4.1 Track and scan the documents for record keeping.  4.1.1 Release the document to the client	None	10 minutes	<i>Maslama B. Hassan (FO XII)/Aminah P. Macodi (BARMM) National Household Targeting Section</i>
5. Fill out the Client Satisfactory Measurement Survey (CSMS)	5 Provide the client the CSMS form per Committee on Anti- Red Tape (CART) guidelines.	None	10 minutes	<i>Ryan A. Ibones, ITO (FO XII)/Amer H. Sarosong, ITO (BARMM) National Household Targeting Section</i>
<b>TOTAL:</b> <i>*With possible extension on the actual data processing depending on the number of names required but shall not exceed forty (40) days as</i>		<b>None</b>	For 5000 names and below: 2 days, 3 hours and 45 minutes	

<i>reference in RA-IRR-11032.Rule 7.Section 3.c.</i>		For 5,001 -50,000 names: 4 days, 3 hours and 45 minutes  For 50-000 – 400,000 names: 8 days, 3 hours and 45 minutes  For 400,001-1,000,000 names: 21 days, 3 hours and 45 minutes	
<b>Feedback and Complaints Mechanisms</b>			
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance		
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.		
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to NHTS,DSWD Field Office XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato  <b>Email:</b> apmacodi.fo12@dswd.gov.ph		
How complaints are processed	Upon receipt of complaint the <b>NHTS</b> shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact NHTS through:		

	<b>AMINAH P. MACODI</b> PDO IV  <b>Email:</b> apmacodi.fo12@dswd.gov.ph Contact No.: 09972953544
Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

### 3. Data Sharing – Statistics/Raw Data Request

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

<b>Office or Division:</b>	National Household Targeting Office (NHTO) and National Household Targeting Sections (NHTS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B)			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original/copy of Letter of Request (specify purpose and data requested)		Provided by the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter or email re: request for Listahanan data – addressed to the NHTO Director/ Regional Director.	1.1 Receive and record the request.	None	30 minutes	<i>Nurmina R. Mangorse, AA III</i>  <i>National Household Targeting Section</i>
	1.1.1 Forward request to NHTO Operations Division/ National Household Targeting Section (NHTS), then furnish the NHTO Director/ Regional Director and the Policy and Plans Division (PPD) a copy of the request			
	1.2 Review the request based on MC 15 s.2021	None	2 hours	<i>Maslama B. Hassan (FO XII)/Aminah P. Macodi (BARMM)</i>



	1.2.1 Input comment/s then endorse to the NHTO Statistics Section/ NHTS Associate Statistician			<i>National Household Targeting Section</i>
	1.3 Provide instruction based on the data requested. If the request is: <ul style="list-style-type: none"> <li>• <b>Not clear</b></li> <li>a. In case of vague data request, instruct the Associate Statisticians to coordinate with the data users (through emails, recorded calls or text) and clarify the data requirement.</li> <li>b. In case the requested data is not available in the Listahanan database, instruct the Associate Statistician to coordinate with the requesting party and provide recommendations on other data available in the</li> </ul>	None	3 hours	<i>Edon M. Onto, RAS National Household Targeting Section</i>

	Listahanan.			
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	<ul style="list-style-type: none"> <li><b>Clear</b></li> </ul> Forward request to the Associate Statistician for data generation.			
	1.4 Generate the requested data from the Listahanan database, and export into excel or any format available.  1.4.1 Draft response letter to the requesting party.  1.4.2 Submit to the NHTO Statistics Section Head/ NHTS RFC for review.	None	1 day	<i>Edon M. Onto, RAS National Household Targeting Section</i>
	1.5 Review the generated statistical /raw data. In case the generated data is: <ul style="list-style-type: none"> <li>Not accurate – Return the generated statistical/raw data to the Associate Statisticians for revision.</li> </ul>	None	3 hours	<i>Edon M. Onto, RAS National Household Targeting Section</i>

	<ul style="list-style-type: none"> <li>Accurate – Submit to the NHTO Operations Division Chief / FO PPD Chief for review and recommending approval.</li> </ul>			
	1.6 Countersign response letter and endorse the same to the NHTO Director/ Regional Director for approval.	None	2 hours	<i>Sohra P. Guialel, OIC PPD Chief</i>
	1.7 Approval of the facilitated data request for release to the requesting party. <ul style="list-style-type: none"> <li><b>If <i>disapproved</i></b> – Provide note on the reason of disapproval; then return the facilitated request to the Operations Division / NHTS for revision.</li> <li><b>If <i>Approved</i></b> – Sign the response letter for data release.</li> </ul>	None	5 hours	<i>Loreto Jr. V. Cabaya, Regional Directo</i>
	2.1 Track and facilitate the release of the approved data request to the requesting party.			

2. Receive the data requested and fill-out the CSMS form	2.2 Administer Client Satisfaction Measurement Survey (CSMS) during the release of approved data request.	None	30 minutes	<i>Edon M. Onto, RAS National Household Targeting Section</i>
	<b>TOTAL</b>	<b>None</b>	<b>3 days</b>	
<b>Feedback and Complaints Mechanisms</b>				
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance			
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.			
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to NHTS, DSWD Field Office XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p><b>Email:</b> <a href="mailto:apmacodi.fo12@dswd.gov.ph">apmacodi.fo12@dswd.gov.ph</a></p>			
How complaints are processed	<p>Upon receipt of complaint the <b>NHTS</b> shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact PSS through:</p> <p><b>AMINAH P. MACODI</b> PDO IV</p>			

	<b>Email:</b> apmacodi.fo12@dswd.gov.ph <b>Contact No.:</b> 09512630614
Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

#### 4. Walk-in Name Matching Data Request

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

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

2. Receive the Name Matching result	2. Explain the result of Name Matching	None	5 minutes	Aira K. Mocadi, RGO (FO XII)/Sittie Shahada K. Benito, RGO (BARMM) National Household Targeting Section
3. Fill-out the Client the Satisfactory Measurement Survey (CSMS)	3. Provide the client the CSMS form per Committee on Anti- Red Tape (CART) guidelines.	None	5 minutes	Aira K. Mocadi, RGO (FO XII)/Sittie Shahada K. Benito, RGO (BARMM) National Household Targeting Section
<b>TOTAL:</b>		<b>None</b>	<b>40 minutes</b>	

### Feedback and Complaints Mechanisms

How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to NHTS, DSWD Field Office XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p><b>Email:</b> apmacodi.fo12@dswd.gov.ph</p>
How complaints are processed	Upon receipt of complaint the <b>NHTS</b> shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.

	<p>For inquiries and follow-ups, clients may contact NHTS through:</p> <p><b>AMINAH P. MACODI</b> PDO IV</p> <p><b>Email:</b> apmacodi.fo12@dswd.gov.ph</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>



# **PANTAWID PAMILYANG PILIPINO PROGRAM (4Ps)**

## **FRONTLINE SERVICES**

## 1. Grievance Intake and Response

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

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

<b>Office or Division:</b>	Pantawid Pamilyang Pilipino Program (4Ps) – Regional Program Management Office (RPMO) Grievance Redress System (GRS) - Field Office XII			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	4Ps Beneficiaries, and General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>I. INTAKE:</b> 1. 4Ps ID or 1 valid ID (Original Copy), Any Proof of grievance, if available		4Ps Assistance Desk, Grievance Redress System (GRS)		
<b>II. RESPONSE:</b> 1. Client Satisfaction Form (CSF) (1 form per client)		4Ps Assistance Desk, GRS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>I. INTAKE</b>				
1. Present the 4Ps ID for 4Ps beneficiary. or 1 valid ID for non-4Ps.	1. Verify the identity of the client if 4Ps beneficiary or non-beneficiary	None	2 minutes	Loreto Jr. V. Cabaya <i>Director IV</i>

2. Proceed to the 4Ps Assistance Desk for verification of identity.	2.1 Verify the client's identity and assess/evaluate the received complaint/s.  <i>Note: Refer to the Grievance Redress System Field Manual for guidance on the intake of grievances.</i>	None	5 minutes	Loreto Jr. V. Cabaya <i>Director IV</i>
<b>II. RESPONSE</b>				
3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.	3.1. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).	None	5 minutes	Loreto Jr. V. Cabaya <i>Director IV</i>
	3.2. Encode the transaction correctly and completely in the GRS Information System.  <i>*For instances when the GRS Information System is inaccessible, the staff may use the Client Assistance Form to intake the grievance.</i>	None	5 minutes	Loreto Jr. V. Cabaya <i>Director IV</i>
	3.3. Check the supporting documents provided, if available.	None	2 minutes	Loreto Jr. V. Cabaya <i>Director IV</i>
	3.4. Assess all the data and information available and discuss with the	None	15 minutes	Loreto Jr. V. Cabaya <i>Director IV</i>

	<p>client the findings and next steps to take.</p> <p><i>3.4.1 If all information is readily available to resolve the case,</i></p> <p>Resolve the grievance and provide feedback to the client. and proceed to step 6.</p> <p>3.4.2 If other information is needed and the grievance cannot be resolved immediately,</p> <p>3.4.2.1 Explain to the client the process that will be undertaken in processing the grievance, and inform the client that he/she will be contacted thru his/her mobile number.</p> <p>3.4.2.2 Print and provide a copy of the encoded transaction to the client.</p> <p><i>*For instances when the GRS Information System is inaccessible, the client will be given an acknowledgment receipt found at the bottom of the Client Assistance Form.</i></p>			
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4. Wait for the updates on the status of the grievance within three (3) days.	4.1 Endorse the transaction to the concerned office (DSWD Provincial Operations Office (POO), City/Municipal Operations Office (C/MOO), and/or OBSU) for processing and updating of the transaction in the GRS Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days.	None	7 hours	Loreto Jr. V. Cabaya <i>Director IV</i>
	4.2 Send an email notification to the Regional Grievance Officer to inform him/her.)	None	6 minutes	Loreto Jr. V. Cabaya <i>Director IV</i>
	4.3 Monitor the status of the transaction and check for updates from the concerned office in the GRS Information System.	None	2 Days	Loreto Jr. V. Cabaya <i>Director IV</i>

5. Receive update/feedback on the status of the grievance.	5.1 Provide the client an update/feedback about the status of his/her concern either through text messaging or phone call.  <i>*For instances when the client did not provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.</i>	None	5 minutes	Loreto Jr. V. Cabaya Director IV
	5.2 Update the status of the transaction in the GRS Information System.	None	5 minutes	Loreto Jr. V. Cabaya Director IV
6. Accomplish the client satisfaction measurement Form	6.1 Administer the Client Satisfaction Measurement Survey Form.	None	5 minutes	Loreto Jr. V. Cabaya Director IV
	6.2. Analyze the data collected and included in the Client Satisfaction Measurement Report.	None	5 minutes	Loreto Jr. V. Cabaya Director IV
	<b>TOTAL</b>	<b>None</b>	<b>If the grievance is resolved outright - 44 minutes</b>	
		<b>None</b>	<b>If the grievance is referred to P/C/MOO for resolution and feedback is provided to the client - 3 days</b>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to Pantawid Pamilyang Pilipino Program Division, DSWD Field Office XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p><b>Email:</b> <a href="mailto:fm mangondaya.fo12@dswd.gov.ph">fm mangondaya.fo12@dswd.gov.ph</a></p>
How complaints are processed	<p>Upon receipt of complaint the <b>Pantawid Pamilyang Pilipino Program Division</b>, shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact 4Ps through:</p> <p><b>NAIFAH S. BALINDONG</b> Division Chief</p> <p><b>FAISAH M. MANGONDAYA</b> Project Development Officer II</p> <p><b>Email:</b> <a href="mailto:pantawid.fo12@dswd.gov.ph">pantawid.fo12@dswd.gov.ph</a>  <b>Mobile Number:</b> 0994-728-4551</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>

Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)
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**POLICY DEVELOPMENT AND  
PLANNING BUREAU  
(PDPB)**

**FRONTLINE SERVICES**

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

Approval is issued to external requesting parties 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 requesting parties 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.

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

- Observations and/or photo/video/audio shoots at DSWD premises, except those involving DSWD's clients or beneficiaries. If a photo, audio, or video of a client or beneficiary is essential for the study, the requesting party shall secure the consent of the Center Head/Client/Beneficiary.
- Briefing/interview/orientation sessions with key focal persons in the Central Office on general information about DSWD programs, policies, and projects. The 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 requesting parties.
- Conduct surveys with DSWD employees about subject matters that do not directly concern the Department or are not related to the DSWD's program operations.
- Studies conducted by consultants/requesting parties under the Technical Assistance Facility (TAF) grant portfolio. The requesting party, 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.

<b>Office or Division:</b>	Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	External requesting parties (e.g., students, academe, other government agencies, including members of other branches of government, local and international organizations or research institutions, and other independent requesting parties, including DSWD personnel researching to pursue higher academic education) who intend to conduct research studies related to or involving the DSWD.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>If request shall not undergo Research Protocol:</b> 1. Request letter (1 Original copy)		Requesting party		
<b>If the request shall undergo Research Protocol:</b> 1. Request letter (1 Original copy) 2. Research Request Form (1 original copy) 3. Research Brief (1 original copy) 4. Research Instruments (1 original copy)		1. Requesting party 2. Policy Development and Planning Bureau (PDPB) - Policy and Research Division (PRD) 3. Policy Development and Planning Bureau (PDPB) - Policy and Research Division (PRD)/PPD-PDPS 4. Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request letter and/or the research request documents	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.	None	4 hours	<b>MONA LUNDUNGAN / RASMIA DIMA</b> Administrative Staff Records and Archives Management Section  Administrative Staff Office of the Regional Director

	<p><i>Note: The received documents are stamped with an official receiving stamp, which contains important information such as the date and time of receipt and the name of the receiving office. For requests received through email, a copy of the email along with the attachments shall be printed and recorded.</i></p> <p>1.1.1. Furnish the requesting party 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.</p> <p><b>If the request is received through email, reply and acknowledge receipt with attached digital</b></p>			
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	<p>leaflets/IEC materials showing the process flow and requirements</p> <p>1.1.2. Endorse request letter to the Division Chief Policy Development and Planning Bureau (PDPB) - Policy and Research Division (PRD) or Section Head-Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS) for assignment and further instructions (if any) to the concerned technical staff</p>			
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	1.2. Review the request and assign it to available technical staff	None	2 hours	<b>SOHRA P. GUIALEL</b> Division Chief <i>Policy and Plans Division</i>
	1.3. Review the request as to the following:	None	2 hours	<b>PHILIP T. ESCUETA</b> Technical Staff <i>Policy Development and Planning Section</i>
	<p>1.3.1. Area/region of coverage (<i>refer to Memorandum Circular No. 10, s. 2019 Section VII. Item 4</i>) to ensure that it is sent to the correct office. Otherwise, endorse the correct office.</p> <p>1.3.2. Review the completeness of the submitted requirements.</p> <p><b>If incomplete,</b> assist the requesting party in completing documentary requirements and provide orientation on the research protocol. Then go</p>			<b>PHILIP T. ESCUETA</b> Technical Staff <i>Policy Development and Planning Section</i>

	back to Step 1.1 and restart the count of working hours/days			
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	<p>1.4. If the request falls within the scope of the office, assess if it shall undergo research protocol (i.e., approval of the Policy Development and Planning Bureau (PDPB)</p> <p>Director/PPD Chief) using the <i>Checklist for Reviewing Research and Social Welfare and Development (SWD) Data Requests</i></p> <p>1.4.1. For non-protocol requests, endorse the researcher to the concerned DSWD Office, Bureau, Service, and/or Units using the <i>Endorsement of Research and SWD Data Request Form</i>.</p>	None	<p>4 days (For request that don't need to go through the protocol)</p> <p>7 days</p>	<p><b>PHILIP T. ESCUETA</b>          Technical Staff  <i>Policy Development and Planning Section</i></p>
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	1.4.2. For requests with complete documentary requirements that <b>need to go through the protocol</b> , proceed to the review of the research request in consultation with concerned OBSUs and	None	(For request that need to go through the protocol)	
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	Field Offices (FOs).			
	1.5. Receive the comments or inputs, and recommendations from other offices. These shall be the basis for the decision to approve/ disapprove the request.	None	1 day	<b>PHILIP T. ESCUETA</b> Technical Staff Policy Development and Planning Section  Concerned Division/ Section/ Unit
	1.6. To recommend Approval?  <b>Yes</b> - Prepare a recommendation	None	1 day	<b>PHILIP T. ESCUETA</b> Technical Staff Policy Development and Planning Section



	<p>for approval using the <i>Outline Memorandum of Recommendation on the Research Request</i> for review and the initials of the Division Chief. This shall include the consolidated recommendations from the concerned OBSUs/FOs.</p> <p><b>No</b> - Communicate the decision to the requesting party and inform them of relevant revisions that need to be made. Two (2) days will be given to the requesting party to officially respond, through a letter, if they will continue or terminate their request. If they will pursue the request, ask the requesting party to re-submit the revised request based on DSWD's comments, then go back to step 1.4.2. and restart the count of working hours/days.</p>			
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	1.7. Approve/ disapprove requests based on recommendations.  <b>If the recommendations are approved:</b> Inform the requesting party and endorse to the concerned OBSUs/FOs. Coordinate with the concerned office where the research	None	2 days	<b>SOHRA P. GUIALEL</b> Division Chief <i>Policy and Plans Division</i>
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	the request was endorsed and assisted the requesting party in matters related to the conduct of data-gathering activities.  <b>If the recommendations are disapproved:</b> Go back to step 1.4.2.			
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2. Fill out the Client Satisfaction Measurement Form (CSMF)	2.1. Administer the CSMF. (either online or paper-based)	None	1 minute	<b>PHILIP T. ESCUETA</b> Technical Staff <i>Policy Development and Planning Section</i>
	<b>Total</b>	<b>None</b>	<b>For Non-protocol - 5 working days</b>  <b>For Protocol - 12 working days</b>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to PDPS, PPD, DSWD Field Office XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p><b>Email:</b> <a href="mailto:pltescueta.fo12@dswd.gov.ph">pltescueta.fo12@dswd.gov.ph</a></p>
How complaints are processed	<p>Upon receipt of complaint the <b>PDPS, PPD</b>, shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact <b>PDPS</b> through:</p>

	<b>Arthur John M. Gabucan</b> <b>PDPS HEAD / PLANNING OFFICER IV</b> <b>Email: <a href="mailto:ajmgabucan.fo12@dswd.gov.ph">ajmgabucan.fo12@dswd.gov.ph</a></b> <b>Phone: 09094077722</b>
	<b>PHILIP LEONARD T. ESCUETA</b> <b>PLANNING OFFICER II</b> <b>Email: <a href="mailto:pltescueta.fo12@dswd.gov.ph">pltescueta.fo12@dswd.gov.ph</a></b> <b>Phone: 09178162563</b>
Contact information of ARTA, CSC, PCC	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

## 2. Obtaining Social Welfare and Development Data and Information

Social Welfare and Development (SWD) data and information are provided to external requesting parties 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 is readily available as a public document.

<b>Office or Division:</b>	Central Office: Policy Development and Planning Bureau (PDPB) - Monitoring and Evaluation Division (MED) 16 Field Offices: Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS)			
<b>Classification :</b>	Simple			
<b>Type of Transaction :</b>	G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	Requesting parties such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent requesting parties who are requesting current and secondary SWD data and statistics from the DSWD.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>If request shall not undergo Research Protocol:</b> 1. Request letter (1 Original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter	1.1. Receive the request letter for SWD data from the requesting party  <b>For Walk-in:</b> Receive request letter and ask the requesting party to provide details in the logbook  <b>For Email:</b> Download and print request	None	10 minutes	<b>MONA LUNDUNGAN / RASMIA DIMA</b>  Administrative Staff

	1.2. Check completeness of information in the request letter (i.e., name of the requesting party, contact details, and data being requested)  If complete, acknowledge receipt of the request (for email) or provide receiving copy (for walk-in)	None	10 minutes	
	1.3. Encode details to the system or the Enhanced Document Transaction Management System (EDTMS)  <b>For email:</b> Request Letter  <b>For walk-in:</b> Information provided in the requesting party's Logbook	None	5 minutes	
	1.4. Endorse request to the concerned Division (for PDPB) / Unit (for PDPS)  1.4.1. Assign request to concerned technical staff	None	10 minutes	Administrative Staff <i>Office of the Regional Director</i>
	1.5. Assess if the data/information being requested is available within the division/unit	None	10 minutes	<b>PHILIP T. ESCUETA</b> Technical Staff <i>Policy Development and Planning Section</i>

	1.6. If data is available, prepare the data and letter response (utilizing the letter response template) which includes a request to accomplish the Client Satisfaction Measurement Survey.	None	7 hours (For Single Data)  1 day and 4 hours (For Multiple Data)	<b>PHILIP T. ESCUETA</b> Technical Staff Policy Development and Planning Section
	1.7. Submit to Division Chief/Unit Head for review, approval, and signature. If not available within the office/ section, endorse the request to the concerned office/division/ section using the <i>Endorsement of Research and SWD Data Request Form</i> .  If data/ information is not available in DSWD, inform the requesting party of other sources of data.	None	30 minutes	<b>SOHRA P. GUIALEL</b> Division Chief Policy and Plans Division
	1.7.1. Prepare a letter response (utilizing the letter response template)			
	1.7.2. Submit to the Division Chief/Unit Head for review, approval, and signature.			

	1.8. Review, approve and sign the letter response, prepared data (if available), and applicable forms.	None	20 minutes	<b>PHILIP T. ESCUETA</b> Technical Staff <i>Policy Development and Planning Section</i>
	1.9. Send the signed letter response containing the Client Satisfaction Measurement Survey Form link/code to the requesting party together with the approved data (if available) and applicable form.	None	10 minutes	<b>PHILIP T. ESCUETA</b> Technical Staff <i>Policy Development and Planning Section</i>
2. Fill-out the Client Satisfaction Measurement Form	2. Administer the Client Satisfaction Measurement Form (either online or paper-based)	None	1 minute	<b>PHILIP T. ESCUETA</b> Technical Staff <i>Policy Development and Planning Section</i>
	<b>TOTAL</b>	<b>None</b>	<b>For Single Data</b> <b>- 1 working day, 15 minutes</b>  <b>For Multiple Data - 1 working day, 5 hours, 15 minutes</b>  <b>No Data - 1 hour, 45 minutes</b>	
<b>Feedback and Complaints Mechanisms</b>				
How to send a feedback		Customer Feedback Form shall be provided to the client after issue of the approved property clearance		



How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to PDPS, PPD, DSWD Field Office XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p><b>Email:</b> <a href="mailto:pltescueta.fo12@dswd.gov.ph">pltescueta.fo12@dswd.gov.ph</a></p>
How complaints are processed	<p>Upon receipt of complaint the <b>PDPS, PPD</b>, shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact <b>PDPS</b> through:</p> <p><b>Arthur John M. Gabucan</b>  <b>PDPS HEAD / PLANNING OFFICER IV</b>  <b>Email:</b> <a href="mailto:ajmgabucan.fo12@dswd.gov.ph">ajmgabucan.fo12@dswd.gov.ph</a>  <b>Phone:</b> 09094077722</p> <p><b>PHILIP LEONARD T. ESCUETA</b>  <b>PLANNING OFFICER II</b>  <b>Email:</b> <a href="mailto:pltescueta.fo12@dswd.gov.ph">pltescueta.fo12@dswd.gov.ph</a>  <b>Phone:</b> 09178162563</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

# **PROGRAM MANAGEMENT BUREAU (PMB)**

## **FRONTLINE SERVICES**

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

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

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

<b>Office or Division:</b>	Program Management Bureau-Crisis Intervention Division, Protective Service Division-Crisis Intervention Section Field Office I-XII, CARAGA, CAR, and NCR	
<b>Classification:</b>	Simple	
<b>Type of Transaction :</b>	G2C- Government to Citizen	
<b>Who may avail:</b>	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Any Valid identification card of the client/ person to be interviewed (1 original copy) from the following:		
• PhilSys ID		Philippine Statistics Authority
• UMID ID, SSS or GSIS ID		Social Security System or Government Service Insurance System
• Philhealth ID		Philhealth
• Driver's License		Land Transportation Office

• PRC ID	Professional Regulation Commission
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• OWWA ID	Overseas Workers Welfare Administration
• DOLE ID	Department of Labor and Employment
• PAG-IBIG ID	Pag-IBIG Fund
• Voter's ID or Voter's Certification	Commission on Election
• Postal ID	Post Office
• Philippine Passport	Department of Foreign Affairs
• NBI Clearance	National Bureau of Investigation
• 4Ps ID	Department of Social Welfare and Development
• PWD ID	Local Government Unit
• Solo Parent ID	Local Government Unit
• City or Municipal ID	Local Government Unit
• Barangay ID	Local Government Unit
• Office of Senior Citizen Affairs (OSCA ID)	Local Government Unit
• Police Clearance	Police Station
• or any ID preferably with validity date, and picture and signature of the client.	Barangay Hall
In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an Identification Card.	Barangay Hall
Signed Authorization Letter (if applicable)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
<b>TRANSPORTATION ASSISTANCE</b>	<b>WHERE TO SECURE</b>
Other supporting document/s such as but are not limited to (1 original copy):	
Police Blotter	Police Station
Medical Abstract	Hospitals or clinic
Court Order or Subpoena	Supreme Court
Death Certificate	Civil Registry Office
<b>MEDICAL ASSISTANCE FOR HOSPITAL BILL</b>	<b>WHERE TO SECURE</b>

1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and	Medical records of the Hospital or Clinic or the Attending Physician
signature of the Physician issued within three months (1 Original or Certified true copy)	
2. Hospital bill or Statement of Account (outstanding balance) with name and signature of billing clerk or Certificate of balance and promissory note signed by credit and collection officer or billing clerk (1 Original or Certified True Copy)	Billing Office of the Hospital Credit and Collection Office of the Hospital
3. Social Case Study Report or Case Summary. (1 original copy)	Registered Social Worker in public or private practice. DSWD LSWDO NGO Medical Social Service
<b>MEDICAL ASSISTANCE FOR MEDICINE ASSISTIVE DEVICE</b>	<b>WHERE TO SECURE</b>
1. Medical Certificate or Clinical Abstract or Discharge Summary or 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 or Clinic or the Attending Physician
2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months	Attending Physician from a hospital or clinic.
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. Quotation of Laboratory	Service Provider

2.Social Case Study Report or Case Summary.	Registered Social Worker in public or private practice.  DSWD LSWDO NGO Medical Social Service
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<b>MEDICAL ASSISTANCE FOR LABORATORY</b>	<b>WHERE TO SECURE</b>
1.Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original or Certified true copy)	Attending Physician or from Medical Records of the hospital or clinic.
2.Laboratory Requests or Laboratory Protocol or Doctor's Order with name, license number, and signature of the Physician	Attending Physician from a hospital or clinic
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1.Quotation of Laboratory	Service Provider
2.Social Case Study Report or Case Summary.	Registered Social Worker in public or private practice.  DSWD LSWDO NGO Medical Social Service
<b>FUNERAL ASSISTANCE FOR FUNERAL BILL</b>	<b>WHERE TO SECURE</b>
1.Death Certificate or Certification from the Tribal Chieftain (Original or certified true copy)	City or Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam

2. Promissory Note or Certificate of Balance or Statement of account	Authorized staff of the Funeral Parlor or Memorial Chapel
3. Funeral Contract	Authorized staff of the Funeral Parlor or Memorial Chapel
<b>FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER</b>	<b>WHERE TO SECURE</b>
1. Death Certificate or Certification from the Tribal Chieftain (Original or certified true copy)	City or Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain or Imam.
2. Transfer Permit	City or Municipal Hall
<b>EDUCATIONAL ASSISTANCE</b>	<b>WHERE TO SECURE</b>

1. Validated School ID and Valid I. D	School where the beneficiary is enrolled
2. a. Enrolment Assessment Form or b. Certificate of Enrolment or Registration; or c. Statement of Account	School Registrar or Concerned Office where the beneficiary is enrolled
<b>FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS</b>	
1. Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required or medical document as proof that the beneficiary is admitted	Barangay Hall where the client is presently residing  Hospital where the beneficiary is currently admitted
<b>CASH RELIEF ASSISTANCE</b>	<b>WHERE TO SECURE</b>
Depending on the circumstances:  a. <b>For Fire Victims:</b> Police Report or Bureau of Fire Protection Report from the Bureau of Fire  b. <b>For Distressed OFs:</b> Passport, Travel Document/s, certification from OWWA or the Barangay	Bureau of Fire or PNP

<p>c. <b>For Rescued Client:</b>          Certification from a social worker or Case manager from rescued clients.</p> <p>d. <b>For victims of Online Sexual Exploitation:</b> Police Blotter and social worker's certification for the victims of online</p> <p>a. sexual exploitation of children</p> <p>b. <b>For Locally stranded individuals (LSI):</b> LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his or her identity.</p>	<p>Overseas Workers Welfare Administration or Department of Migrant Workers or Barangay</p> <p>Local Social Welfare and Development Office or other social welfare agencies</p> <p>Local Social Welfare and Development Office or other social welfare agencies</p> <p>Police Station</p> <p>Hospital or Clinic</p>
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<p><b>For all other incidents:</b></p> <p>Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities or regulating agencies, as may be applicable such as but not limited to Police Report or Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification</p>	<ul style="list-style-type: none"> <li>• Barangay Hall where the client is presently residing</li> <li>• Police Station</li> <li>• AFP or PNP</li> <li>• Office of Civil Registry</li> <li>• Certificate from the LDRMO; <i>or</i></li> <li>• Local Government Unit</li> <li>• Hospital or Clinic signed by Licensed Physician</li> </ul>
<b>MATERIAL ASSISTANCE</b>	<b>WHERE TO SECURE</b>



1.General Intake Sheet		DSWD CIU or CIS or SWAD		
2.Material Assistance Distribution Sheet		DSWD CIU or CIS or SWAD		
<b>ON-SITE TRANSACTION</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1.Present pertinent documents.</b>	<i>1.1 Check the completeness of documents submitted by clients.</i>	NONE	1 hour	Farrell Alcebar, Jamalea Racman and Rahima Macalimpao/  Administrative Aide IV/ Screener  AICS Koronadal City
	<i>1.2. Verify client's records if within the frequency of availing assistance to Crisis Monitoring System (CrIMS)</i>			
	<i><b>If it is determined that the client has received assistance beyond the allowed frequency, notify the client regarding the provisions stipulated in the guidelines.</b></i>  <i><b>If eligible, provide the client a queuing number and instruct them to proceed with Step 2- Interview and Assessment.</b></i>			Farrell Alcebar, Jamalea Racman and Rahima Macalimpao/ Screener  Administrative Aide IV/ Screener  AICS Koronadal City

	<p><i>2.1 The SWO shall Interview and assess the client to determine the actual need and to check the accuracy and authenticity of the documentary requirements presented. Additionally, the SWO shall fill out the assessment area in the GIS.</i></p>			
<p><b>2. Submit pertinent documents for interview and assessment</b></p>	<p><b><i>If determined to be eligible to receive assistance, the SWO shall recommend the appropriate assistance and fill out the CE.</i></b></p> <p><i>For financial assistance amounting to P10,000.00 and below, the SWO shall advise the client to proceed to Step 4 (releasing of assistance) while the GIS, CE, or justification will be subjected to approval.</i></p>	NONE	3 hours	<p>Hamida A. Sharief/ Norhanah T. Macatanong/Azizah Cali/Rubia Salimenang/Janisah B. Radiamoda/Nasrimah M. Ontong and Khalid P. Macabato</p> <p>Social Welfare Officer II</p> <p>AICS Koronadal City</p>

	<p><i>For assistance through a guarantee letter, the DSWD personnel shall prepare the GL. The DSWD personnel shall forward it to Step 3: Review and Approval along with the GIS, CE, and justification of the social worker.</i></p> <p><b><i>If for material assistance, depending on the availability, the SWO shall advise the client to proceed to Step 4 Releasing of Assistance.</i></b></p> <p><b><i>If documents are found to be incomplete to support the request, the SWO shall advise the client to comply with the documentary requirements needed as listed in the compliance slip per type of assistance.</i></b></p> <p><b><i>If the client is found to be ineligible to avail the assistance, the SWO shall issue a letter of disapproval to the client.</i></b></p> <p><b><i>If found that services needed are outside</i></b></p>			<p>Hamida A. Sharief/ Norhanah T. Macatanong/Azizah Cali/Rubia Salimenang/Janisah B. Radiamoda/Nasrimah M. Ontong and Khalid P. Macabato</p> <p>Social Welfare Officer II</p> <p>AICS Koronadal City</p>
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	<i><b>the scope of the program, the SWO shall refer the client to the corresponding program concerned.</b></i>			
<b>3. Receiving Assistance</b>	<p><i>3.1 The DSWD personnel Shall Forward the documents to the authorized official/s.</i></p> <p><i><b>If the authorized official/s finds the request valid and complete, the authorized personnel shall approve the request.</b></i></p> <p><i><b>If the approving officer determines that the client's submitted documents are insufficient to support the social worker's assessment, the approving officer shall return the documents to the attending SWO for justification or for further appropriate instruction deemed necessary.</b></i></p>	NONE	50 Minutes	<p>Nanig C. Sanoy/CIS Head</p> <p>Mohammad Khadaffi C. Daud SWO I</p> <p>AICS Koronadal City</p>

#### **4. Fill out Client Satisfaction Measurement Survey**

	<p><b><i>For clients recommended to avail material assistance:</i></b></p> <p><i>4.1.3.1. The CIU/S staff shall assist the client in filling out the Material Assistance Distribution Sheet.</i></p> <p><i>4.1.3.2. The CIU/S Staff shall provide the assistance.</i></p> <p><i>4.1.4The DSWD personnel shall update client's records into CrIMS or to the existing monitoring tool/system once the assistance is released.</i></p>			<p>Nanig C. Sanoy/CIS Head</p> <p>Mohammad Khadaffi C. Daud SWO I</p> <p>AICS Koronadal City</p>
	<p><i>4.2. The DSWD personnel shall ensure scan the client's documents or secure a copy of documents for filing and references.</i></p> <p><i>4.2.1. The client/beneficiary shall accomplish the Client Satisfaction Measurement Survey Form (CSMF) and drop it to the allocated suggestion box</i></p>			<p>Nanig C. Sanoy/CIS Head</p> <p>Mohammad Khadaffi C. Daud SWO I</p> <p>AICS Koronadal City</p>

	<b>TOTAL</b>	<b>NONE</b>	<b>5 Hours 40 Minutes for Cash-Outright</b>  <b>16 Working Hours(2 days) for GL</b>	
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<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to CIU Koronadal City, City of Koronadal, South Cotabato</p> <p><b>Email:</b> <a href="mailto:ncsanoy.fo12@dswd.gov.ph">ncsanoy.fo12@dswd.gov.ph</a></p>
How complaints are processed	<p>Upon receipt of complaint the <b>CIU Koronadal City</b>, shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact <b>CIU Koronadal City</b> through:</p> <p><b>Nanig C. Sanoy</b>          SWO IV          Email: <a href="mailto:ncsanoy.fo12@dswd.gov.ph">ncsanoy.fo12@dswd.gov.ph</a>          Contact No.: 09999918802</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>



## 1. Offsite Implementation or Assessment of Individual Clients outside the DSWD Offices (CIU/COS/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 or other support services, among others.

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

Prior to Offsite implementation, the identified group of individuals shall undergo cross matching prior to the date of implementation to avoid duplication while the assessment and provision of assistance shall be based on the provisions of the MC 06 s. 2023 and its corresponding Amendments.

The planning and implementation shall be in coordination with the appropriate local government offices/agencies/authorities, as applicable, before, during and after the activities. The implementation shall be conducted by schedule.

<b>Office or Division:</b>	Program Management Bureau-Crisis Intervention Division, Protective Service Division-Crisis Intervention Section Field Office I-XII, CARAGA, CAR, and NCR	
<b>Classification:</b>	Simple	
<b>Type of Transaction :</b>	G2C- Government to Citizen	
<b>Who may avail:</b>	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>

Any valid identification card of the client/ person to be interviewed (1 original copy) from the following:	
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• PhilSys ID	Philippine Statistics Authority
• UMID ID, SSS or GSIS ID	Social Security System or Government Service Insurance System
• Philhealth ID	Philhealth
• Driver's License	Land Transportation Office
• PRC ID	Professional Regulation Commission
• OWWA ID	Overseas Workers Welfare Administration
• DOLE ID	Department of Labor and Employment
• PAG-IBIG ID	Pag-IBIG Fund
• Voter's ID or Voter's Certification	Commission on Election
• Postal ID	Post Office
• Philippine Passport	Department of Foreign Affairs
• NBI Clearance	National Bureau of Investigation
• 4Ps ID	Department of Social Welfare and Development
• PWD ID	Local Government Unit
• Solo Parent ID	Local Government Unit
• City or Municipal ID	Local Government Unit
• Barangay ID	Local Government Unit
• Office of Senior Citizen Affairs (OSCA ID)	Local Government Unit
• Police Clearance	Police Station
• or any ID preferably with validity date, and picture and signature of the client.	Barangay Hall
In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an Identification Card.	Barangay Hall

Signed Authorization Letter (1 original copy if applicable)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
<b>TRANSPORTATION ASSISTANCE</b>	<b>WHERE TO SECURE</b>
Other supporting document/s such as but are not limited to: (1 original copy)	
Police Blotter	Police Station
Medical Abstract	Hospitals or clinic

Court Order or Subpoena	Supreme Court
Death Certificate	Civil Registry Office
<b>MEDICAL ASSISTANCE FOR HOSPITAL BILL</b>	<b>WHERE TO SECURE</b>
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (1 Original or Certified true copy)	Medical records of the Hospital or Clinic or the Attending Physician
2. Hospital bill or Statement of Account (outstanding balance) with name and signature of billing clerk or Certificate of balance and promissory note signed by credit and collection officer or billing clerk (1 original /certified true copy)	Billing Office of the Hospital Credit and Collection Office of the Hospital
3. Social Case Study Report or Case Summary. (1 original copy)	Registered Social Worker in public or private practice.  DSWD LSWDO NGO Medical Social Service
<b>MEDICAL ASSISTANCE FOR MEDICINE ASSISTIVE DEVICE</b>	<b>WHERE TO SECURE</b>

1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months ( 1 Original / Certified true copy)	Medical records of the Hospital or Clinic or the Attending Physician
2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months (1 original copy)	Attending Physician from a hospital or clinic.
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. Quotation of Laboratory (1 original copy)	Service Provider

2. Social Case Study Report or Case Summary. (1 original copy )	Registered Social Worker in public or private practice. DSWD LSWDO NGO Medical Social Service
<b>MEDICAL ASSISTANCE FOR LABORATORY</b>	<b>WHERE TO SECURE</b>
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (1 Original or Certified true copy)	Attending Physician or from Medical Records of the hospital or clinic.
2. Laboratory Requests or Laboratory Protocol or Doctor's Order with name, license number, and signature of the Physician (1 original/certified true copy)	Attending Physician from a hospital or clinic
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. Quotation of Laboratory (1 original copy)	Service Provider

2.Social Case Study Report or Case Summary. (1 original copy)	Registered Social Worker in public or private practice.  DSWD LSWDO NGO Medical Social Service
<b>FUNERAL ASSISTANCE FOR FUNERAL BILL</b>	<b>WHERE TO SECURE</b>
1.Death Certificate or Certification from the Tribal Chieftain (Original or certified true copy (1 original/certified true copy)	City or Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam
2.Promissory Note or Certificate of Balance or Statement of account (1 original/certified true copy)	Authorized staff of the Funeral Parlor or Memorial Chapel
3.Funeral Contract (1 original/certified true copy)	Authorized staff of the Funeral Parlor or Memorial Chapel
<b>FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER</b>	<b>WHERE TO SECURE</b>

1.Death Certificate or Certification from the Tribal Chieftain (1 Original or certified true copy)	City or Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain or Imam.
2.Transfer Permit	City or Municipal Hall
<b>EDUCATIONAL ASSISTANCE</b>	<b>WHERE TO SECURE</b>
1.Validated School ID and Valid I. D (1 original copy)	School where the beneficiary is enrolled
2. (1 original/certified true copy of the following) a. Enrolment Assessment Form or b.Certificate of Enrolment or Registration; or Statement of Account	School Registrar or Concerned Office where the beneficiary is enrolled
<b>FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS</b>	
1.Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required or medical document as proof that the beneficiary is admitted (1 original/certified true copy)	Barangay Hall where the client is presently residing  Hospital where the beneficiary is currently admitted

CASH RELIEF ASSISTANCE	WHERE TO SECURE
<p>Depending on the circumstances:</p> <p>a. <b>For Fire Victims:</b> Police Report or Bureau of Fire Protection Report from the Bureau of Fire</p> <p>b. <b>For Distressed OFs:</b> Passport, Travel Document/s, certification from OWWA or the Barangay</p> <p>c. <b>For Rescued Client:</b> Certification from a social worker or Case manager from rescued clients.</p> <p><b>For victims of Online Sexual Exploitation:</b> Police Blotter and social worker's certification for</p> <p>the victims of online</p> <p>a. sexual exploitation of children</p> <p>d. <b>For Locally stranded individuals (LSI):</b> LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his or her identity.</p>	<p>Bureau of Fire or Philippine National Police</p> <p>Overseas Workers Welfare Administration or Department of Migrant Workers or Barangay, Local Social Welfare and Development Office or other social welfare agencies</p> <p>Local Social Welfare and Development Office or other social welfare agencies</p> <p>Police Station</p> <p>Hospital or Clinic</p>

<b>For all other incidents:</b>  Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities or regulating agencies, as may be applicable such as but not limited to Police Report or Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification		<ul style="list-style-type: none"> <li>• Barangay Hall where the client is presently residing</li> <li>• Police Station</li> <li>• AFP or PNP</li> <li>• Office of Civil Registry</li> <li>• Certificate from the LDRMO; or</li> <li>• Local Government Unit</li> <li>• Hospital or Clinic signed by Licensed Physician</li> </ul>		
<b>MATERIAL ASSISTANCE</b>		<b>WHERE TO SECURE</b>		
1.General Intake Sheet		DSWD CIU or CIS or SWAD		
2.Material Assistance Distribution Sheet		DSWD CIU or CIS or SWAD		
<b>OFF-SITE TRANSACTION</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present pertinent document	1.1 Conduct validation of clients/beneficiaries with the official list of target beneficiaries  1.1.1 Check the validity and completeness of the required documents presented by the client.  <b>If the documents submitted by the client are</b>	NONE	5 Minutes	Farrell Alcebar, Jamalea Racman and Rahima Macalimpao  Administrative Aide IV/ Screener

	<b>incomplete</b> , advise the client to comply with the relevant documents. If complied, check validity and completeness of documents before proceeding to the next step.			
2. Submit pertinent documents for Interview and Assessment	2.1 Fill out the assessment area in the GIS;			

	2.1.1 The social worker shall conduct an interview and assess the client to determine the eligibility of the client and complete the filling out of the GIS.	NONE	30 Minutes	Hamida A. Sharief/ Norhanah T. Macatanong/Azizah Cali/Rubia Salimenang/Janisah B. Radiamoda/Nasrimah M. Ontong and Khalid P. Macabato  Social Welfare Officer II  AICS Koronadal City
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	<p><b>If the client is eligible to receive assistance</b>, the social workers shall recommend the appropriate assistance and fill out the CE.</p> <p><b>If the client is ineligible to avail assistance</b>, the DSWD Personnel shall issue a letter of ineligibility signed by the authorized staff3.1 The authorized DSWD Personnel shall review and release the assistance upon the establishment of the correctness and completeness of documents.</p>			<p>Hamida A. Sharief/ Norhanah T. Macatanong/Azizah Cali/Rubia Salimenang/Janisah B. Radiamoda/Nasrimah M. Ontong and Khalid P. Macabato</p> <p>Social Welfare Officer II</p> <p>AICS Koronadal City</p>
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3. Receive Assistance and fill out Client Satisfaction Measurement Survey	3.1 1 .The client/beneficiary shall accomplish the Client Satisfaction Measurement Survey Form (CSMF) and drop it to the allocated suggestion box.	NONE	5 Minutes	Nanig C. Sanoy/CIS Head  Mohammad Khadaffi C. Daud SWO I  AICS Koronadal City
	<b>TOTAL</b>	<b>NONE</b>	<b>40 Minutes</b>	

### Feedback and Complaints Mechanisms

How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to CIU Koronadal City, City of Koronadal, South Cotabato  <b>Email:</b> ncsanoy.fo12@dswd.gov.ph
How complaints are processed	Upon receipt of complaint the <b>CIU Koronadal City</b> , shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.

	<p>For inquiries and follow-ups, clients may contact <b>CIU Koronadal City</b> through:</p> <p><b>Nanig C. Sanoy</b> SWO IV</p> <p><b>Email:</b> <a href="mailto:ncsanoy.fo12@dswd.gov.ph">ncsanoy.fo12@dswd.gov.ph</a></p> <p>Contact No.: 09999918802</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

**SOCIAL WELFARE INSTITUTIONAL  
DEVELOPMENT BUREAU  
(SWIDB)**

**FRONTLINE SERVICES**

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

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

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1 Receive, check, and log the request letter.  After recording, forward the request letter to the CBS/SWIDS	None	4 Hours	<i>Hearty Mae C. Loretizo</i> Field Office Records and Archives Management Section (FO RAMS)

	Note: Generate copies of the request and copy furnish the ORD, ARD,			
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	and Assigned DCs for information.			
	1.2 Receive and record the request letter, and forward it to the Section Head/OIC/ for review of the request.	None	2 Hours	<i>Nurhanie S. Diangka</i> Protective Services Division
	1.3. Receive and review the request letter, and forward it to the assigned staff for processing.	None	4 Hours	<i>Ryan D. Balanza</i> Protective Services Division
(If applicable) Submit accomplished Request Form to CBS or SWIDS assigned staff	1.4. Review the completeness of the request.  1.4.1 If the details of the request are complete, identify a resource person by checking the directory of Core Group of Specialists  1.4.2 If not complete, coordinate with the requestor to complete the details.  <i>Note:</i>	None	4 Hours	<i>Nurhanie S. Diangka</i> Protective Services Division

	<p><i>If the request indicates preference in RP for the activity, the assigned CBS/ SWIDS staff shall check the available list and offer to change the RP if there shall be an available RP on top of the preferred one.</i></p> <p><i>If the request letter provides unclear information, send the</i></p>			
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	<i>Request Form to the requester</i>			
	<p>1. 5. Once the senior specialist is identified per database/list, coordinate with the supervisor of the CGS member (Specialist)/ to inform and check on their availability.</p> <p><i>Note: If the supervisor of the CGS member will not be able to respond within an hour, assigned CBS/SWIDS staff shall email the CGS member with the details of the request.</i></p>	None	18 Hours	Nurhanie S. Diangka Protective Services Division

	<p>1.5.1. If the senior specialist is not available, coordinate with the prospective RPs in the following order:</p> <ol style="list-style-type: none"> <li>1. Junior Specialist (JS)</li> <li>2. Program Focal (PF)</li> <li>3. SWDL-Net Member</li> <li>4. Other DSWD Experts</li> </ol> <p>1.5.2. If no RP is available, coordinate with the requestor and negotiate the date of the activity to suit the availability of the prospective RP and the requester.</p> <p>1.5.2.1. If the requester is amenable to changing</p>			
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	<p>the date, the same process of coordination, following the sequence, shall be done.</p> <p>Note: If an RP is available, send a confirmation slip for approval of the immediate supervisor of the RP</p>			
	1.6. Prepare and forward the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the CB/SWID Section Head for review and initials.	None	8 Hours	Nurhanie S. Diangka Protective Services Division



(If regret) Accomplish CSM Survey	1.6.1. If no RP is available and the requester is not amenable to changing the date, prepare a letter of regret.			
	<p>1.7. Review and forward the confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the Office of the Regional Director.</p> <p><i>1.7.1. with corrections:</i> Return the Confirmation Letter/ Regret Letter and draft RSO to the assigned CBS/ SWIDS staff.</p> <p><i>1.7.2. with no correction:</i> Forward the Confirmation Letter/</p>	None	4 Hours	<i>Ryan D. Balanza</i> Protective Services Division

	<p>Regret Letter, and RSO to the Regional Director.</p> <p>Note: Forward the RSO to the DC of the RP for countersigning before submission for approval of the RD</p>			
	1.8. Review and approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter.	None	8 Hours	<i>Loreto Jr V. Cabaya</i> Field Office

	<p><i>1.8.1. if with corrections:</i> Return the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to CBS/SWIDS Head.</p> <p><i>1.8.2. If with no corrections:</i> Approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter then forward to CBS/SWIDS Administrative Staff.</p>			
	<p>1.9. Send the Confirmation Letter/ Regret Letter, and CSMS Form (google form) to the Requester. Then provide the RP supervisor with an RSO/ Referral Letter to SWD L-Net Member.</p> <p>Encode the rest of the details of the request to the Database.</p>	None	3 Hours and 50 minutes	Nurhanie S. Diangka Protective Services Division
2. Accomplish CSM Survey	2.1 Administer the accomplished CSMS Form (google form),	None	10 minutes	Nurhanie S. Diangka Protective Services Division

	convert it to PDF then forward to the Document Custodian via Email.			
	<b>TOTAL</b>	<b>None</b>	<b>7 Days</b>	
<b>Feedback and Complaints Mechanisms</b>				
How to send a feedback		Customer Feedback Form shall be provided to the client after issue of the approved property clearance		

How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to Protective Service Division, DSWD FO XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p><b>Email:</b> <a href="mailto:nursdiangka.fo12@dswd.gov.ph">nursdiangka.fo12@dswd.gov.ph</a></p>
How complaints are processed	<p>Upon receipt of complaint the <b>Protective Service Division</b>, shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact <b>Protective Service Division, Koronadal City</b> through:</p> <p><b>Nurhanie S. Diangka</b> TS II</p> <p><b>Email:</b> <a href="mailto:nursdiangka.fo12@dswd.gov.ph">nursdiangka.fo12@dswd.gov.ph</a></p> <p>Contact No.: 09462894338</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

**STANDARDS BUREAU  
(SB)**

**FRONTLINE SERVICES**

## 1. Accreditation of Social Worker Managing Court Cases

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

Office:	All Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office		
Type of Transaction:	Highly Technical		
Type of Transaction:	G2C - Government to Client G2G - Government to Government		
Who may avail:	All Social Workers who are direct practitioners including supervisors from the DSWD Field Offices, residential, and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Governmen Organizations, and individual practitioners managing court cases of the disadvantaged groups.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. New Applicants: For Social Workers			
1. Application Form for Accreditation of Social Workers Managing Court Cases (Annex A) (1 Original Copy or Photocopy of Notarized Application Form)		<ul style="list-style-type: none"><li>DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li><li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA &amp; NCR)</li><li>Refer to DSWD Website – Memorandum Circular No. 13 series of 2022 for the form</li></ul>	
2. Professional Regulations Commission Registration ID Card (1 photocopy of valid PRC ID)		Professional Regulations Commission (PRC)	

<p>3. Training Certificate to basic and/or client specific course training (at least 45 hours) from the training, seminars, conference and other relevant training on case management or court related cases from the last three (3) years prior to application (1 photocopy of training certificate)</p> <p>In case of a lost certificate, a certification issued by the training provider may be presented.</p>	<p>Any of the following:</p> <ul style="list-style-type: none"> <li>• DSWD or its recognized training institutions</li> <li>• licensed and/or accredited partner agencies</li> <li>• Civil Service Commission</li> <li>• PASWI</li> <li>• Department of Justice</li> <li>• Philippine National Police</li> </ul>
<p>4. Recent Certificate of Completion/Participation on refresher course on case management of court related cases (if basic course was taken more than 3 years ago) or at least twenty (20) hours of training on relevant laws (1 photocopy of Certificate of Completion).</p>	<p>Training Provider</p>
<p>5. Summary documentation of ten (10) cases managed for the past three (3) years of any of the disadvantaged groups (Annex B) (1 photocopy of Summary documentation)</p>	<p>Refer to DSWD Website – Memorandum Circular No. 13 series of 2022 for the template</p>
<p>6. Letter of Recommendation attesting to the competence of the social worker (1 photocopy Letter of Recommendation)</p>	<p>Any of the following:</p> <ul style="list-style-type: none"> <li>• Supervisor of the applicant;</li> <li>• Philippine Association of Social Workers, Inc. (PASWI);</li> <li>• If LGU designated court social worker, from the clerk of court</li> </ul>
<p>7. The following documents on cases handled must be made available during on-site assessment:</p> <ol style="list-style-type: none"> <li>a. Updated Social Case Study Reports;</li> <li>b. Updated Progress/running notes;</li> <li>c. Case summaries;</li> </ol>	<p>Applicant/Client</p>

d. Case conference proceedings/ notes e. Court Order/ Decisions f. Other relevant documentation pertaining to the cases	
<b>A.1 New Applicants: For Supervising Social Workers</b>	
1. Notarized Application Form for Accreditation of Social Workers Managing Court Cases (Annex A) (1 original)	<ul style="list-style-type: none"> <li>• DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA &amp; NCR)</li> <li>• Refer to DSWD Website – Memorandum Circular No. 13 series of 2022 for the form</li> </ul>
2. Professional Regulations Commission Registration ID Card (1 valid photocopy of PRC ID)	Philippine Regulations Commission (PRC)
3. Training Certificate to basic and/or client specific course training (at least 45 hours) from the training, seminars, conference and other relevant training on case management or court related cases from the last three (3) years prior to application. (1 photocopy of Training Certificate)  In case of a lost certificate, a certification issued by the training provider may be presented.	Any of the following: <ul style="list-style-type: none"> <li>• DSWD or its recognized training institutions</li> <li>• licensed and/or accredited partner agencies</li> <li>• CPTCSA</li> <li>• PASWI</li> <li>• Department of Justice</li> <li>• Philippine National Police</li> </ul>
4. Summary of documentation of at least two (2) cases managed for the last three (3) years (Annex B) (1 photocopy of Summary of Documentation)	Provided by Applicant/Client

5. Summary list of cases reviewed/approved as supervisor (Annex	Provided by Applicant/ Social Worker
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C) (1 photocopy of summary list of cases reviewed) 5.1 Technical supervisory notes to at least one (1) supervises as proof of providing technical assistance. (1 photocopy of technical supervisory notes)	
6. The following documents on cases handled must be made available during on-site assessment: a. Updated Case Study Reports; b. Progress/running notes; c. Case summaries; d. Case conference proceedings/ notes e. Court Order/ Decisions f. Other relevant documentation pertaining to the cases	Applicant/Client
<b>B. Renewal: For Social Workers</b>	
1. First four (4) requirements stated under Social Worker for renewal	(As stated above)
2. Summary of documentation of at least three (3) active cases managed for the last three (3) years (Annex B) (1 photocopy of summary of documentation)	Provided by Applicant/ Client
3. Recommendation from the Supervisor attesting to the competence of social worker in managing court cases (1 photocopy of Recommendation)	Provided by Applicant/ Supervisor



4. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> <li>a. Updated Case Study Reports;</li> <li>b. Updated progress notes;</li> <li>c. Case conference proceedings/ notes</li> <li>d. Court Order/Decision</li> <li>e. Other relevant documentation pertaining to the cases</li> </ul>	Provided by Applicant/Client
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5. Previous Certificate of Accreditation (1 photocopy of Certificate)	Provided by Applicant
<b>B.1. Renewal: For Supervising Social Workers</b>	
1. All of the six (6) requirements stated under Supervising Social Worker for renewal	(As stated above)
2. Previous Certificate of Accreditation (1 photocopy of Certificate)	Provided by Applicant

**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 13 Series of 2022.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Applications received through Walk-in Applicants</b>				
1. Submit Application form (Annex A) at the concerned DSWD Field Offices (FO) – Standards technical staff together with the requirements stated above.	1.1 The Field Office- Standards Section Support Staff shall receive submitted documents with its original copies. A Document Reference Number shall be provided to the applicant for easy tracking.	None	30 minutes	<i>Mhelharrie M. Raupan</i> <i>Administrative Assistant II</i>  <i>Standards Section</i>
	1.2 If complete, the Technical Staff assigned by the Section Head will then proceed with the pre-assessment process.	None	30 minutes	<i>Nabilah L. Taha-Marohombsar</i> <i>PDO III/Section Head</i> <i>Standards Section</i>
	1.3 If incomplete, documents shall be returned accompanied by provision of technical assistance and checklist of requirements.	None	30 minutes	<i>Nabilah L. Taha-Marohombsar</i> <i>PDO III/Section Head</i> <i>Standards Section</i>

**B. Applications received through Mail/Courier**

1. Send the Application Form (Annex A) with complete requirements thru mail/courier to the concerned DSWD Field Office (FO) – Standards Office or through the concerned official email of the FO Standards stated above.	1.1 The Field Office-Standards Staff shall receive the submitted documents and farm it out to the Standards Head Section.	None	30 minutes	<i>Mhelharrie M. Raupan</i> <i>Administrative Assistant II</i>  <i>Standards Section</i>
	1.2 Review the documents as to completeness then the concerned Technical Staff shall proceed with the pre-assessment.	None	4 hours	<i>Mhelharrie M. Raupan</i> <i>Administrative Assistant II</i>  <i>Standards Section</i>
	1.3 The technical staff shall conduct a desk review and determine compliance.	None	4 days	<i>Nabilah L. Taha-Marohombsar</i> <i>PDO III/Section Head</i>  <i>Standards Section</i>
	1.4 If requirements are complete and compliant, the Field Office-Standards Section shall prepare a pre-assessment report and/or endorsement report to Standards Bureau along with the acknowledgement letter to the applicant Social Worker on the status of the application.	None	1 day	<i>Nabilah L. Taha-Marohombsar</i> <i>PDO III/Section Head</i>  <i>Standards Section</i>

	1.5 If incomplete or non-compliant, an acknowledgement letter shall be prepared indicating the checklist of lacking documents.	None	1 hour	<i>Nabilah L. Taha-Marohombsar</i> <i>PDO III/Section Head</i>  <i>Standards Section</i>
	1.6 Endorse one (1) set of copy of the application requirements and the signed/approved pre-assessment report and/or endorsement report shall be endorsed to DSWD-Standards Bureau, and file the other copy in the Field Office. The signed/approved acknowledgement letter shall also be sent to the applicant Social Worker.	None	1 hour	<i>Mhelharrie M. Raupan</i> <i>Administrative Assistant II</i>  <i>Standards Section</i>
	1.7 The Standards Bureau- Support Staff shall receive the endorsed application and endorse it to the Standards Compliance Monitoring Division (SCMD) through the concerned Section Head.	None	2 hours	<i>Nabilah L. Taha-Marohombsar</i> <i>PDO III/Section Head</i>  <i>Standards Section</i>
	1.8 The Standards Compliance Monitoring Division (SCMD) Technical Staff shall review the application and documents submitted by the Applicant through the Field Office.	None	1 day	<i>Nabilah L. Taha-Marohombsar</i> <i>PDO III/Section Head</i>  <i>Standards Section</i>

	<p>1.9 If complete and compliant, preparation of acknowledgement letter indicating the schedule and mode of accreditation shall be made:</p> <p>1.9.1 Under Normal circumstances actual accreditation visit shall be conducted;</p> <p>1.9.2 During the state of calamity/ emergency, virtual accreditation shall be conducted</p>	None	1 day	<p><i>Nabilah L. Taha-Marohombsar</i>  <i>PDO III/Section Head</i></p> <p><i>Standards Section</i></p>
	1.10 If incomplete or non-compliant, the Technical Staff to also prepare an acknowledgement letter indicating the checklist of lacking documents.	None	1 day	<p><i>Nabilah L. Taha-Marohombsar</i>  <i>PDO III/Section Head</i></p> <p><i>Standards Section</i></p>
	1.11 If the submitted documents are complete and compliant, the signed and approved Acknowledgement letter shall be endorsed to the Applicant through the Field Office on the schedule of the assessment	None	2 hours	<p><i>Nabilah L. Taha-Marohombsar</i>  <i>PDO III/Section Head</i></p> <p><i>Standards Section</i></p>
2. The Applicant shall coordinate and participate in	2.1 The technical staff shall conduct assessment through	None	1 day (per agreed schedule)	<p><i>Nabilah L. Taha-Marohombsar</i>  <i>PDO III/Section Head</i></p>

				<i>Standards Section</i>
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the scheduled Assessment with Standards Bureau	review of case records, interview of the applicant and client/s, and conduct of other relevant activities.			
	<p>2.2 Concerned Technical Staff shall prepare the Confirmation Report Certificate of Accreditation, Executive Summary for the Assistant Secretary and Undersecretary and the transmittal memo for review and approval of the Section Head and Division Chief.</p> <p><i>*If the applicant/s falls below the set standards, the said applicant/s shall be given appropriate technical assistance on the areas needing improvement. A re-assessment shall be conducted after six months.</i></p>	None	5 days and 2 hours after conduct of assessment	<p><i>Nabilah L. Taha-Marohombsar</i>  <i>PDO III/Section Head</i></p> <p><i>Standards Section</i></p>

<b>3.</b> Wait for the issuance of the accreditation certificate.	3.1 Standards Bureau Director shall review and/or approve and endorse the Confirmation Report, Executive Summary, Certificate of Accreditation and transmittal memo to	None	1 day and 1 hour	<i>Standards Bureau Director</i>
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	the Assistant Cluster Head. If with inputs/comments/corrections, the documents shall be returned to the technical staff.			
	3.2 The Assistant Secretary shall review and/or approve and endorse the Executive Summary, Certificate of Accreditation and transmittal memo to the Undersecretary. If there will be inputs/comments, it shall be returned to the Standards Bureau.	None	2 days	<i>Assistant Secretary</i>
	3.3 The Undersecretary shall review and/or approve the Certificate of Accreditation and other approved attached documents.	None	2 days	<i>Undersecretary</i>

	<p>3.4 Standards Bureau Director shall endorse the approved Certificate of Accreditation to the qualified Social Worker through the Field Office.</p> <p>3.4.1 One set of copy of the approved Confirmation Report and Certificate of Accreditation shall be transmitted to Records Section</p>	None	<b>3</b> hours	<p><i>Nabilah L. Taha-Marohombsar</i>  <i>PDO III/Section Head</i></p> <p><i>Standards Section</i></p>
4. Receive the Certificate of Accreditation by mail or pick-up at the Field Office	4.1 Notify the Applicant Organization on the availability of the Certificate	None	1 hour and 30 minutes	<p><i>Mhelharrie M. Raupan</i>  <i>Administrative Assistant II</i></p> <p><i>Standards Section</i></p>
	4.2 Issue the Certificate of Accreditation by mail or pick-up at the Field Office	None	1 hour and 55 minutes	<p><i>Mhelharrie M. Raupan</i>  <i>Administrative Assistant II</i></p> <p><i>Standards Section</i></p>
	4.3 Provide the Applicant the Client Satisfaction Measurement Form	None	5 minutes	<p><i>Mhelharrie M. Raupan</i>  <i>Administrative Assistant II</i></p> <p><i>Standards Section</i></p>
<b>TOTAL PROCESSING TIME</b>	None	<b>20</b> working days		



***The number of minutes shall be included on the total 20 working days. This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.***

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to Standards Section , PPD, DSWD Field Office XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p><b>Email: <a href="mailto:nabslao@gmail.com">nabslao@gmail.com</a></b></p>
How complaints are processed	<p>Upon receipt of complaint the <b>Standards Section, PPD</b>, shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact <b>Standards Section</b> through:</p> <p><b>Nabilah T. Lao-Marohombsar</b>          PO III          Email: <a href="mailto:nabslao@gmail.com">nabslao@gmail.com</a>          Contact #: 09457149727</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>

Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)
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## 2. Endorsement of Duty Exempt Importation of Donations to SWDAs

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

<b>Office or Division:</b>	All concerned Standards Section – DSWD Field Office Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Client

<b>Who may avail of:</b>	Registered, Licensed and/or accredited private Social Welfare and Development Agencies (SWDAs) in accordance to section 800(m) of the Republic Act No. 10863, otherwise known as the Customs Modernization and Tariff Act (CMTA) of 2016, who wish to exempt from customs dues the foreign donations consigned to them.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Application form (DSWD DFE Form 1) (1 original copy)		<ul style="list-style-type: none"> <li>DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> </ul>

	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuances/MCs / MC_2019-021.pdf</a> – DSWD DFE Form 1</li> </ul>
2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin (1 original or certified true copy)	Philippine Consular Office (i.e. embassy or consulate) of the country of origin - Apostilled Deed of Donation
3. Notarized Deed of Acceptance (1 original copy)	Notary public
4. Copy of valid DSWD Registration, License and/or Accreditation Certificate (1 photocopy)	Issued by the DSWD to the licensed and/or accredited SWDA
5. Bill of Lading or Airway Bill (1 original or certified true copy)	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee.
6. Packing List (1 original or certified true copy)	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
7. Plan of Distribution (1 original copy)	<ul style="list-style-type: none"> <li>• DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII,</li> </ul>

	<p>VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</p> <ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuances/MCs / MC_2019-021.pdf</a> – DSWD DFE Form 2</li> </ul> <p>- To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution</p>
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<b>OPTIONAL REQUIREMENTS</b> 1. Certification from Food and Drug Administration (FDA), in case of medicines (1 photocopy)	Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781
2. Notarized distribution report on latest shipment, if not the first time to import foreign donations (1 original copy)	<ul style="list-style-type: none"> <li>• DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuances/MCs / MC_2019-021.pdf</a> – DSWD DFE Form 3 - To be certified correct by the concerned DSWD Field Office</li> </ul>
3. Proof of prior agreements or approved arrangements, in case of relief items other than food and medicines (1 photocopy)	Appropriate government agencies

**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 21 Series of 2019.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. For Walk-In Applicants</b>				

1. Secure application form thru the DSWD Website or from the DSWD Field Office Website	1.1 Provide the client with application form and checklist of requirements in the website	None	Not Applicable (NA)	<i>Not Applicable (NA). Application Form is readily downloadable</i>
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2. Pay Processing Fee at the Cash Section of the Field Office and provide a copy to the Standards Section	2.1 Receive payment for the required processing fee and issue official receipt (OR)	₱1,000.00	10 minutes	<i>Jelly Jabat</i> Section Head Cash Section
3. Submit the application documents at the Field Office Standards Section Note: In case distribution shall take place in more than one region, the SWDA must submit a distribution plan approved by the concerned DSWD Field Office. Also, for applications electronically submitted, the applicant still submit the original documents to the Field Office for onward endorsement to the Standards Bureau	3.1 Review the completeness and correctness of the submitted application documents based on the checklist.  <i>If complete, forward for tracking to Support Staff</i>  <i>If incomplete, return to the applicant, provide TA and checklist of requirements.</i>	None	30 minutes	<i>Mhelharrie M. Raupan</i> Administrative Assistant II  Standards Section
	3.2 Log its receipt into the document tracking system	None	7 minutes	<i>Mhelharrie M. Raupan</i> Administrative Assistant II  Standards Section

	3.3 Provide the walk-in applicant with a document reference number for easy tracking.	None	8 minutes	<i>Mhelharrie M. Raupan</i> <i>Administrative Assistant II</i>  <i>Standards Section</i>
<b>B. For Applications Sent through Email/Courier</b>				
1. Secure application form thru the DSWD Website or from the DSWD Field Office Website	1.1 Provide the client with application form and checklist of requirements in the website	None	Not Applicable (NA)	<i>Not Applicable (NA). Application Form is readily downloadable</i>
2. Pay Processing Fee at the Cash Section of the Field Office and provide a copy to the Standards Section	2.1 Receive payment for the required processing fee and issue official receipt (OR)	₱1,000.00	10 minutes	<i>Jelly Jabat</i> <i>Section Head</i> <i>Cash Section</i>
3. Submit the application documents via email at the official Field Office Standards Section email address Note: In case distribution shall take place in more than one region, the SWDA must submit a distribution plan approved by the concerned DSWD Field Office. Also, for applications electronically submitted, the applicant still submit the original	3.1 Review the completeness and correctness of the submitted application documents based on the checklist.  <i>If complete, forward for tracking to Support Staff</i>  <i>If incomplete, return to the applicant, provide TA and checklist of requirements.</i>	None	30 minutes	<i>Mhelharrie M. Raupan</i> <i>Administrative Assistant II</i>  <i>Standards Section</i>

documents to the				
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Field Office for onward endorsement to the Standards Bureau				
	3.2 Log its receipt into the document tracking system	None	7 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II  Standards Section</i>
	3.3 Provide the walk-in applicant with a document reference number for easy tracking.	None	8 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II  Standards Section</i>

4. Wait for the results of the assessment.	4.1 Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;	None	1 day	<i>Nabilah L. Taha-Marohombsar PDO III/Section Head  Standards Section</i>
	<b>4.2 If found compliant to eligibility and documentary requirements</b>  Prepare for conduct of area visit	None	1 day	<i>Nabilah L. Taha-Marohombsar PDO III/Section Head  Standards Section</i>



	<b>4.3 If found non-compliant to eligibility and documentary requirements</b>  Return application documents to the applicant with a letter and checklist citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements Provide the applicant the Client Satisfaction Measurement Form	None	1 day	<i>Nabilah L. Taha-Marohombsar</i> <i>PDO III/Section Head</i>  <i>Standards Section</i>
<b>Note:</b> Technical assistance through phone call, e-mail, text, chat or face-to-face technical assistance shall be provided while written communication shall be provided for applications submitted via courier or email, as applicable. In case of incomplete documents where the return of said documents cannot be facilitated due to unavailability of the service provider, an acknowledgment letter shall be sent electronically and with the checklist of documents for compliance.				
5. Participate in the conduct of Validation Visit	5.1 Conduct area visit, obtains in-depth information concerning administrative and operational aspects of the program. <b>(Optional)</b> If found to be deficient after the validation, to return the application to the applicant and	None	2 days (per agreed schedule)	<i>Nabilah L. Taha-Marohombsar</i> <i>PDO III/Section Head</i>  <i>Standards Section</i>

	provide the necessary technical assistance to comply with the requirement/s.			
	5.2 Endorse the draft acknowledgment letter to the Regional Director for approval	None	1 working day	<i>Mhelharrie M. Raupan Administrative Assistant II  Standards Section</i>
	5.3 Endorse the application to the Standards Bureau at the Central Office	None	1 day	<i>Mhelharrie M. Raupan Administrative Assistant II  Standards Section</i>
	5.4 Receive and check the completeness of the submitted application documents.	None	15 minutes	<i>Nabilah Lao-Marohombsar Section Head</i>
	5.5 Logs its receipt into the Electronic Document Transaction Management System (EDTMS)	None	15 minutes	<i>Standards Bureau Incoming Staff</i>

	<p>5.6 Conduct final review of submitted application documents</p> <p><b>If found incomplete or non-compliant,</b> inform the Field Office concerned that the application shall not be processed unless the complete documents have been endorsed /submitted.</p> <p><b>If compliant,</b> forward the application to the Office of the Assistant Secretary supervising the Standards Bureau with the following:</p> <ul style="list-style-type: none"> <li>• Endorsement letter to the DOF Conforme letter to applicant that it should comply with post-facilitation requirements</li> <li>• Letter to concerned DSWD Field Office informing them of the</li> </ul>	None	2 days and 6 hours	<i>Section Head, Division Chief, Assistant Bureau Director, Bureau Director</i>
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	endorsement			
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	<p><b>If disapproved,</b> return the documents and send a written communication to the concerned DSWD Field Office, copy furnished the applicant, indicating reasons for disapproving the application.</p>			
	5.7 Endorse the request to the	None	1 day	<i>Assistant Secretary</i>

	Assistant Secretary for review, affix initials to the Endorsement Letter to DOF			
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	5.8 Endorse the request to the Undersecretary for review and affix initial to the Endorsement Letter to DOF	None	1 day	<i>Undersecretary</i>
	5.9 Final review and approval of the Endorsement to DOF Affix signature to the endorsement letter to DOF	None	2 days	<i>Undersecretary</i>
6. Approved applicants to pick up the Endorsement Letter	6.1 Communicate to the applicant and Field Office the approval of the Endorsement.	None	10 minutes	<i>Section Head, Division Chief, Assistant Bureau Director, Bureau Director</i>
	6.2 Preparation of the Endorsement Letter for pick-up of the applicant and receipt of signed Conforme Letter	None	10 minutes	<i>Section Head</i>
7. Accomplished Client Satisfaction Measurement Form	7.1 Administer the Client Satisfaction Measurement Form (either online or paper-based)	None	5 minutes	<i>Section Head</i>
<b>TOTAL</b>	<b>Complete and Compliant:</b>	<b>₱1,000.00</b>	<b>Fourteen (14) working days</b>	
	<b>Complete but non-Compliant Submission:</b>	<b>₱1,000.00</b>	<b>3 working days</b>	

	<b>For Incomplete Submission:</b>	None	<b>1 hour</b>	
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***The number of minutes shall be included on the total 14 working days. This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.***

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to Standards Section , PPD, DSWD Field Office XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p><b>Email: nabslao@gmail.com</b></p>
How complaints are processed	<p>Upon receipt of complaint the <b>Standards Section, PPD</b>, shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact <b>Standards Section</b> through:</p> <p><b>Nabilah T. Lao-Marohombsar</b>          PO III          Email: nabslao@gmail.com          Contact #: 09457149727</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

# **SUSTAINABLE LIVELIHOOD PROGRAM (SLP)**

## **FRONTLINE (EXTERNAL) SERVICES**



## 1. Grievance Management Process

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

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

2. Fill-up the walk-in logbook	2.1. Instruct the client to register in the Walk-in Clients Log Book.	None	2 minutes	<i>HOSNE B. DUMADALEG</i> Grievance Management Officer (GMO)  Sustainable Livelihood Program
	2.2. Conduct the initial interview on the complaint.	None	10 minutes	<i>HOSNE B. DUMADALEG</i> Grievance Management Officer (GMO)  Sustainable Livelihood Program
3. Fill-out the SLP Grievance Form	3.1. Request the client to fill out the SLP Grievance Form.	None	10 minutes	<i>HOSNE B. DUMADALEG</i> Grievance Management Officer (GMO)  Sustainable Livelihood Program
	3.2. Validate any lacking information of the client/s as necessary.	None	3 Minutes	<i>HOSNE B. DUMADALEG</i> Grievance Management Officer (GMO)  Sustainable Livelihood Program
4. Received the Walk-in Client Slip	4.1. Issue SLP Walk-in Client Slip.  4.1.1 Certify that clients appeared at	None	3 Minutes	<i>HOSNE B. DUMADALEG</i> Grievance Management Officer (GMO)  Sustainable

	the SLP NPMO			<i>Livelihood Program</i>
5.Fill- out the CSMF	5.1. Request the client to fill-out the Client Satisfaction Measurement Form	None	5 Minutes	<i>HOSNE B. DUMADALEG</i> <i>Grievance Management Officer (GMO)</i>  <i>Sustainable Livelihood Program</i>
	5.2. Encode client/s profile in the SLP Referral Management System (SLP GMS)	None	5 minutes	<i>HOSNE B. DUMADALEG</i> <i>Grievance Management Officer (GMO)</i>  <i>Sustainable Livelihood Program</i>
	5.3. Classify the complaint / grievance.	None	3 Minutes	<i>EDGAR R. GUERRA</i> <i>SLP-RPC</i>  <i>Sustainable Livelihood Program</i>
	5.4. Validate if the findings are valid. If invalid, notify the concerned process owner for the invalid findings, and validate lacking information of the client/s as necessary.	None	10 minutes	<i>HOSNE B. DUMADALEG</i> <i>Grievance Management Officer (GMO)</i>  <i>Sustainable Livelihood Program</i>

	5.5. Encode the details in the SLP GMS and EDTMS	None	6 minutes	<i>HOSNE B. DUMADALEG</i> <i>Grievance Management Officer (GMO)</i>  <i>Sustainable</i>
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				<i>Livelihood Program</i>
	5.6. Refer/ Endorse the Grievance for verification to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs and other institutions.	None	8 hours	<i>HOSNE B. DUMADALEG Grievance Management Officer (GMO)  Sustainable Livelihood Program</i>
	5.7. Monitor and follow-up feedback/ updates to concerned FOs	None	3 days (simple)  7 days (complex)  10 days (highly technical)	<i>HOSNE B. DUMADALEG Grievance Management Officer (GMO)  Sustainable Livelihood Program</i>
	5.8. Classify the Complaint / Grievance.	None	3 Minutes	<i>EDGAR R. GUERRA SLP-RPC  Sustainable Livelihood Program</i>

FOR GRIEVANCES AT THE SLP- REGIONAL LEVEL:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.9. Processing of Grievance <b>For Non-Cognizable Grievance</b> (Simple Transactions) - Does not require verification	None	7 days	<i>Fact Finding Team</i>

	<p>The GRMO shall provide technical assistance, explain and orient on program implementation.</p> <p><b>For Cognizable Grievance</b> (Highly Technical Transactions)</p> <p>The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance.</p> <p>For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall collaborate to include the deployment of Fact-Finding Team.</p> <p>Gather data and other essential information in order to determine the reasons/ factors that trigger the filing of grievance.</p>	None	10 days	<p><i>(For Non-cognizable Grievance)</i></p> <p><i>SLP Regional Grievance Management Committee</i></p> <p><i>(For Cognizable Grievance)</i></p>
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	5.10. The Fact-finding team shall conduct field visits for assessment/ validation, investigation and other duties and responsibilities under GMP.	None	3 days	<i>SLP Regional Grievance Management Committee</i>
	5.11. Include in the feedback other essential information, reasons or factors that trigger the filing of grievance.	None	3 days	<i>Fact Finding Team</i>
	5.12. Provide recommendation and decision for endorsement to concerned OBSUs towards the resolution of the grievance.	None	1 day	<i>SLP Regional Grievance Management Committee</i>
	5.13. Provide feedback to the complainant on the action taken.	None	1 day	<i>HOSNE B. DUMADALEG Grievance Management Officer (GMO)</i>  <i>Sustainable Livelihood Program</i>
	5.14. The SLP RGMC shall endorse unresolved grievances to the DSWD FO Regional Grievance Committee for resolution.	None	1 day (FO RGC)	<i>SLP Regional Grievance Management Committee</i>  <i>Sustainable Livelihood Program</i>

	5.15. The SLP RGMC shall endorse gathered information/ documentation to Management (FO RGMC/AG-AC/RD)	None	1 day	<i>HOSNE B. DUMADALEG Grievance Management Officer (GMO)</i>  <i>Sustainable Livelihood Program</i>
	<p>5.15.1. Endorse the gathered documentation for submission to the Office of the Secretary</p> <p>5.15.2. Process the gathered SLP RGMC information or documentation based on the existing guidelines.</p> <p>LGU Employees - Endorse to the Local Government Unit – Local Chief Executives</p> <p>5.15.3. Endorse SLP RGMC information/ documentation in the form of Grievance Management Report to the Regional Director for action.</p>			SLP RGMS/ AG-AG

	5.15.4. Endorse SLP RGMC information/ documentation in the form of Grievance Management Report for submission to the Regional Director following the RA No. 6713 and to the DSWD Regional Grievance Committee.			
	5.16 Issuance of Resolution based on the decision by the authority.	None	2 days	<i>HOSNE B. DUMADALEG</i> <i>Grievance Management Officer (GMO)</i>  <i>Sustainable Livelihood Program</i>

	<p>If Resolution was issued by the:</p> <p><b>PC –</b> Appeal processed by the SLP RGMC</p> <p><b>SLP RGMC or SLP RPMO –</b> The appeal shall be processed by the SLP NPMO GMC</p> <p><b>SLP NPMO GMC –</b> Appeal process by Office of the Secretary or OBSUs concerned.</p>			
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	5.17. Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties.  5.17.1 Encode in the SLP Grievance Tracker.	None	1 day	<i>HOSNE B. DUMADALEG</i> <i>Grievance Management Officer (GMO)</i>  <i>Sustainable Livelihood Program</i>
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**FOR GRIEVANCES AT THE SLP- PROVINCIAL LEVEL:**

	5.9 Processing of Grievance.  <b>For Non-Cognizable Grievance</b> (Simple Transactions)	None	7 working days	<i>Fact Finding Team</i>
	The Non-Cognizable (invalid) grievance does not require verification  The GRMO shall provide Technical Assistance, simple explanation, and orientation on program implementation.			

	<p><b>For Cognizable Grievance</b> (Highly Technical Transactions)</p> <p>The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance.</p> <p><b>For grievances that need further assessment,</b> the SLP Regional Grievance Management Committee (RMGC) shall be activated to include the deployment of Fact-Finding Team.</p> <p>5.9.1 Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.</p> <p>5.10. Assess grievances and sort based on the validity or gravity.</p> <p>5.10.1 Ensure the accomplished forms, prepare letters of acknowledgement.</p>			<p>(For Non-Cognizable Grievance)</p> <p><i>SLP Regional Grievance Management Committee (For Cognizable Grievance)</i></p>
		None	10 days	

	<p>For Non – cognizable Grievance (invalid) - Does not require verification</p> <p>5.10.2 Encode in the Database.</p>	None	1 day	<p><i>PROVINCIAL COORDINATOR</i>  <i>(Provincial Grievance Management Officer)</i></p>
	<p>5.11. Non-Cognizable Grievance (Simple Transactions)</p> <p>5.11.1 The PGMO shall provide technical assistance, explain and orient on program implementation.</p>	None	1 day	<p><i>PROVINCIAL COORDINATOR</i>  <i>(Provincial Grievance Management Officer)</i></p>
	5.11.2 Endorse all major grievances to RPMO.	None	1 day	<p><i>PROVINCIAL COORDINATOR</i>  <i>(Provincial Grievance Management Officer)</i></p>
	5.12 Gather data and other essential information to determine the reasons or factors that trigger the filing of grievance.	None	4 days	<p><i>PROVINCIAL COORDINATOR</i>  <i>(Provincial Grievance Management Officer)</i></p>
	5.13. Endorse data gathered and other	None	1 day	<p><i>PROVINCIAL COORDINATOR</i>  <i>(Provincial Grievance Management Officer)</i></p>

	essential information to the RPMO.			
	5.14. Provide feedback to the complainant on the actions taken.	None	1 day	<i>PROVINCIAL COORDINATOR (Provincial Grievance Management Officer)</i>
	5.15. Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed by the involved persons/parties.  5.15.1 Encode in the SLP Grievance Tracker.	None	1day	<i>PROVINCIAL COORDINATOR (Provincial Grievance Management Officer)</i>

**FOR GRIEVANCES AT THE SLP- MUNICIPAL LEVEL:**

	5.9 Assess grievances (e.g. <i>involvement of PDO</i> ) and sort based on the validity or gravity.  5.9.1 Secure the accomplished forms, prepare letter of acknowledgement.  5.9.2 Encode to the Database.	None	2 hours	<i>PROVINCIAL COORDINATOR (Provincial Grievance Management Officer)</i>
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	<p>5.10 Non-Cognizable Grievance (Simple Transactions)</p> <p>The FPDO shall provide technical assistance, explain, and orient on program implementation.</p>	None	3 days	<p><i>PROVINCIAL COORDINATOR</i>  <i>(Provincial Grievance Management Officer)</i></p>
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	5.11 Endorse all major grievances to the RPMO.	None	1 day	<p><i>PROVINCIAL COORDINATOR</i>  <i>(Provincial Grievance Management Officer)</i></p>
	<p>5.12 Gather data and other essential information to determine the reasons or factors that trigger the filing of grievance.</p> <p>5.12.1. The PGO shall check the involvement of the PDO.</p>	None	1 day	<p><i>PROVINCIAL COORDINATOR</i>  <i>(Provincial Grievance Management Officer)</i></p>
	5.13. Provide feedback to the complainant on the action taken.	None	1 day	<p><i>PROVINCIAL COORDINATOR</i>  <i>(Provincial Grievance Management Officer)</i></p>

	5.14 Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed by the involved persons/parties.  5.14.1. Encode in the SLP Grievance Tracker.	None	1 day	<i>PROVINCIAL COORDINATOR (Provincial Grievance Management Officer)</i>
		None	For Simple - 4 Days and 1 Hour	

<b>Activities to be undertaken by the SLP-NPMO/RPMO</b>		<b>For Complex - 8 Days and 1 Hour</b>  <b>For Highly Technical - 11 Days and 1 Hour</b>
<b>For Grievances at the SLP- Regional Level</b>	None	<b>30 Days</b>
<b>For Grievances at the SLP- Provincial Level</b>	None	<b>27 Days</b>
<b>For Grievances at the SLP- Municipal Level</b>	None	<b>7 days and 2 Hours</b>
<i>*The processing of grievances is based on the Guidance Note on the Grievance Management Process of the Sustainable Livelihood Program.</i>		

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to SLP , DSWD Field Office XII, Purok Bumnaag, Zone III , City of Koronadal, South Cotabato</p> <p>email: jalao.fo12@dswd.gov.ph.</p>
How complaints are processed	<p>Upon receipt of complaint the to SLP shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact SLP through:</p> <p><b>JACKIYA A. LAO</b>          SWO V/Chief, Promotive Division          Email: jalao.fo12@dswd.gov.ph          Contact No: 0998-955-9180</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

## 2. Process for Referrals received through Individual / Group/ Association or organization referred from OBSUs, NGAs, NGOs, CSOs, LGUs and Other Institutions

The process for referrals received by the Sustainable Livelihood Program - National Program Management Office (SLP-NPMO) or SLP Regional Program Management Office (RPMO) aims to enumerate the steps and procedures that the referring office, client and concerned DSWD personnel to undertake to efficiently facilitate the request for livelihood assistance of referred individuals received by the DSWD SLP-NPMO or SLP RPMO.

<b>Office or Division:</b>	Sustainable Livelihood Program - National Program Management Office – Referral Management Section Sustainable Livelihood Program - Regional Program Management Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	All Qualified Walk-in Program Participants
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
One (1) Photocopy of any valid identification of the client/person applying for Livelihood Assistance Grants	Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others

ACTIVITIES TO BE UNDERTAKEN BY THE SLP-NPMO/RPMO:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. File the application for livelihood assistance from SLP-NPMO, OBSUs, NGAs, NGOs, CSOs, LGU, and other institutions through email.	1.1. The PDO/RMO shall acknowledge the receipt of individual referral applications for livelihood assistance through email.	None	10 minutes	<i>Hosne B. Dumadaleg</i> <i>(Referral Manangement Officer- SLP RPMO)</i>  <i>Sustainable Livelihood Program</i>
	1.2. The PDO/RMO shall check and review the completeness of the client's information and validate lacking information, if any.	None	10 minutes	<i>Hosne B. Dumadaleg</i> <i>(Referral Manangement Officer- SLP RPMO)</i>  <i>Sustainable Livelihood Program</i>
2. Wait for the call/email/text or personal visit of the PDO from the SLP-RPMO.	<b>2.1. For the SLP-NPMO:</b>  2.1.1. The PDO shall prepare the endorsement memorandum to be signed by the National Program Manager to the DSWD-FO through the SLP-RPMO with complete attachments.	None	6 hours	<i>Hosne B. Dumadaleg</i> <i>(Referral Manangement Officer- SLP RPMO)</i>  <i>Sustainable Livelihood Program</i>
				<i>Hosne B. Dumadaleg</i> <i>(Referral Manangement Officer- SLP RPMO)</i>  <i>EDGAR R. GUERRA</i> <i>(SLP-RPC)</i>  <i>Sustainable Livelihood</i>

				<i>Program</i>
	<p>2.1.2. The PDO shall prepare a letter/ memorandum to be signed by the National Program Manager informing the referring party that the referral has been endorsed to the DSWD-FO through the SLP-RPMO.</p> <p><b>2.1.3. For the SLP-RPMO:</b></p> <p>2.1.3.1. Once received by the SLP-RPMO, the RMO shall acknowledge receipt of individual referral applications for livelihood assistance from <b>SLP-NPMO</b> through email. The RMO shall review the completeness of the client's information as necessary and coordinate with the referring party.</p>			

	<p>2.1.3.2. The RMO shall undertake name-matching to the endorsed list of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP.</p> <p>For those not found in the List of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP, the RMO shall conduct name-matching with the Listahanan 3 Database. <b>For those tagged as non-poor in the Listahanan</b> - The RMO shall prepare a letter for endorsement of the client to stakeholders for review of the RPC and for approval by the Regional Director (RD).</p>			
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	<p><b>For those found in the endorsed list of 4Ps targets of SLP and tagged “No Match” in the Listahanan 3 Database -</b> The RMO shall prepare a memorandum addressed to the Provincial Coordinator (PC) to refer the clients that are found in the endorsed list of 4Ps targets of SLP and those tagged as “no-match” for the conduct of SLP Means Test for onward submission to Regional Program Coordinator (RPC).</p>			
	<p>2.2. The RMO shall encode the details of the client in the SLP Information System (SLPIS)</p>	None	30 minutes	<p><i>Hosne B. Dumadaleg (Referral Management Officer- SLP RPMO)</i></p> <p><i>Sustainable Livelihood Program</i></p>

	2.3. The RMO shall email, text, or call the referring party and clients to inform them that the application was endorsed to the concerned SLP Provincial Office for the conduct of succeeding steps.	None	10 minutes	<i>Hosne B. Dumadaleg (Referral Management Officer- SLP RPMO)</i>  <i>Sustainable Livelihood Program</i>
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ACTIVITIES TO BE UNDERTAKEN BY THE SLP-RPMO/PROVINCIAL OFFICE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Wait for the	3.1. The PC shall	None	10 minutes	<i>PROVINCIAL COORDINATOR (Provincial Referral Management Officer)</i>
call/email/text or personal visit of the IPDO from the SLP-Provincial Office.	acknowledge receipt of the memorandum from the RPC through email.			

	<p>3.2. The PC shall review the completeness of the client's information.</p> <p>3.2.1 The PC shall coordinate with the Implementing Project Development Officer (IPDO) to conduct succeeding steps for the referred applicant</p>	None	2 hours	<i>PROVINCIAL COORDINATOR OR (Provincial Referral Management Officer)</i>
	<p>3.3 The IPDO shall email, text, or call applicant/s to inform them that the application was received by the concerned SLP Provincial Office and there shall be an assessment to be conducted.</p>	None	15 minutes	<i>IPDO - RPMO</i>
4. Undergo the SLP Means Test	<p><b>4.1. If the referred client is tagged as no-match in the Listahanan 3 Database:</b></p>	None	6 hours	<i>IPDO/PROVINCIAL COORDINATOR (Provincial Referral Management Officer)</i>
	<p>4.1.1. The IPDO shall administer the SLP Means Test to determine the client's qualification to the program. The SLP Means Test shall be approved by the Provincial Coordinator. The PC shall provide feedback to the RPC on the result of SLP Means Test.</p>			

	<p><b>If qualified in the SLP Means Test</b> - proceed to client step 5.</p> <p><b>If not qualified in the SLP Means Test -</b>          After the approval of the PC of the SLP Means Test, the IPDO shall inform the client on the result. The PC shall inform the RMO for the latter to prepare letter for endorsement of the client to stakeholders to be reviewed by the RPC and to be approved by the RD</p>			
5. Accomplish the SLP Data Privacy Consent Form	<p><b>If the referred client is found in the endorsed list of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP, tagged as Poor in the Listahanan and tagged as “no-match” in the Listahanan but qualified in the SLP Means Test:</b></p> <p><b>5.1.</b> The IPDO shall explain the data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent Form before proceeding with the SLP processes for referrals.</p>	None	10 minutes	IPDO – RPMO

	5.2. The IPDO shall assist in the administration of the Data Privacy Consent Form. Once the client concurs, he/she shall sign or place his/her thumb mark in the consent form	None	15 minutes	<i>IPDO - RPMO</i>
6. Participate in the SLP Orientation	6. The IPDO shall conduct a brief orientation to the client on the general description of SLP, Program Tracks, Program Modalities, and Program Eligibility Requirements.	None	30 minutes	<i>IPDO - RPMO</i>
7. Accomplish the Letter of Intent or SLP Waiver Form.	7. The client shall accomplish the <b>Letter of Intent (LOI)</b> signifying the interest to pursue engagement with SLP as program participants while for clients who decided not to proceed with the succeeding activity must sign the SLP <b>Waiver Form</b> .	None	15 minutes	<i>IPDO - RPMO</i>
8. Accomplish the SLP Profile Form	8. The IPDO shall assist the client in accomplishing the SLP Profile Form.	None	20 minutes	<i>IPDO - RPMO</i>



<p>9. Accomplish the Livelihood Skills Assessment Form (LSAF)</p>	<p>9.1. The IPDO shall assist the administration of the Livelihood Skills Assessment Form (LSAF).</p> <p>For those who passed the LSAF and decided to continue, proceed to client step 10.</p> <p>The clients who decided not to proceed to the succeeding activity must sign the SLP <b>Waiver form</b></p>	<p>None</p>	<p>6 hours</p>	<p><i>IPDO - RPMO</i></p>
<p>10. Participate in the Micro-Enterprise Development Training 1 (MEDT1) and Basic Employment Skills Training (BEST1)</p>	<p>10.1. Conduct of MEDT1 or BEST1</p> <p><b>For the clients qualified for MD Track</b> - The IPDO shall conduct MEDT 1 for all MD Track.</p> <p><b>For the clients qualified for EF track</b> - The IPDO shall conduct BEST 1 for all EF Track.</p>	<p>None</p>	<p>4 hours</p>	<p><i>IPDO / Capacity Building Project Development Officer (CPDO)</i></p>

	<p><b>For the participants who decided not to proceed</b> - The clients must sign the SLP Waiver form.</p> <p><b>Note:</b> <i>In case that the IPDO may not be able to act as the Subject Matter Expert (SME), the CPDO may act as the SME, if the CPDO will not be available, the CPDO must coordinate with the PC for the identification of SME from the pool of business development partners.</i></p>			
	10.2. The IPDO shall update the client's information in the SLP Information System (SLPIS).	None	30 minutes	IPDO - RPMO
11. Prepare and sign the Modality Application Form (MAF)	11. The IPDO shall guide/assist the client in the preparation of the MAF.	None	2 hours	IPDO RPMO

12. Receive the SLP Grant	12.1. The IPDO shall prepare the attachments to the Mungkahing Proyekto (MP) or Project Proposal such as the Certificate of Eligibility (COE), MAF and other documents needed for the review and approval of the MP.	None	6 hours	IPDO RPMO
	<b>12.2. Project Proposal Review at the Provincial Level.</b>  The PC shall review the MP using the Project Assessment Tool (PAT).  <i><b>Note:</b> MPs with findings that need revision / enhancement or replacement will be endorsed to IPDO by the PC.</i>	None	1 day	PC - RPMO
	<b>12.3. Project Proposal Review at the Regional Level</b>  The RPC shall review and sign the MP as to completeness of attachment and compliance to program standards. After which, it shall be forwarded to RD for approval.	None	1 day	EDGAR R. GUERRA (SLP-RPC)

	<b>12.4. Project Proposal Approval</b>  The RD shall approve the MP prior to processing.	None	2 days	<i>DIR. LORETO JR V. CABAYA</i>
	<b>12.4.1. Project Proposal Processing</b>  After the approval of the RD, the project proposal shall undergo review by the Finance Management Division (FMD) of the FO to ensure compliance to accounting and auditing procedures. Then, prepare the Obligation Request.			
	12.5. Process the Disbursement Voucher.	None	2 days	<i>SHARLENE S. SABADO (Rmef)</i>

	<b>12.6. Preparation for Grant Releasing</b>  12.6.1. The IPDO shall monitor the issuance of the approved check for disbursement.  12.6.2. The IPDO shall notify the program participant/s for the release of the check through text, email, call, visit, etc.	None	1 day	<i>IPDO - RPMO</i>
	<b>12.7. Grant Releasing</b>  12.7.1. The IPDO to coordinate with the client for the schedule of grant releasing  12.7.2. The IPDO to conduct Financial Literacy Training before the grant releasing  12.7.3. The client shall receive the grant in the form of cash through cash payout or via check through disbursement vouchers.	None	1 day	<i>IPDO – RPMO (For Step 12.7.1)</i>  <i>Special Disbursement Officer (SDO) / RMO / IPDO / RPC / PC – RPMO (For Step 12.7.3)</i>

13. Fill out the Client Satisfaction Measurement Form (CSMF)	13.1. Administer the CSMF with assistance from the IPDO.	None	5 minutes	IPDO - RPMO
	13.2. The IPDO shall update the client's information to the SLP IS.	None	30 minutes	IPDO - RPMO
<b>Activities to be undertaken by SLP - NPMO/SLP - RPMO</b>		<b>None</b>	<b>7 hours</b>	
<b>Activities to be undertaken by SLP – RPMO</b>		<b>None</b>	<b>11 days and 5 hours</b>	
<b>TOTAL</b>		<b>None</b>	<b>12 days and 4 hours</b>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to SLP , DSWD Field Office XII, Purok Bumnaag, Zone III , City of Koronadal, South Cotabato  email: jalao.fo12@dswd.gov.ph.
How complaints are processed	Upon receipt of complaint the to SLP shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact SLP through:  <b>JACKIYA A. LAO</b>

	SWO V/Chief, Promotive Division Email: <a href="mailto:jalao.fo12@dswd.gov.ph">jalao.fo12@dswd.gov.ph</a> Contact No: 0998-955-9180
Contact information of ARTA, CSC, PCC	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

# **CENTRAL OFFICE**

## **NON-FRONTLINE SERVICES**



## **ADMINISTRATIVE SERVICE (AS)**

### **NON-FRONTLINE SERVICES**

## 1. Issuance of Sticker Pass

- Issued in lieu of Gate Pass when **portable equipment belonging to the Department** (i.e. laptop) are frequently brought outside or inside DSWD premises.
- Issued as proof of ownership of **personal/ private properties** (e.g. demo units, consigned items) brought inside DSWD premises for more than one day.

<b>Office/Division:</b>	DSWD Field Office XII – Property and Supply Section (PSS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>One (1) original copy of duly accomplished request for issuance of Sticker Pass</p> <p><b><u>In the absence of the authorized signatory secure any of the following:</u></b></p> <ol style="list-style-type: none"> <li>Signed by the personnel authorized to sign in behalf of the authorized signatory – with attached one (1) photocopy of Special Order (SO) for order of succession</li> <li>Digitally signed using the PNPKI registered digital signature</li> </ol>	<p>To be prepared by the client Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS);</p> <ol style="list-style-type: none"> <li>Records and Archives Management Section (RAMS)</li> <li>Digital signature of:             <ul style="list-style-type: none"> <li>Authorized signatory or;</li> <li>Authorized representative with attached 1 photocopy of SO for order of succession</li> </ul> </li> </ol>

<div>3. Printed copy of email using the official DSWD email account requesting for the issuance of sticker pass</div> <div>4. Present the property to claim sticker pass</div>		<div>3. From the:</div> <div><div>• Authorized signatory or;</div><div>• Authorized representative with attached 1 photocopy of SO for order of succession</div></div> <div>4. To be presented by the requester</div>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for Sticker Pass from 8 AM to 5 PM, Mondays to Fridays except holidays	1.1. The property personnel shall receive the duly accomplished request for issuance Sticker Pass from 8am to 3pm	None	5 Minutes	<div>Khairia D. Kapampangan AO I</div> <div>PSS Staff</div> <div>Section Head Property and Supply Section</div>
	1.2 Validate request:  <b>If not duly signed,</b> request for the lacking signature  <b>If duly signed,</b> update expiration date of the sticker pass in PREMIS; for DSWD property with an accountable person under regular / contractual / coterminous / casual employee expiration date shall	None	1 Hour, 30 Minutes	<div>Khairia D. Kapampangan AO I</div> <div>PSS Staff</div> <div>Section Head Property and Supply Section</div>

	<p>be at the end of every semester and for COS workers, expiration date shall be the end of every quarter. For personal property expiration date shall be similar to the DSWD property with regular accountable person</p> <p>Ensure that the client has provided their satisfaction feedback in PREMIS which will automatically generate the name of service provider once request was approved.</p>			
	<p>1.3. Generate and print sticker pass and forward to Head of Property Office together with the Sticker Pass request for approval of the request and for signature of the generated Sticker Pass</p>	None	30 Minutes	<p>Khairia D. Kapampangan AO I</p> <p><i>PSS Staff</i></p> <p><i>Section Head</i> Property and Supply Section</p>
	<p>1.4. Approve Sticker Pass Request and sign printed Sticker Pass</p>	None	15 Minutes	<p>Rommel A. Camaganacan Section Head <i>Property and SUPply</i> <i>Section</i></p>
	<p>1.5. Attach signed sticker pass to the submitted sticker pass request and file</p>	None	15 Minutes	<p>Khairia D. Kapampangan AO I</p> <p><i>PSS Staff</i></p>

				Section Head Property and Supply Section
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	in the data file folder according to numerical sequence			
2. Claim Sticker Pass	2.1. Validate presented property vis-à-vis the details of property indicated in the request for issuance of sticker pass and in the printed sticker pass.	None	30 Minutes	Khairia D. Kapampangan AO I  PSS Staff  Section Head Property and Supply Section
	<b>If incorrect details,</b> inform the requester and request for the right item.  <b>If correct details,</b> Attach sticker pass in the most visible and secure area of the property and present, the submitted sticker pass request for signature or requester as received sticker	None	30 Minutes	Khairia D. Kapampangan AO I  PSS Staff  Section Head Property and Supply Section
	2.3. Update PREMIS and marked sticker pass as claimed	None	30 Minutes	Khairia D. Kapampangan AO I  PSS Staff  Section Head

				Property and Supply Section
	<b>TOTAL:</b>	<b>None</b>	<b>4 Hours, 5 Minutes</b>	
<b>Feedback and Complaints Mechanisms</b>				
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance			
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.			
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the Property and Supply Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: <a href="mailto:property.fo12@dswd.gov.ph">property.fo12@dswd.gov.ph</a> .			
How complaints are processed	<p>Upon receipt of complaint the Property and Supply Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact PSS through:</p> <p><b>ROMMEL A. CAMAGANACAN</b>          Administrative Officer V / Head, PSS          0999-905-8087          Email: <a href="mailto:property.fo12@dswd.gov.ph">property.fo12@dswd.gov.ph</a></p>			
Contact information of ARTA, CSC, PCC	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621			

Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)
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## 2. Procurement under Agency to Agency

Procurement of Goods and Services, Infrastructure Projects, and Consulting Services based on the requirement needed by the Agency to be procured using **Negotiated Procurement – Agency to Agency under Section 53.5** of the 9th Edition 2016 Revised IRR of R.A. 9184 as the applicable Alternative Method of Procurement.

<b>Office or Division:</b>		Administrative Service - Procurement Management Division (AS-PMD) Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G - Government-to-Government) / G2B Government to Business		
<b>Who may avail:</b>		DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows: <ul style="list-style-type: none"> <li>• Approved Project Proposal</li> <li>• Approved Terms of Reference</li> <li>• Justification</li> <li>• Price Quotation/ Proposal</li> <li>• Market Scanning/ Research, if applicable</li> </ul>		End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. OBSU endorses approved PR to the BAC through	1.1 The PPMS Procurement Officer endorses to the BAC, through its Secretariat, a	None	One (1) calendar day	<b>ABDULQUDDUS BARAMBANGAN</b> Procurement Head Procurement Section



its Secretariat				
	transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement – Agency-to-Agency as the mode of procurement and award of contract to the identified Servicing Agency, together with the accomplished Checklist for AMPs (DSWD-AS-GF-0			
	1.2 Upon receipt of the documents, BAC Secretariat Procurement Officer shall review and verify the veracity and completeness of the documents – e.g. justification, market study/ research, price quotations/ proposals – to ensure that the Servicing Agency is technically, legally and financially capable to deliver the goods and/or services in accordance with the provision of R.A. No. 9184 and its 2016 Revised IRR.	None	Within Fifteen (15) calendar days	<i>ABDULQUDDUS BARAMBANGAN Procurement Head Procurement Section</i>

	<p>1.2.1 The BAC Secretariat Procurement Officer, upon the BAC's due deliberation, shall then prepare the BAC Resolution recommending adoption of Negotiated Procurement – Agency-to-Agency modality and award of contract to the Servicing Agency.</p> <p>1.2.2 The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the Head of the Procuring Entity (HoPE).</p> <p>1.2.3 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>1.2.4 The BAC Resolution is routed to the HoPE for signature and/or approval.</p>			
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	<p>1.2.5 The BAC Secretariat Procurement Officer shall endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the Accomplished Checklist for AMPs to BAC Secretariat Receiving Officer for the updating of PMT and afterwards endorse to PMD-CMS for preparation of Memorandum of Agreement (MOA)/ Memorandum of Understanding (MOU)/ Purchase Order (PO).</p> <p>1.2.6 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>The BAC deliberates and informs the End-user on the decision/disapproval by the HoPE.c</p>			
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2. Prepare the ORS and have the PO signed by the HoPE	2.1 Upon receipt of the complete documents from BAC Secretariat, the CMS receiving officer updates the PMT and hands over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare MOA/ MOU/ PO.	None	Six (6) Calendar days <i>(exclusive of End-user and FMS process)</i>	<i>ABDULQUDDUS BARAMBANGAN Procurement Head</i>  Procurement Section
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	<p><b>In case of MOA/ MOU:</b>          Prepare draft MOA/ MOU between the Department and Servicing Agency and endorse the same with outgoing clerk for onward endorsement to the Legal Service (LS) for review.</p> <p>2.1.1 Within three (3) days from receipt of comments, the concerned Procurement Officer shall then finalize the MOA/ MOU in accordance to the comments of LS, prepare the FMS-AD COA Checklist and label all the documents and endorse to the End-user concerned the entire document and the accomplished Checklist for AMPs.</p> <p><b>NOTE:</b> <i>In case the Servicing Agency has their prescribed or template MOA/MOU and requires their prior vetting/review, an additional number of days is allotted to the SA and End-user Unit.</i></p> <p><b>In case of PO:</b> Prepare PO. Then endorse to the End-user concerned the entire documents</p>			
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	<p>and the accomplished Checklist for AMPs.</p> <p>2.1.2 The End-user prepares the Obligation Request and Status (ORS) form and facilitates the signature on Box A of ORS by the HOBS.</p> <p>2.1.3 The End-user facilitates the signature and approval of the MOA/ MOU/ PO by the HoPE.</p> <p>2.1.4 Once MOA/ MOU/ PO is signed and approved by the HoPE, the End-user facilitates the processing of fund obligation by FMS-Budget Division (FMS-BD) and certification of funds availability by FMS-Accounting Division (FMS-AD)</p>			
	<p>2.2 Upon receipt of the duly funded MOA/ MOU/ PO, the CMS Procurement Officer shall notify and serve immediately to the Servicing Agency (SA) the MOA/ MOU/ PO and facilitate the signing by the duly authorized</p>	None	Three (3) calendar days	<p><i>ABDULQUDDUS BARAMBANGAN</i> Procurement Head</p> <p>Procurement Section</p>

	<p>representative of the SA.</p> <p>2.2.1 The CMS Procurement Officer shall immediately furnish the BAC Secretariat with a hard copy/scanned copy of the duly conformed MOA/ MOU/ PO for posting.</p>			
	<p>2.3 The BAC, through its Secretariat, shall post the MOA/ MOU/ PO, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below.</p> <p>2.3.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS.</p>	None	Within Ten (10) days	<i>ABDULQUDDUS BARAMBANGAN</i> <i>Procurement Head</i>  Procurement Section
	<b>TOTAL:</b>	<b>NONE</b>	<b>35 calendar Days</b>	
<b>Feedback and Complaints Mechanisms</b>				
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance			

How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the Procurement Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: <a href="mailto:procurement.fo12@dswd.gov.ph">procurement.fo12 @dswd.gov.ph</a> .
How complaints are processed	Upon receipt of complaint the Procurement Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact Procurement Section through:  <b>ABDULQUDDUS BARAMBANGAN</b> PO III / Head,PS Email: <a href="mailto:procurement.fo12@dswd.gov.ph">procurement.fo12 @dswd.gov.ph</a> Contact No.: 09952378184
Contact information of ARTA, CSC, PCC	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)



### 3. Procurement under Direct Contracting

Procurement of Goods based on the requirement needed by the Agency to be procured using **Direct Contracting under Section 50** of the 9th Edition 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184 as the applicable Alternative Method of Procurement.

<b>Office or Division:</b>		Administrative Service - Procurement Management Division (AS-PMD) Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G Government-to-Government / G2B Government to Business		
<b>Who may avail:</b>		DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:		End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office.		
<ul style="list-style-type: none"> <li>• Pre-repair Inspection Report</li> <li>• Service Provider Diagnostic Report</li> <li>• Certificate of Exclusive/ Sole Distributorship</li> <li>• Market Survey/ Market Research, if applicable</li> <li>• Property Accountability Report (PAR), if applicable</li> <li>• Price Quotation</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. OBSU endorses		None	Three (3) calendar	<i>Abdulquddus Barambangan</i>

approved PR to the			days	(Procurement Head) Procurement Section
BAC through its Secretariat	<p>1.1 The PPMS receiving officer shall record, update the Procurement Monitoring Tool (PMT) and endorse to the PPMS Procurement Officer who then prepares the RFQ and ensures that the specific requirements indicated in the approved PR are consistent with the approved technical specifications and/or supporting documents. He/She then endorses the RFQ and other relevant supporting documents, together with the accomplished Checklist for Alternative Mode of Procurement (AMPs) (DSWD-AS-GF-096) , to the PPMS receiving officer for signature of the PMD-Chief/OIC.</p> <p>1.1.1 The PMD Chief/OIC signs the RFQ Form.</p>			<p>Suharto Bansilan, Alpha Joy Balmaceda (Procurement Staffs)</p> <p>Procurement Section</p>

	Once the RFQ is signed, the PPMS			
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	<p>receiving officer updates the PMT, and endorses the RFQ to the PPMS Procurement Officer to facilitate the procurement process.</p> <p>1.1.3 The PPMS Procurement Officer shall send the RFQ to the identified direct supplier and require the same to submit price quotation including the terms and conditions of sale, and a certification of exclusive dealership and/or sole distributorship, patents or copyrights.</p> <p>1.1.4 Upon receipt of the price quotation and required documents, the PPMS Procurement Officer endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Direct Contracting as the mode of</p>			<p>Marez Dalida (Canvasser)</p> <p>Abdulquddus Barambangan (Procurement Head)</p> <p><i>Procurement Section</i></p> <p>Bids and Awards Committee (BAC)</p>
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	procurement and award of contract to the identified direct supplier, together with the accomplished Checklist for AMPs (DSWD-AS-GF-096)			
	<p>1.2 Upon receipt of the documents, BAC Secretariat Procurement Officer shall review and verify the veracity and completeness of the documents submitted – e.g. justification, market study, price quotations and others. Otherwise, BAC Secretariat shall coordinate with PPMS to comply with the lacking document.</p> <p>1.2.1 The BAC may conduct simplified negotiations on the terms and conditions of the contract to ensure that the direct supplier is technically, legally and financially capable to deliver the goods at the most advantageous</p>	None	Within Fifteen (15) calendar days	<i>Abdulquddus Barambangan (Procurement Head) Procurement Section</i>

	<p>price and contract for the Government.</p> <p>1.2.3 Upon successful negotiation, the BAC shall recommend the award of contract to the HoPE in accordance with Section (IV)(L) of the Guideline [Annex "H"].</p> <p>1.2.4 The BAC Secretariat Procurement Officer, upon the BAC's due deliberation, shall then prepare the BAC Resolution recommending adoption of Direct Contracting modality and award of contract in favor of the direct supplier. The NOA is also prepared.</p> <p>1.2.5 The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the</p>			<p>Bids and Awards Committee (BAC)</p> <p>Head of the Procuring Entity (HoPE)</p> <p>Abdulquddus Barambangan (Procurement Head)</p> <p><i>Procurement Section</i></p>
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	BAC, and eventually for signature and			
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	<p>approval of the Head of the Procuring Entity (HoPE).</p> <p>1.2.6 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>1.2.7 Then, the BAC Resolution together with the NOA is routed to the HoPE for signature and/or approval.</p> <p>1.2.8 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>1.2.9 The BAC deliberates and informs the End-user on the decision/ disapproval of the HoPE.</p> <p>1.2.10 Upon receipt of the duly signed NOA, the BAC Sec</p>			
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	Procurement Officer serves it at once to the awarded supplier. The BAC Sec procurement officer shall then endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Sec Receiving Officer for the updating of PMT and afterwards endorse to PMD-CMS for preparation of Purchase Order (PO).			
2. Prepare the ORS and have the PO signed by the HoPE	<p>2.1 The PMD-CMS shall prepare and facilitate the issuance of PO.</p> <p>2.1.1 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, NOA, PR, and other relevant documents from BAC Secretariat, the CMS receiving officer updates the</p>	None	Three (3) calendar days ( <i>exclusive of FMS process</i> )	<p>Abdulquddus Barambangan (Procurement Head)</p> <p><i>Procurement Section</i></p> <p>End-users</p>

	<p>PMT and hand over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare Purchase Order. Then endorses to the End-user concerned the entire documents and the accomplished Checklist for AMPs.</p> <p>2.1.2 The End-user prepares the Obligation Request and Status (ORS) form and facilitates the signature on Box A of ORS by the HOBS.</p> <p>2.1.3 Then, the End-user facilitates for signature and approval of the PO by the HoPE.</p> <p>2.1.4 Once PO is signed and approved by the HoPE, the End-user facilitates the processing of fund obligation by FMS-Budget Division and</p>			
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	certification of funds availability by			
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	FMS-Accounting Division.			
	<p>2.2 Upon receipt of the duly funded PO, the CMS Procurement Officer shall immediately notify and serve to the supplier the PO.</p> <p>2.2.1 The HoPE or his duly authorized representative shall issue the Notice to Proceed (NTP), if necessary, and a copy of the approved PO to the Supplier within three (3) calendar days from the date of approval of the contract.</p> <p>2.2.2 The CMS Procurement Officer shall immediately furnish the BAC Secretariat with a scanned copy of the duly conformed NOA and PO, including the NTP if necessary, for posting.</p>	None	Three (3) calendar days	<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Procurement Section</i></p>
	3.1 The BAC, through its	None	Within ten (10) days	Abdulquddus Barambangan (Procurement Head)

	Secretariat, shall post the NOA, PO, including the NTP if necessary, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below. 3.1.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS.			Alpha Joy Balmaceda (Procurement Staff)  <i>Procurement Section</i>
	<b>TOTAL:</b>	<b>None</b>	<b>34 calendar Days</b>	
<b>Feedback and Complaints Mechanisms</b>				
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance			
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.			
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the Procurement Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: procurement.fo12 @dswd.gov.ph.			

How complaints are processed	<p>Upon receipt of complaint the Procurement Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact Procurement Section through:</p> <p><b>ABDULQUDDUS BARAMBANGAN</b>          PO III / Head,PS          Email: <a href="mailto:procurement.fo12@dswd.gov.ph">procurement.fo12 @dswd.gov.ph</a>          Contact No.: 09952378184</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099          CSC: 8931-8092 / 8931-7939 / 8931-7935          PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565          Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a>          FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a>          Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

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

Procurement of Goods and Services based on the requirement needed by the Agency to be procured using Negotiated Procurement - Direct Retail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets under Section 53.14 of the 9th Edition 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184 as the applicable Alternative Methods of Procurement.

<b>Office or Division:</b>	Administrative Service - Procurement Management Division (AS-PMD)
	Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)
<b>Who may avail:</b>	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows: <ul style="list-style-type: none"> <li>• Approved Project Proposal</li> <li>• Approved Terms of Reference (TOR)</li> <li>• Justification Letter</li> <li>• Market Survey/ Market Research</li> <li>• Price Quotation/ Proposal</li> </ul>	End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OBSU endorses approved PR to the BAC through its Secretariat	1.1 The PPMS Procurement Officer endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement – Direct Retail Purchase of POL products and Airline Tickets as the mode of procurement and award of contract to the identified supplier and/or service provider, together with the accomplished Checklist for AMPs (DSWD-AS-GF-096).	None	One (1) calendar day	<i>Abdulquddus Barambangan (Procurement Head)</i>  <i>Procurement Section</i>
	1.2 Upon receipt of the documents, the BAC Secretariat Procurement Officer shall review and verify the veracity and completeness of the documents to ensure that the conditions have been met.  Otherwise, BAC Secretariat shall coordinate with PPMS to comply with the lacking document.	None	Within Fifteen (15) calendar days	<i>Abdulquddus Barambangan (Procurement Head)</i>  <i>Suharto Bansilan (Procurement Staff)</i>  <i>Procurement Section</i>
	1.3 The BAC Secretariat Procurement Officer, upon the BAC's due deliberation, prepares the			<i>Abdulquddus Barambangan (Procurement Head)</i> <i>Procurement</i>



	BAC Resolution with the			<i>Section</i>
	<p>following recommendation:</p> <p>1.3.1 The end-user delegated to directly purchase POL products and airline tickets in accordance with Part IV (J) of the Guidelines for Alternative Methods of Procurement (AMPs) shall determine the supplier or service provider capable of delivering the required POL products and airline tickets at retail pump price or at the most reasonable retail price, as the case may be.</p> <p>1.3.4 Taking into account the usual trade and business practices being observed in the industry and the requirements and other reasonable considerations identified by the end-user, direct retail purchase of the required POL products or airline tickets shall be carried out in accordance with pertinent accounting principles and practices as well as of sound management and fiscal administration provided that they do not contravene existing laws and regulations</p>			

	<p>applicable to financial transactions.</p> <p>1.3.5 The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the Head of the Procuring Entity (HoPE).</p> <p>1.3.6 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>1.3.7 Then, the BAC Resolution is routed to the HoPE for signature and/or approval.</p> <p><b>Upon receipt of the duly approved BAC Resolution,</b> the BAC Sec-in-Charge shall then endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Sec receiving officer for the updating of PMT and afterwards endorse to End-user (ex.</p>			<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Procurement Section</i></p> <p><i>Bids and Awards Committee (BAC)</i></p> <p><i>Head of the Procuring Entity (HoPE)</i></p>
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	AS-GSD-AMBPS), copy furnish CMS.  <b>In the event the HoPE shall disapprove the recommendation,</b> such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.  1.3.8 The BAC shall deliberate and inform the End-user on the decision/ disapproval by the HoPE.			
	<b>TOTAL</b>	<b>NONE</b>	<b>16 Calendar Days</b>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the Procurement Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: procurement.fo12 @dswd.gov.ph.
How complaints are processed	Upon receipt of complaint the Procurement Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.

	<p>For inquiries and follow-ups, clients may contact Procurement Section through:</p> <p><b>ABDULQUDDUS BARAMBANGAN</b>          PO III / Head,PS          Email: <a href="mailto:procurement.fo12@dswd.gov.ph">procurement.fo12 @dswd.gov.ph</a></p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099          CSC: 8931-8092 / 8931-7939 / 8931-7935          PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565          Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a>          FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a>          Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

## 5. Procurement under Emergency Cases

Procurement of Goods and Services, Infrastructure Project, and Consulting Services based on the requirement needed by the Agency to be procured using **Negotiated Procurement - Emergency Cases under Section 53.2** of the 9th Edition 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184 as the applicable Alternative Methods of Procurement.

<b>Office or Division:</b>	Administrative Service - Procurement Management Division (AS-PMD) Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)
<b>Who may avail:</b>	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows: <ul style="list-style-type: none"> <li>• Approved Project Proposal</li> <li>• Approved Terms of Reference (TOR)</li> <li>• Justification Letter</li> <li>• Market Survey/ Market Research</li> </ul>		End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1 OBSU endorses approved PR to the BAC through its Secretariat	1.1 The PMD-BAC Secretariat (BAC Sec) checks the submitted PR and its supporting documents versus a checklist, as hand carried by the End-user staff.	None	One (1) calendar day	<i>Abdulquddus Barambangan</i> <i>(Procurement Head)</i>  <i>Suharto Bansilan</i> <i>(Procurement Staff)</i>  <i>Procurement Section</i>
	<p><b>If found complete,</b> the BAC Sec stamps receive the PR. The BAC Sec receives, records the approved PR with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and encodes in the Procurement Monitoring Tool (PMT).</p> <p><b>If found incomplete,</b> the PR is immediately declined for appropriate action by the End-user.</p>			

	<p>1.1.1 BAC Sec shall check the inclusion of the procurement project in the approved Supplemental PPMP and completeness of required supporting documents. If found in order, the BAC Sec affixes his/her initial, then endorses to the BAC Sec Head.</p> <p>Otherwise, if no approved Supplemental PPMP the BAC Sec prepares a PR Action Form (DSWD-AS-GF-083) and returns the PR to the End-User Unit for appropriate action.</p>			
	1.2 The BAC Sec Procurement Officer, upon the BAC's due	None	Within One (1) calendar day	<i>Abdulquddus Barambangan (Procurement Head) Procurement Section</i>
	deliberation, prepares the BAC Resolution recommending to the HOPE: (i) any revision of the Annual Procurement Plan (APP) to cover the Procurement			

	<p>Project; (ii) adoption of the Negotiated Procurement - Emergency Cases modality and (iii) delegate to either the BAC or the End-user unit or any other appropriate bureau, committee, support or procuring unit the authority to directly negotiate with a legally, technically, and financially capable supplier, contractor, or consultant for procurement undertaken through any of the allowable instances of Negotiated Procurement (Emergency Cases) under Section 53.2 of the 2016 revised IRR.</p> <p>1.2.1 The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the Head of the Procuring</p>			
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	Entity (HoPE).			
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	<p>1.2.2 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>1.2.3 Then, the BAC Resolution is routed to the HoPE for signature and/or approval.</p> <p>1.2.4 The BAC Sec furnishes the PPMS and/or the authorized OBS/ End-user Unit the approved BAC Resolution Certified True Copy (CTC) to proceed with securing quotations.</p> <p>1.2.5 If NP-EC is directly negotiated, proceed to Step # 14.</p> <p>1.2.6 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>1.2.7 The BAC deliberates and informs the End-user</p>			<p><i>Bids and Awards Committee (BAC)</i></p> <p><i>Head of the Procuring Entity (HoPE)</i></p>
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	on the decision/disapproval by the HoPE.			
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	<p>1.3 The PPMS receiving officer records, updates the PMT and endorses to the PPMS Procurement Officer who then prepares the RFQ/ Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved technical specifications/ project proposal/ TOR and/or supporting documents.</p> <p>1.3.1 The PPMS receiving officer shall endorse the RFQ/ RFP and other relevant supporting documents to the PPMS receiving officer for signature of the PMD-Chief. Once the RFQ/RFP is signed, the PPMS receiving officer updates the PMT, and endorses it to the PPMS Procurement Officer to facilitate the procurement process.</p>	None	Three (3) calendar days	<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Alpha Joy Balmaceda (Procurement Staff)</i></p> <p><i>Procurement Section</i></p>
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	<p>1.3.2 The PPMS Procurement Officer sends out/ emails the RFQ/ RFP and requests the prospective suppliers, service providers, contractors and/or consultants, to submit a price quotation/ proposal that is responsive to the minimum technical specifications/ requirements set by the End-user Unit.</p>			<p><i>Marez Dalida (Canvasser)</i></p> <p><i>Procurement Section</i></p>
<p>2. Submit a bid quotation/ bid proposal through the official email</p>	<p>2.1 The Supplier/ Contractor/ Consultant shall submit a bid quotation/ bid proposal through the official email address and/or fax number of the BAC Secretariat dedicated for thereceipt of quotations/proposals or submits personally to the BAC Secretariat office.</p> <p>2.1.1 The PPMS Procurement Officer shall endorse to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC</p>	<p>None</p>	<p>In accordance with the deadline set in the RFQ/RFP</p>	<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Procurement Section</i></p> <p><i>Canvassers</i></p>

	evaluation and/or deliberation of quotations received			
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	<p>2.2 Upon receipt of the price quotations/ proposals, the BAC, through the BAC Sec. Procurement Officer or through the designated Technical Working Group (TWG) if any, shall then proceed to examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user Unit, and recommend to the BAC their findings.</p>	None	Three (3) calendar days	<p><i>Abdulquddus Barambangan (Procurement Head) Procurement Section</i></p> <p><i>Bids and Awards Committee (BAC)</i></p>
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	<p>2.3 Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the appropriate supporting documents to ensure that the supplier, contractor, or consultant is technically, legally and financially capable to deliver the goods and/or services.</p> <p>2.3.1 The BAC Sec Procurement Officer, upon the BAC's due deliberation, shall then prepare the BAC Resolution recommending to the HOPE the award of contract to the legally, technically and financially capable supplier, service provider, contractor or consultant.</p> <p>2.3.2 The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature</p>	None	Within Fifteen (15) calendar days	<i>Abdulquddus Barambangan (Procurement Head) Procurement Section</i>
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	<p>of the members of the BAC, and eventually for signature and approval of the HoPE.</p> <p>2.3.3 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>2.3.4 The BAC Resolution together with the NOA is routed to the HoPE for signature and/or approval.</p> <p>2.3.5 Upon receipt of the duly approved BAC Resolution, the BAC Sec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Sec receiving officer for the updating of PMT and afterwards endorse to PMD-CMS for preparation of Purchase Order (PO).</p>			
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	<p>2.3.6 In the event the HOPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>2.3.7 The BAC deliberates and informs the End-user on the decision/disapproval by the HoPE.</p>			
3. Prepare the ORS and have the PO signed by the HoPE	<p>3.1 The PMD-CMS prepares and facilitates the issuance of PO.</p> <p>3.1.1 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMS receiving officer updates the PMT and hand over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and</p>	None	Three (3) calendar days (exclusive of FMS process)	<i>Abdulquddus Barambangan (Procurement Head) Procurement Section</i>

Abdulquddus  
Barambangan  
(Procurement  
Head)  
Procurement  
Section

	<p>contractor or consultant the PO. Then, he/she facilitates and/or ensures the signing of PO by the supplier, contractor or consultant to signify the acceptance of the award made to them.</p> <p>3.2.1 The CMS Procurement Officer shall immediately furnish the BAC Secretariat with a hard copy/scanned copy of the duly conformed Contract/PO for posting.</p>			
	<p>3.3 The BAC, through its Secretariat, shall post the PO, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the premises of the DSWD within ten (10) days from their issuance, except for contracts with ABC of</p>	None	Within Ten (10) days	<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Alpha Joy Balmaceda (Procurement Staff)</i></p> <p><i>Procurement Section</i></p>

	Fifty Thousand			
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	Pesos (₱50,000.00) and below.  3.3.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS.			
	<b>TOTAL</b>	<b>NONE</b>	<b>38 Calendar Days</b>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the Procurement Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: <a href="mailto:procurement.fo12@dswd.gov.ph">procurement.fo12 @dswd.gov.ph</a> .
How complaints are processed	Upon receipt of complaint the Procurement Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact Procurement Section through:  <b>ABDULQUDDUS BARAMBANGAN</b> PO III / Head,PS Email: <a href="mailto:procurement.fo12@dswd.gov.ph">procurement.fo12 @dswd.gov.ph</a> Contact No.: 09952378184

Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

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

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

<b>Office or Division:</b>	Administrative Service - Procurement Management Division (AS-PMD) Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction :</b>	Government-to-Government (G2G) / Government to Business (G2B)	
<b>Who may avail:</b>	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<p>All Purchase Request (PR) with DRN Number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> <li>• Approved Project Proposal</li> <li>• Evaluation Criteria/ Rating Factor</li> <li>• Justification on the proposed venue/ location</li> </ul>		End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office



<ul style="list-style-type: none"> <li>• Certification that DSWD facilities are not available</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OBSU endorses approved PR to the BAC through its Secretariat	<p>1.1 The PPMS receiving officer shall record, update the PMT and endorse it to</p> <p>the PPMS Procurement Officer</p> <p>who then prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated in the approved PR are consistent with the approved Project Proposal and/or supporting documents. He/She then endorses the RFQ and other relevant supporting documents, together with the accomplished Checklist for AMPs (DSWD-AS-GF-096), to the PPMS receiving officer for signature of the PMD Chief/OIC.</p> <p>1.1.1 The PMD Chief/OIC signs the RFQ Form.</p> <p>1.1.2 Once the RFQ is signed, the PPMS</p>	None	Three (3) calendar days	<p><i>Abdulquddus Barambangan</i> (Procurement Head)</p> <p><i>Suharto Bansilan</i> <i>Alpha Joy Balmaceda</i> (Procurement Staff)</p> <p><i>Procurement Section</i></p>

	<p>receiving officer updates the PMT, and endorses the RFQ to the PPMS Procurement Officer to facilitate the procurement process.</p> <p>1.1.3 The PPMS Procurement Officer sends out/ emails the RFQ and requests the prospective service providers/Lessors to submit a price quotation/proposal that is responsive to</p>		
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	<p>the minimum technical specifications/ requirements set by the End-user Unit (OBS).</p> <p><b>Real Property</b></p> <p>The PPMS Procurement Officer shall invite at least three (3) prospective Lessors to submit sealed price quotations.</p> <p><b>Venue</b></p> <p>The PPMS Procurement Officer shall send the RFQ to at least three (3) venues within the vicinity of the selected location. Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.</p>			<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Marez Dalida (Canvasser)</i></p> <p><i>Procurement Section</i></p>
2. Submit price quotations/ bid proposal through official email address and/or fax number of the BAC Secretariat	2.1 The Service Providers/Lessors submit price quotation through the official email address and/or fax number of the BAC Secretariat dedicated for the receipt of quotation or submits personally to the BAC Secretariat office, on or before the deadline for submission of	None	In accordance with the deadline set in the RFQ	<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Marez Dalida (Canvasser)</i></p> <p><i>Procurement Section</i></p>

	quotation indicated in the RFQ.			
	<p>2.2 The PPMS Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC evaluation and/or deliberation of quotations received and award of contract to the legally, technically and financially capable service provider/ Lessor</p> <p>2.3 Upon the deadline for receipt of the price quotations, BAC Secretariat Procurement Officer shall then proceed to recommend to the BAC, if warranted, the creation of Technical Working Group (TWG) from the pool of</p>	None	Within One (1) calendar day from the deadline for submission of quotations	<i>Abdulquddus Barambangan (Procurement Head) Procurement Section</i>

	technical experts in the Department who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by	None	Three (3) calendar days	<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Procurement Section</i></p> <p><i>Bids and Awards Committee (BAC)</i></p>
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	<p>the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p> <p><b>Real Property</b></p> <p>On a specified date, submitted price quotations shall be opened to determine the Lowest Calculated Quotation. Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.</p> <p>The real property being offered by the Lessor with the Single or Lowest Calculated Quotation shall be rated in accordance with the technical specifications and the reasonableness of its price quotation shall be determined in accordance with the methodology prescribed in Appendix B of Annex "H".</p> <p>Upon determination of the responsiveness and reasonableness of the quotation, the BAC shall recommend to the HOPE the award of contract in favor of the Lessor with the</p>			
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	<p>Single or Lowest Calculated a. and Responsive Quotation. Award of contract shall be made in accordance with Section IV(L) of the Guidelines (Annex “H”).</p> <p><b>Venue</b></p> <p>Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.</p> <p>The venue being offered by the Lessor with the Lowest Calculated Quotation shall then be rated in accordance with the technical specifications prepared pursuant to Appendix B of Annex “H”. Compliance rating with technical specifications may be conducted through ocular inspection, interviews, or other forms of due diligence.</p> <p>Upon determination of the responsiveness of the quotation, the BAC shall recommend to the HOPE the award of contract in</p>			
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	favor of the Lessor with the			
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	<p>Single or Lowest Calculated and Responsive Quotation. Award of contract shall be made in accordance with Section IV(L) of the Guidelines (Annex “H”).</p> <p><b>In case of failure of procurement</b>, the BAC Secretariat Head issues a Memorandum to PMD-PPMS copy furnished the End-user informing the result and advising End-user to conduct mandatory review of specifications and/or requirements prior to conduct of another round of procurement</p>			
	<p>2.4 The BAC Sec Procurement Officer, upon the BAC’s due deliberation, prepares the Abstract of Quotations (AOQ) recommending to the HoPE the adoption of the Negotiated Procurement – Lease of Real Property or Venue modality and award of contract to the service provider/Lessor with the Single or Lowest</p>	None	Within Fifteen (15) calendar days	<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Procurement Section</i></p>

	<p>Calculated and Responsive Quotation.</p> <p>2.4.1 The AOQ and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for the signature of the members of the BAC, and eventually for the signature and approval of the HoPE.</p> <p>2.4.2 The AOQ is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>2.4.3 Then, the AOQ and NOA are routed to the HOPE for signature and/or approval.</p> <p>2.4.4 Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded service provider/ Lessor. The BAC Sec-in-Charge shall then endorse the approved Abstract of Quotations with complete supporting documents and the accomplished Checklist for AMPs to</p>			
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	<p>BAC Sec receiving officer for the updating of PMT and afterwards endorse to PMD-CMS for preparation of Purchase Order (PO).</p> <p>2.4.5 In the event the HOPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>The BAC deliberates and informs the End-user on the decision/disapproval of the HOPE.</p>			
3. Prepare the ORS and have the PO signed by the HoPE	<p>3.1 The PMD-CMS shall prepare and facilitate the issuance of Contract (for Lease of Real Property) / Purchase Order (for Lease of Venue).</p> <p>Upon receipt of the complete documents, e.g. Abstract of Quotations, NOA, PR, and other relevant documents from BAC Secretariat, the CMS receiving officer</p>	None	Three (3) calendar days	<p><i>Abdulquddus Barambangan</i> (Procurement Head)</p> <p><i>Procurement Section</i></p>

	updates the PMT and			
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hand over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare Purchase Order/ Contract. Then endorses to the End-user concerned the entire documents and the accomplished Checklist for AMPs.

**3.1.2 The End-user prepares the Obligation Request and Status (ORS) form and facilitates the signature on Box A of ORS by the HOBS.**

3.1.3 Then, the End-user facilitates for signature and approval of the PO/Contract by the HoPE.

3.1.4 Once PO/Contract is signed and approved by the HoPE, the End-user facilitates the processing of fund obligation by FMS-Budget Division and certification of funds availability by FMS-Accounting Division.

*End-user*

*Head of the  
Procuring Entity  
(HoPE)*

	<p>3.2 Upon receipt of the duly funded PO/Contract, the CMS Procurement Officer shall immediately notify and serve to the service provider/Lessor the PO/Contract, as follows:</p> <p>3.2.1 The HoPE or his duly authorized representative (ex. CMS) shall issue the approved PO/Contract to the Service Provider/Lessor within three (3) calendar days from the date of approval of the contract.</p> <p>3.2.2 The CMS Procurement Officer shall immediately furnish the BAC Secretariat with a hard or scanned copy of the duly conformed NOA and PO/Contract for posting</p>	None	Three (3) calendar days	<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Procurement Section</i></p>
	<p>3.3 The BAC, through its Secretariat, shall post the NOA and PO/Contract for information purposes, in the PhilGEPS website, the DSWD</p>	None	Within Ten (10) days	<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Alpha Joy Balmaceda (Procurement Staff)</i></p>

				<i>Procurement Section</i>
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	website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below.  3.3.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS.			
	<b>TOTAL:</b>	<b>None</b>	<b>38 Calendar Days</b> <i>(exclusive of FMS process)</i>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the Procurement Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: procurement.fo12 @dswd.gov.ph.
How complaints are processed	Upon receipt of complaint the Procurement Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.



	For inquiries and follow-ups, clients may contact Procurement Section through:  <b>ABDULQUDDUS BARAMBANGAN</b> PO III / Head,PS Email: <a href="mailto:procurement.fo12@dswd.gov.ph">procurement.fo12 @dswd.gov.ph</a> Contact No.: 09952378184
Contact information of ARTA, CSC, PCC	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

## 7. Procurement Under Repeat Order

Procurement of Goods based on the requirement needed by the Agency to be procured using **Repeat Order** under Section 51 of the 9th Edition 2016 Revised Implementing rules and Regulations (IRR) of Republic Act (RA) 9184 as the applicable Alternative Method of Procurement.

<b>Office or Division:</b>	Administrative Service - Procurement Management Division (AS-PMO) Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)	
<b>Who may avail:</b>	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical		End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office

specifications of the goods and services requested with a <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:  Justification Market Survey/ Market Research Previously Awarded Contract, BAC Resolution, Notice of Award, Notice to Proceed Inspection and Acceptance Certificate Price Quotation	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OBSU endorses approved PR to the BAC through its Secretariat	<p>1.1 The PPMS Procurement Officer endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the award of contract through Repeat Order, together with the accomplished Checklist for AMPs (DSWD-AS-GF-096).</p>	None	Three (3) calendar days	<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Suharto Bansilan (Procurement Staff)</i></p> <p><i>Procurement Section</i></p>
	1.2 Upon receipt of the documents, BAC Secretariat	None	Within Fifteen (15) calendar days	<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Suharto Bansilan AA I Procurement Section</i></p>
	Procurement Officer shall review and verify the veracity and completeness of the documents submitted – e.g. justification, market study, price			

	<p>quotations and others.</p> <p>Otherwise, BAC Secretariat shall coordinate with PPMS to comply with the lacking document.</p> <p>1.2.1 The BAC Secretariat Procurement Officer, upon the BAC's due deliberation, shall then prepare the BAC Resolution recommending award of contract through Repeat Order. The NOA is also prepared.</p> <p>1.2.2 The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for signature and approval of the HoPE.</p> <p>1.2.3 The BAC Resolution is routed by the BAC Secretariat among the BAC Members for their signature.</p>			<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Procurement Section</i></p>
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1.2.4 Then, the BAC Resolution together with the NOA is routed to the HoPE for signature and/or approval.

1.2.5 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.

1.2.6 The BAC deliberates and informs the End-user on the decision/disapproval of the HoPE.

1.2.7 Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier. The BAC Sec procurement officer shall then endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting

	documents and the accomplished			
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	Checklist for AMPs to BAC Sec Receiving Officer for the updating of Procurement Monitoring Tool (PMT) and afterwards endorse to PMD-Contract Monitoring Section (CMS) for preparation of Purchase Order (PO).			
2. Prepare the ORS and have the PO signed by the HoPE	<p>2.1 The PMD-CMS prepares and facilitates the issuance of PO.</p> <p>2.1.1 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, NOA, PR, and other relevant documents from BAC Secretariat, the CMS receiving officer updates the PMT and hand over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare Purchase Order. Then endorses to the End-user concerned the entire documents</p>	None	Three (3) calendar days (exclusive of FMS process)	<i>Abdulquddus Barambangan (Procurement Head) Procurement Section</i>

	<p>and the accomplished Checklist for AMPs.</p> <p>2.1.2 The End-user prepares the ORS form and facilitates the signature on Box A of ORS by the HOBS.</p> <p>2.1.3 Then, the End-user facilitates for signature and approval of the PO by the HoPE.</p> <p>2.1.4 Once PO is signed and approved by the HoPE, the End-user facilitates the processing of fund obligation by FMS-Budget Division (FMS-BD) and certification of funds availability by FMS-Accounting Division (FMS-AD).</p>			<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>End-User (Procurement Staff)</i></p> <p><i>Head of the Procuring Entity (HoPE)</i></p>
	<p>2.2 Upon receipt of the duly funded PO, the CMS Procurement Officer shall immediately notify and serve to the supplier the PO.</p> <p>2.2.1 The HoPE or his duly authorized representative shall issue the NTP, if necessary, and a</p>	None	Three (3) calendar days	<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Procurement Section</i></p>



	<p>copy of the approved PO to the Supplier within three (3) calendar days from the date of approval of the contract.</p> <p>2.2.2 The CMS Procurement Officer shall immediately furnish the BAC Secretariat with a scanned copy of the duly conformed NOA and PO</p>			
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	<p>2.3 The BAC, through its Secretariat, shall post the NOA, PO, including the NTP if necessary, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below.</p> <p>2.3.1. The BAC Sec shall furnish the proof of posting to the PMD-CMS.</p>	None	Within Ten (10) days	<p><i>Abdulquddus Barambangan</i> (Procurement Head)</p> <p><i>Alpha Joy Balmaceda</i> (Procurement Staff)</p> <p><i>Procurement Section</i></p>
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	TOTAL	None	34 Calendar Days (exclusive of FMS process)
<b>Feedback and Complaints Mechanisms</b>			
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance		
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.		
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the Procurement		

	Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: <a href="mailto:procurement.fo12@dswd.gov.ph">procurement.fo12 @dswd.gov.ph</a> .
How complaints are processed	Upon receipt of complaint the Procurement Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact Procurement Section through:  <b>ABDULQUDDUS BARAMBANGAN</b> PO III / Head,PS Email: <a href="mailto:procurement.fo12@dswd.gov.ph">procurement.fo12 @dswd.gov.ph</a>
Contact information of ARTA, CSC, PCC	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

## 8. Procurement under Shopping under Section 52.1 (B)

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

<b>Office or Division:</b>	Administrative Service - Procurement Management Division (AS-PMD) Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)
<b>Who may avail:</b>	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a <b>certified true copy</b>	End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office

<b>of approved PPMP</b> and other supporting documents per request as follows: <ul style="list-style-type: none"> <li>• Approved Terms of Reference</li> <li>• TA Report (BGMD/ICTMS/SMS)</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. OBSU endorses approved PR to the BAC through its Secretariat</p>	<p>1.1 The PPMS receiving officer records, updates the Procurement Monitoring Tool (PMT) and endorses to the PPMS Procurement Officer who then prepares the RFQ and ensures that the specific requirements indicated in the approved PR are consistent with the approved technical specifications and/or supporting documents. He/She then endorses the RFQ and other relevant supporting documents, together with the accomplished Checklist for AMPs (DSWD-AS-GF-096), to the PPMS receiving officer for signature of the PMD-Chief/OIC.</p> <p>1.1.1 The PMD Chief/OIC signs the RFQ Form.</p> <p>1.1.2 Once the RFQ is signed, the PPMS</p>	<p>None</p>	<p>Three (3) calendar days</p>	<p><i>Abdulquddus Barambangan</i> (Procurement Head)</p> <p><i>Suharto Bansilan</i> <i>Alpha Joy Balmaceda</i> (Procurement Staff)</p> <p><i>Procurement Section</i></p> <p><i>Abdulquddus Barambangan</i> (Procurement Head) <i>Procurement Section</i></p>
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	<p>receiving officer updates the PMT, and endorses the RFQ to the PPMS Procurement Officer to facilitate the procurement process. Proceed to step # 9.</p> <p>1.1.3 For those projects/ activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (₱50,000.00) but not more than One Million Pesos (PhP1M), the PPMS receiving officer shall endorse the RFQ to the BAC, through its Secretariat, to proceed with the required postings.</p>			<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Suharton Bansilan (Procurement Staff)</i></p> <p><i>Procurement Section</i></p>
	<p>1.2 The BAC Sec Head assigns the RFQ to BAC Sec Procurement Officer for posting.</p>	None	Two (2) calendar days	<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Alpha Joy Balmaceda (Procurement Staff)</i></p>

	1.2.1 The BAC Sec Procurement Officer shall post the RFQ at the PhilGEPS website, DSWD website and at the conspicuous place reserved for this purpose in the premises of the DSWD-CO/FO for a period of three (3) calendar days.			<i>Procurement Section</i>
	1.2.2 The BAC Sec procurement officer shall forward the posted RFQ together with the proofs of postings to the BAC Sec records officer for updating in the PMT. He/She shall then endorse the documents to the PPMS receiving officer.			
	1.3 The PPMS receiving officer updates the PMT and forwards the posted RFQ to the PPMS procurement officer.	None	One (1) calendar days	<i>Abdulquddus Barambangan (Procurement Head)</i>  <i>Procurement Section</i>

	1.3.1 The PPMS Procurement Officer shall send out/email the RFQ to at least three (3) suppliers of known qualifications and requests to submit price quotation that is responsive to the minimum requirements on technical specifications, quantity, ABC and other terms and conditions of the contract set by the End-user Unit (OBS). This, notwithstanding, those who respond through any of the required postings shall			<i>Abdulquddus Barambangan</i> <i>(Procurement Head)</i>  <i>Marez Dalida</i> <i>(Canvasser)</i>  <i>Procurement Section</i>
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	be allowed to participate.			
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2. Submit price quotations through official email address and/or fax number of the BAC Secretariat	2.1 The suppliers must submit their price quotation through the official email address and/or fax number of the BAC Secretariat dedicated for the receipt of quotation or submits personally to the BAC Secretariat office, on or before the deadline for submission of quotation indicated in the RFQ.	None	In accordance with the deadline set in the RFQ	<i>Abdulquddus Barambangan (Procurement Head)</i> <i>Procurement Section</i>  <i>Marez Dalida (Canvasser)</i>
	2.1.1 At least three (3) price quotations must be obtained to proceed with the evaluation thereof.			
	2.2 The deadline for submission may be extended thrice, if none or less than the required number of quotations are received.  2.2.1 For ABCs more than Fifty Thousand Pesos (₱50,000.00), extensions of deadline shall likewise be posted for a period of three (3) calendar days in the PhilGEPS, the	None	Before the original deadline for submission	<i>Abdulquddus Barambangan (Procurement Head)</i>  <i>Alpha Joy Balmaceda (Procurement Staff)</i> <i>Procurement Section</i>

	<p>website of the Procuring Entity, if any, and at any conspicuous place in the Procuring Entity's premises.</p> <p>2.2.2 In case no supplier responded after the third extension, the BAC shall conduct a mandatory review in accordance with Section IV(K) of the Guidelines.</p>			
	2.3 The PPMS	None	Within one (1)	<i>Abdulquddus Barambangan (Procurement Head) Procurement Section</i>
	Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC evaluation and/or deliberation of quotations received and award of contract to the legally, technically and financially capable supplier to supply and deliver the goods.		calendar day from the deadline for submission of quotations	<p>Canvassers</p> <p>BAC</p>

	<p>2.4 Upon the deadline for receipt of the price quotations, the BAC</p> <p>Sec Procurement</p> <p>Officer shall conduct evaluation, reviews and verifies the veracity and</p>	None	Three (3) calendar days	<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Procurement Section</i></p> <p><i>Canvassers</i></p>
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	<p>completeness of the submitted quotations to ensure that the supplier is technically, legally and financially capable to deliver the goods or services in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p><b>If the BAC Secretariat procurement officer could not proceed with the evaluation due to the complexity of the technical specifications,</b> the BAC Secretariat may recommend to the BAC, if warranted, the creation of Technical Working Group (TWG) from the pool of technical experts in the Department who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications/ requirements set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p> <p><b>In case of failure of procurement,</b> the BAC Secretariat Head issues a Memorandum</p>			
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	to PMD-PPMS copy furnished the End-user informing the result and advising End-user to conduct mandatory review of specifications and/or requirements prior to conduct of another round of procurement.			
	<p>2.5 The BAC Sec Procurement Officer, upon the BAC's due deliberation, prepares the AOQ recommending to the HoPE the adoption of the Shopping under Section 52.1(b) modality and the award of contract in favor of the supplier with the Single or Lowest Calculated and Responsive Quotation, as the case may be.</p> <p>The AOQ shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for the signature and approval of the Head of the Procuring Entity (HoPE).</p>	None	Within Fifteen (15) calendar days	<p><i>Abdulquddus Barmabangan</i> (Procurement Head)</p> <p>Procurement Section</p>

	<p>2.5.1 The AOQ is routed by the BAC Secretariat among the BAC Members for their signature.</p> <p>2.5.2 Then, the AOQ is routed to the HoPE for signature and/or approval.</p> <p>2.5.3 The BAC Sec Procurement Officer shall then endorse the approved AOQ with complete supporting documents and the accomplished Checklist for AMPs to BAC Sec receiving officer for the updating of the PMT and afterwards endorse to PMD-CMS for preparation of Purchase Order (PO).</p> <p>2.5.4 In the event the HoPE shall disapprove the recommendation, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>2.5.5 The BAC deliberates and informs</p>			
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	the End-user on the			
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	decision/disapproval of the HoPE.			
3. Prepare the ORS and have the PO signed by the HoPE	<p>3.1 Upon receipt of the complete documents e.g. AOQ, PR, and other relevant documents from the BAC Secretariat, the CMS receiving officer updates the PMT and hand over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare the PO.</p> <p>3.1.1 CMS Procurement Officer prepares the PO. Then endorses to the End-user concerned the entire documents and the accomplished Checklist for AMPs.</p> <p>3.1.2 The End-user prepares the ORS form and facilitates the signature on Box A of ORS by the HOBS.</p> <p>3.1.3 Then, the End-user facilitates for signature and approval of the PO by the HoPE.</p> <p>3.1.4 Once the PO is signed and approved by the HoPE, the</p>	None	Three (3) calendar days	<p><i>Abdulquddus Barmabangan (Procurement Head)</i></p> <p><i>Procurement Section</i></p> <p><i>End-User</i></p>



	End-user facilitates the processing of fund obligation by FMS-Budget Division and certification of funds availability by FMS-Accounting Division.			
	<p>3.2 Upon receipt of the duly funded PO, the CMS Procurement Officer shall notify and serve immediately to the Supplier the PO and facilitate the signing by the duly authorized representative.</p> <p>3.2.1 The CMS Procurement Officer shall immediately furnish the BAC Secretariat with a hard copy/scanned copy of the duly conformed PO for posting.</p>	None	Three (3) calendar days	<p><i>Abdulquddus Barmabangan (Procurement Head)</i></p> <p><i>Procurement Section</i></p>

	<p>3.3 The BAC, through its Secretariat, shall post the PO, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with an Approved Budget for the Contract of Fifty Thousand Pesos (₱50,000.00) and below.</p> <p>3.3.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS.</p>	None	Within Ten (10) calendar days	<p><i>Abdulquddus Barmabangan (Procurement Head)</i></p> <p><i>Alpha Joy Balmaceda (Procurement Staffs) Procurement Section</i></p>
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	<b>TOTAL:</b>	<b>None</b>	<b>41 Calendar Days</b> <i>(exclusive of End-User and FMS process)</i>
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### Feedback and Complaints Mechanisms

How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the Procurement Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato

	email: <a href="mailto:procurement.fo12@dswd.gov.ph">procurement.fo12 @dswd.gov.ph</a> .
How complaints are processed	<p>Upon receipt of complaint the Procurement Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact Procurement Section through:</p> <p><b>ABDULQUDDUS BARAMBANGAN</b>          PO III / Head,PS          Email: <a href="mailto:procurement.fo12@dswd.gov.ph">procurement.fo12 @dswd.gov.ph</a>          Contact No.: 09952378184</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

## 9. Procurement under Small Value Procurement

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

<b>Office or Division:</b>	Administrative Service - Procurement Management Division (AS-PMD) Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)
<b>Who may avail:</b>	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Three (3) copies of Procurement Request (PR) with DRN Number signed by the Head of the OBS indicating complete technical specifications of the goods and services requested	End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Officer

One (1) <b>certified true copy of approved PPMP</b> and other supporting documents per request as follows:				
<ul style="list-style-type: none"> <li>• Approved Terms of Reference</li> <li>• Technical Assistance (TA) Report (BGMD/ICTMS/SMS)</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. OBSU endorses approved PR to the BAC through its Secretariat</p>	<p>1.1 The PPMS receiving officer shall record, and update the Procurement Monitoring Tool (PMT) and endorse to the PPMS Procurement Officer who then prepares the RFQ/ RFP and ensures that the specific requirements indicated in the approved PR are consistent with the approved technical specifications, scope of work, terms of reference (TOR) and/or supporting documents.</p> <p>1.1.1 The PPMS receiving officer shall endorse the RFQ/RFP and other relevant supporting documents, together with the accomplished Checklist for Alternative Mode of Procurement (AMPs) (DSWD-AS-GF-096), to the PPMS receiving</p>	<p>None</p>	<p>Three (3) calendar days</p>	<p><i>Abdulquddus Barambangan</i> (Procurement Head)</p> <p><i>Suharto Bansilan</i> (Procurement Staffs)</p> <p><i>Abdulquddus Barambangan</i> (Procurement Head)</p> <p><i>Alpha Joy Balmaceda</i> (Procurement Staffs)</p>
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	<p>officer for signature of the PMD-Chief/OIC.</p> <p>1.1.2 The PMD Chief/OIC shall sign the RFQ/RFP Form.</p> <p>1.1.3 Once the RFQ/RFP is signed, the PPMS receiving officer shall update the PMT, and endorse the RFQ/RFP to the PPMS Procurement Officer to facilitate the procurement process.</p> <p>1.1.3 For those projects/activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (₱50,000.00) but not more than One Million Pesos (₱1M), the PPMS receiving officer shall endorse the RFQ/RFP to the BAC, through its Secretariat, to proceed with the required postings.</p>			<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Alpha Joy Balmaceda (Procurement Staffs)</i></p>
	<p>1.2 The BAC Sec Head assigns the RFQ/RFP to BAC Sec Procurement Officer for posting.</p> <p>1.2.1 The BAC Sec Procurement Officer shall post the RFQ/RFP at the PhilGEPS website, DSWD website and at the conspicuous place reserved for the</p>	None	Two (2) calendar days	<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Alpha Joy Balmaceda (Procurement</i></p>

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	<p>purpose in the premises of the DSWD CO/FO for a period of three (3) calendar days.</p> <p>1.2.2 The BAC Sec procurement officer shall forward the posted RFQ/RFP together with the proofs of postings to the BAC Sec records officer for updating in the PMT.</p> <p>1.2.3 The BAC Sec procurement officer shall endorse the documents to the PPMS receiving officer.</p>			
	1.3 The PPMS receiving officer shall update the PMT and forward the posted RFQ/RFP to the PPMS procurement officer.	None	One (1) calendar day	<i>Abdulquddus Barambangan (Procurement Head)</i>

	1.3.1 The PPMS Procurement Officer shall send out/email the RFQ/RFP to at least three (3) suppliers, service providers, contractors or consultants of known qualifications and requests to submit price quotation/proposal that is responsive to the minimum requirements on technical specifications/ scope of			<i>Marez Dalida (Canvasser)</i>
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	work/ TOR, ABC and other terms and conditions set by the End-user Unit (OBS). This, notwithstanding, those who respond through any of the required postings shall be allowed to participate.			
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2. Submit price quotations/ bid proposal through official email address and/or fax number of the BAC Secretariat	2.1 The suppliers, service providers, contractors or consultants must submit their price quotation/bid proposal through the official email address and/or fax number of the BAC Secretariat dedicated for the receipt of quotation or submits personally to the BAC Secretariat office, on or before the deadline for submission of quotation indicated in the RFQ/RFP.  Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.	None	In accordance with the deadline set in the RFQ/RFP	<i>Abdulquddus Barambangan (Procurement Head)</i>  <i>Procurement Section</i>  <i>Marez Dalida (Canvasser)</i>
	2.2 The PPMS  Procurement Officer shall endorse to the BAC, through its	None	Within one (1) calendar day from the deadline for submission of quotations	
	Secretariat, a transmittal			<i>Abdulquddus Barambangan (Procurement Head)</i>
	memorandum  requesting for BAC evaluation and/or deliberation of quotations/proposals			<i>Procurement Section</i>  <i>Marez Dalida (Procurement Staffs)</i>

	received and award of contract to the legally, technically and financially capable service provider/ Lessor.		
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	<b>Evaluation of quotations/ proposals</b>  2.3 Upon the deadline for receipt of the price quotations/ proposals, the BAC Sec Procurement Officer shall conduct evaluation, review and verify the veracity and completeness of the submitted quotations/proposal to ensure that the supplier is capable to deliver the goods or services in accordance with the provision of RA No. 9184 and its 2016 Revised IRR.  <b>If the BAC Secretariat procurement officer could not proceed with the evaluation due to the complexity of the specifications,</b> scope of works, or TOR, the BAC Secretariat may recommend to the BAC, if warranted, the creation of Technical Working Group (TWG) from the pool of	None	Three (3) calendar days	<i>Abdulquddus Barambangan (Procurement Head)</i>  <i>Procurement Section</i>  <i>Bids and Awards Committee (BAC)</i>
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	<p>technical experts in the Department who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications/ qualifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p> <p><b>In case of failure of procurement,</b> the BAC Secretariat Head shall issue a Memorandum to PMD-PPMS copy furnished the End-user informing the result and advising End-user to conduct mandatory review of specifications and/or requirements prior to conduct of another round of procurement.</p>			
	<p>2.4 The BAC Sec Procurement Officer, upon the BAC's due deliberation, shall prepare the BAC Resolution or AOQ</p> <p>recommending to the HoPE the adoption of the Negotiated</p> <p>Procurement - Small</p>	None	Within Fifteen (15) calendar days	<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Procurement Section</i></p>

	Value Procurement modality and the award			
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	<p>of contract in favor of the supplier, service provider, contractor with the Single or Lowest Calculated and Responsive Quotation (for goods or infrastructure projects), or in favor of the consultant with the Single or Highest Rated and Responsive Proposal (for consulting services) as the case may be. Likewise, the NOA is also prepared in cases of infrastructure projects and consulting services.</p> <p>2.4.1 The BAC Resolution/AOQ and the NOA (if applicable) shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for signature of the members of the BAC, and eventually for the signature and approval of the HoPE.</p> <p>2.4.2 The BAC Secretariat shall route the BAC Resolution/AOQ among the BAC Members for their signature.</p> <p>2.4.3 The AOQ/BAC Resolution and NOA are</p>			
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	<p>routed to the HoPE for signature and/or approval.</p> <p>2.4.4 Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer shall serve it to the awarded supplier, contractor or consultant.</p> <p>2.4.5 The BAC Sec Procurement Officer shall endorse the approved AOQ/ BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Sec Receiving Officer for the updating of the PMT and afterwards endorse to PMD-CMS for preparation of Purchase Order (PO) or Contract.</p> <p><b>In the event the HoPE shall disapprove the recommendation</b>, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>2.4.6 The BAC shall deliberate and inform the End-user on the</p>			<p><i>Head of the Procuring Entity (HoPE)</i></p> <p><i>Bids and Awards Committee (BAC)</i></p>
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	decision/ disapproval of the HoPE.			
3. Prepare the OBRS and have the PO signed by the HoPE	<p>3.1 Upon receipt of the complete documents from the BAC Secretariat, the Contract Monitoring Section (CMS) receiving officer shall update the PMT and endorse the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare the PO or Contract.</p> <p><b>In case of Contract for Consulting Services:</b> Prepare the draft Contract between the Department and the Consultant and endorse the same to the outgoing clerk for onward endorsement to the Legal Service (LS) for review.</p> <p>Within three (3) days from receipt of comments, the concerned Procurement Officer shall then finalize the Contract in accordance with the comments of LS, prepare the FMS-AD</p>	None	Six (6) calendar days	<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Procurement Section</i></p> <p><i>End-user</i></p>

	COA Checklist and			
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	<p>executive summary (if necessary) and label all the documents. Then endorse to the End-user (OBS) concerned the entire document and the accomplished Checklist for AMPs.</p> <p><b>In case of PO for Goods and Infrastructure Projects:</b></p> <p>Prepare the PO. Then endorses to the End-user concerned the entire documents and the accomplished Checklist for AMPs.</p> <p>3.1.1 The End-user shall prepare the ORS form and facilitate the signature on Box A of ORS by the HOBS.</p> <p>3.1.2 The End-user facilitates for signature and approval of the PO or Contract by the HoPE.</p> <p>3.1.3 Once the PO or Contract is signed and approved by the HoPE, the End-user shall facilitate the processing of fund obligation by FMS-Budget Division and certification of funds availability by</p>			
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	FMS-Accounting Division.			
	<p>3.2 Upon receipt of the duly funded PO/Contract, the CMS Procurement Officer shall notify and serve immediately to the Supplier, Service Provider, Contractor or Consultant the PO/Contract and facilitate the signing by the duly authorized representative.</p> <p>3.2.1 The CMS Procurement Officer shall furnish the BAC Secretariat with a hard copy/scanned copy of the duly conformed PO/Contract for posting.</p>	None	Three (3) calendar days	<i>Abdulquddus Barambangan (Procurement Head)</i>
	<p>3.3 The BAC, through its Secretariat, shall post the PO/ Contract and NOA (if any), for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with an Approved Budget for the Contract (ABC) of Fifty</p>	None	Within Ten (10) calendar days	<i>Abdulquddus Barambangan (Procurement Head)</i>  <i>Alpha Joy Balmaceda (Procurement Staff)</i> <i>Procurement Section</i>

	Thousand Pesos (₱50,000.00) and below.  3.3.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS.			
	<b>TOTAL:</b>	<b>None</b>	<b>44 Calendar Days</b> <i>(exclusive of End-User and FMS process)</i>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the Procurement Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: <a href="mailto:procurement.fo12@dswd.gov.ph">procurement.fo12 @dswd.gov.ph</a> .
How complaints are processed	<p>Upon receipt of complaint the Procurement Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact Procurement Section through:</p> <p><b>ABDULQUDDUS BARAMBANGAN</b>            PO III / Head,PS            Email: <a href="mailto:procurement.fo12@dswd.gov.ph">procurement.fo12 @dswd.gov.ph</a>            Contact No.: 09952378184</p>

Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

## 10. Procurement Under Two Failed Biddings under Section 53.1

Procurement of Goods, Infrastructure Projects or Consulting Services based on the requirement needed by the Agency to be procured using **Negotiated Procurement – Two Failed Biddings under Section 53.1** of the 9th Edition 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184 as the applicable Alternative Method of Procurement.

<b>Office or Division:</b>	Administrative Service - Procurement Management Division (AS-PMD) Bids and Awards Committee Secretariat Section (BAC SEC) Contract Monitoring Section (CMS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Government to Business (G2B)
<b>Who may avail:</b>	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

<p>Three (3) copies of Purchase Request (PR) with DRN number must be submitted signed by the Head of the OBS indicating complete technical specifications of the goods and services requested</p> <p><b>One (1) certified true copy of approved PPMP</b> and other supporting documents per request as follows:</p>	<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office</p>
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<ul style="list-style-type: none"> <li>• Approved Terms of Reference</li> <li>• Approved Project Proposal</li> <li>• BAC Resolution declaring 2nd Failure of Bidding</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OBSU endorses approved PR to the BAC through its Secretariat	1.1 The PPMS receiving officer shall record, update the PMT and endorse to the PPMS Procurement Officer who shall prepare the Draft RFQ/RFP and ensures that the specific requirements indicated in the approved PR are consistent with the approved technical specifications, scope of work, Terms of Reference (TOR) and/or other supporting documents.	None	One (1) calendar day	<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Suharto Bansilan, Alpha Joy Balmaceda (Procurement Staffs)</i></p> <p><i>Procurement Section</i></p>

	1.1.1 Prepare a transmittal memorandum to the BAC, through the BAC Secretariat, endorsing the Draft RFQ/RFP and other relevant supporting documents, together with the accomplished Checklist for Alternative Mode of Procurement (AMPs) (DSWD-AS-GF-096)			
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	<p>1.1.2 The PMD-PPMS Chief/OIC shall sign the memorandum–endorsement.</p> <p>1.1.3 The PPMS receiving officer shall then transmit the memo-endorsement to the BAC, through its Secretariat, to proceed with the required postings.</p>			
	1.2 The BAC Sec Head shall assign the RFQ/RFP to BAC Sec Procurement Officer for posting.	None	Two (2) calendar days	<i>Abdulquddus Barambangan (Procurement Head)</i>

	<p>1.2.1 The BAC Sec Procurement Officer shall post the procurement opportunity (e.g. RFQ/RFP) at the PhilGEPS website, DSWD website and at the conspicuous place reserved for this purpose in the premises of the DSWD-CO/FO for a period of at least three (3) calendar days.</p> <p>1.2.2 The BAC Sec procurement officer shall forward the posted RFQ/RFP together with the proofs of postings to the BAC Sec records officer for updating in the PMT. He/She shall then</p>			<p><i>Alpha Joy Balmaceda (Procurement Staff)</i></p> <p><i>Procurement Section</i></p>
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	endorse the documents to the PPMS receiving officer.			
	1.3 The PPMS receiving officer shall update the PMT and forward the posted RFQ/RFP to the PPMS procurement officer.	None	One (1) Calendar day	<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Procurement Section</i></p>

	1.3.1 The PPMS Procurement Officer shall send out/email the RFQ/RFP to at least three (3) suppliers, contractors or consultants, including those disqualified in previous biddings for the project, for negotiations to ensure effective competition. This, notwithstanding, those who responded through any of the required postings shall be allowed to participate. Even if only one (1) bidder should respond to such invitation or posting, the BAC shall proceed with the negotiation subject to the rules prescribed hereunder.			<i>Marez Dalida (Canvasser)</i>
	1.4. Any requirements, guidelines, documents, clarifications, or other	None	Within Fifteen (15) calendar days	<i>Abdulquddus Barambangan (Procurement Head) Procurement Section</i>
	information relative to the negotiations that are			



	<p>communicated by the BAC to a supplier, contractor, or consultant shall be communicated on an equal basis to all other suppliers, contractors, or consultants engaging in negotiations with the BAC relative to the procurement. The prospective bidders shall be given equal time and opportunity to negotiate and discuss the technical and financial requirements of the project to be able to submit a responsive quotation or proposal.</p> <p>1.4.1 Following completion of the negotiations, the BAC shall request all suppliers, contractors, or consultants in the proceedings to submit, on a specified date (e.g. within five calendar days), a best offer based on the final technical and financial requirements together with their post-qualification documents.</p> <p>1.4.2 Upon receipt of the best and final offer, together with their post-qualification documents, the BAC Sec Procurement Officer shall</p>			<i>Bids and Awards Committee (BAC)</i>
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	<p>conduct evaluation, review and verify the veracity and completeness of the documents to ensure that the supplier, contractor, or consultant is capable to deliver the goods/render the services and in accordance with the provision of RA No. 9184 and its 2016 Revised IRR.</p> <p>1.4.3 The BAC Secretariat may recommend to the BAC, if warranted, the creation of Technical Working Group (TWG) from the pool of technical experts in the Department who shall examine and evaluate the submitted documents (best and final offer and post-qualification documents), and determine their compliance to the minimum technical specifications, scope of work or terms of reference set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p>			
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	1.5 The BAC Sec Procurement Officer, upon the BAC's due deliberation, shall	None	Within Fifteen (15) calendar days	<i>Abdulquddus Barambanga n(Procurement Head)</i>  <i>Alpha Joy Balmaceda ({Procurement Staff)</i>  <i>Procurement Section</i>
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	<p>prepare the BAC Resolution recommending to the Head of the Procuring Entity (HoPE) the adoption of the Negotiated Procurement –Two Failed Bidding and the award of contract in favor of the supplier, contractor with Single or Lowest Calculated and Responsive Quotation (for goods or infrastructure projects), or in favor of the consultant with the Single or Highest Rated and Responsive Proposal (for consulting services) as the case may be. Likewise, the NOA is also prepared in cases of infrastructure projects and consulting services.</p> <p>1.5.1 The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the HoPE.</p> <p>1.5.2 The BAC Secretariat shall route the BAC Resolution among</p>			<p><i>Abdulquddus Barambangan (Procurement Head)</i></p> <p><i>Procurement Section</i></p>
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	<p>the BAC Members for their signature.</p> <p>1.5.3 The BAC Resolution and NOA are routed to the HoPE for signature and/or approval.</p> <p><b>In the event the HoPE shall disapprove the recommendation,</b> such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC.</p> <p>1.5.4 The BAC shall deliberate and inform the End-user on the decision/disapproval of the HoPE.</p> <p>1.5.5 Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer shall serve it to the awarded supplier, contractor or consultant.</p> <p>1.5.6 The BAC Sec Procurement Officer shall endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC receiving officer for the updating of PMT and</p>			<p><i>Abdulquddus Barambangan (Procurement Head) Procurement Section</i></p> <p><i>Bids and Awards Committee (BAC)</i></p>
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	afterwards endorse to PMD-CMS for preparation of the Contract.			
2. Prepare the ORS and have the PO signed by the HoPE	<p>2.1 Upon receipt of the complete documents from the BAC Secretariat, the CMS receiving officer shall update the PMT and hand over the documents to the CMS Procurement Officer, upon coordination with the CMS Section Head, to review and prepare the draft Contract.</p> <p>2.1.1 The CMS Procurement Officer shall prepare the draft Contract between the Department and the Supplier, Contractor or Consultant and endorse the same with outgoing clerk for onward endorsement to the LS for review.</p> <p>2.1.2 Within three (3) days from receipt of comments, the concerned Procurement Officer shall finalize the Contract in accordance to the comments of LS, prepare the FMS-AD COA Checklist and label all the documents and endorse to the End-user concerned the entire</p>	None	Six (6) Calendar Days (exclusive of End-user and FMS process)	<i>Abdulquddus Barambangan (Procurement Head) Procurement Section</i>

	document and the			
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	<p>accomplished Checklist for AMPs.</p> <p>2.1.3 The End-user shall prepare the ORS form and facilitate the signature on Box A of ORS by the HOBS. Then, the End-user shall facilitate for signature and approval of the Contract by the HoPE.</p> <p>2.1.4 Once the Contract is signed and approved by the HoPE, the End-user shall facilitate the processing of fund obligation by FMS-Budget Division and certification of funds availability by FMS-Accounting Division.</p>			<i>End-User</i>
	<p>2.2 Upon receipt of the duly funded Contract, the CMS Procurement Officer shall notify and serve to the Supplier, Contractor or Consultant the Contract, as follows:</p> <p>2.2.1 The HoPE or his duly authorized representative shall issue the Notice to Proceed (NTP), if necessary, and a copy of the approved Contract to the Supplier, Contractor or Consultant within three (3) calendar</p>	None	Three (3) calendar days	<i>Abdulquddus Barambangan (Procurement Head)</i>  <i>Procurement Section</i>



	days from the date of approval of the contract.  2.2.2 The CMS Procurement Officer shall furnish the BAC Secretariat with a scanned copy of the duly conformed NOA and Contract, including the NTP if necessary, for posting.			
	2.3 The BAC, through its Secretariat, shall post the NOA, Contract, including the NTP if necessary, for information purposes, in the PhilGEPS website, the DSWD website, and at any conspicuous place reserved for this purpose in the DSWD premises within ten (10) days from their issuance, except for contracts with ABC of Fifty Thousand Pesos (₱50,000.00) and below.  2.3.1 The BAC Sec shall furnish the proof of posting to the PMD-CMS.	None	Within Ten (10) days	Abdulquddus Barambangan (Procurement Head)  Alpha Joy Balmaceda (Procurement Staff)  Procurement Section
	TOTAL:	None	56 Calendar Days (exclusive of End-user and FMS process)	
Feedback and Complaints Mechanisms				
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance			

How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the Procurement Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: <a href="mailto:procurement.fo12@dswd.gov.ph">procurement.fo12 @dswd.gov.ph</a> .
How complaints are processed	Upon receipt of complaint the Procurement Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact Procurement Section through:  <b>ABDULQUDDUS BARAMBANGAN</b> PO III / Head,PS Email: <a href="mailto:procurement.fo12@dswd.gov.ph">procurement.fo12 @dswd.gov.ph</a> Contact No.: 09952378184
Contact information of ARTA, CSC, PCC	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

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

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

<b>Office/Division:</b>		DSWD Central Office Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)		
		DSWD Field Office – Property and Supply Section (PSS)		
<b>Classification:</b>		Highly Technical <i>Teknikal sa mataas na antas</i>		
<b>Type of Transaction:</b>		G2G – Government to Government <i>Pamahalaan sa Pamahalaan</i>		
<b>Who may avail:</b>		1. DSWD Offices 2. DSWD Designated Property and Supply Custodian 3. Field Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for Technical Assistance - One (1) original copy.		To be prepared by DSWD Office OBSU and Field Offices through Memorandum addressed to Administrative Service Director, Attention the AS-PSAMD Chief Administrative Officer signed by their Head of Office or authorized official.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward the request for Technical Assistance (TA)	1.1. Received request for TA from 8 AM to 5 PM, Mondays to	None	5 Minutes	Khairia Kapampangan SO I
indicating the	Fridays except			Property and Supply Section (PSS)

specific topics and concerns to be discussed from 8 AM to 5 PM, Mondays to	holidays, and forward to the Head of Property Office			
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Fridays except holidays				
	1.2. The property personnel shall identify if immediate request for TA  <b>If yes:</b> Conduct TA to the requesting client  <b>If no:</b> Forward to Head of Property Office for assigning of task	None	5 Minutes	Khairia Kapampangan SO I  Property and Supply Section (PSS)
	1.3. The Head of the Property Office shall review the request.	None	5 Minutes	<i>Rommel Camaganacan</i>  Head, Property and Supply Section (PSS)
	1.4. Check the	None	10 Minutes	<i>Rommel Camaganacan</i>  Head,
	availability of			Property and Supply Section

				(PSS)
	Technical Staff on the requested date of TA.			
	1.5. If If not available - Assign request to concerned Technical Staff and advise staff to request for reschedule of TA through Memorandum	None	1 Day	<i>Rommel Camaganacan</i>  Head, Property and Supply Section (PSS)
	1.6. If available for scheduled TA Request, advise the Technical Staff	None	1 Day	<i>Rommel Camaganacan</i>  Head, Property and Supply Section (PSS)

	to prepare a Memorandum confirming the date of TA			
	1.7. Prepare Special Order (SO), (If Field Office) for the period of TA. <i>Maghanda ng Special Order (SO), (Kung ang TA ay sa Field</i>	None	4 Day	<i>Rommel Camaganacan</i>  Head, Property and Supply Section (PSS)

	<i>Office) para sa panahon isinasagawa ang TA</i>			
	<b>1.8.</b> Conduct TA for immediate request and/or scheduled TA request	None	Immediate - 1 Day	<i>Rommel Camaganacan</i>  Head, Property and Supply Section (PSS)
2. Accomplished the TA Evaluation Form and/or Client Satisfaction Measurement Form (CSMF)	<b>2.1.</b> Receive the duly accomplished TA Evaluation Form and/or CSMF.	None	10 Minutes	Khairia Kapampangan SO I  Property and Supply Section (PSS)
	<b>2.2.</b> Prepare TA Feedback Report for review and signature of the Head of Property Office  For CSMF – will be reported on the succeeding month after the conduct of	None	10 Days from returned to Official Station  CSMF report will be submitted to CART every 10 <sup>th</sup> of the succeeding month	Khairia Kapampangan SO I
				Property and Supply Section (PSS)

	TA, this will be included in the Client Satisfaction Measurement Survey Report (CSMR) submitted to DSWD Central Office (CO)/Field Office (FO) Committee on Anti Red Tape (CART) focal every 10 <sup>th</sup> of the succeeding month			
	<b>TOTAL</b>	<b>None</b>	For immediate TA - <b>13 Days and 35 Minutes</b>  For Schedules TA - <b>20 Days and 35 Minutes</b>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the Property and Supply Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: property.fo12@dswd.gov.ph.

How complaints are processed	<p>Upon receipt of complaint the Property and Supply Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact PSS through:</p> <p><b>ROMMEL A. CAMAGANACAN</b>          Administrative Officer V / Head,PSS          0999-905-8087          Email: <a href="mailto:property.fo12@dswd.gov.ph">property.fo12@dswd.gov.ph</a></p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

## 12. Re-issuance of Equipment and Semi-Expendable Supplies

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

<b>Office/Division:</b>	DSWD Field Office XII – Property and Supply Section (PSS)
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original copy of memorandum requesting for issuance of property  2. Two (2) Original copies of Furniture and Equipment Transfer Slip (FETS)  3. Two (2) Original copies of Property Accountability Receipt or Inventory Custodian Slip		1. From concerned OBSUs and personnel, interoffice memorandum format  2. From PREMIS online through the Designated Property Officer of concerned Office  3. From PREMIS online through the Designated Property Officer of concerned Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare a request letter containing item specifications, quantity, purpose and to whom the equipment or semi-expendable equipment/supply shall be assigned.	1. Receive, review and verify the availability of request	None	60 Minutes (Verification of request may take longer hours depending on technicality of details, availability and volume of items)	<i>PSS Staff</i>  <i>Section Head</i> Property and Supply Section
2. Process the signing of FETS of the recipient office or accountable person for the re-issuance of item or equipment	2.1 Inform requesting Office on the availability/non-availability of items  2.1.1 Request approval of FETS for confirmation of transfer	None	120 Minutes (Processing of request may take longer hours depending on technicality of details, availability and volume of items)	Khairia D. Kapampangan AO I  <i>Section Head</i> Property and Supply Section

	2.1.2 AS Property Officer shall inform the OBS non-availability of equipment			
3. Recording of re-Issuance through PREMIS	3.1 Update PREMIS and generate PAR/ICS and barcode	None	90 Minutes (Updating of PREMIS and generation of PAR/ICS and barcode may take longer hours depending on technicality of details, availability and volume of items)	Khairia D. Kapampangan AO /  Property and Supply Section

	3.2 Transfer accountability through updating of database and issuance of PAR or ICS	None	45 Minutes (Processing and approval of request may take longer hours depending on technicality of details and volume of items)	Khairia D. Kapampangan AO /  Property and Supply Section
	3.3 Attach generated barcode sticker on the requested item	None	15 Minutes (Barcode placement may take longer hours depending on the volume of	Khairia D. Kapampangan AO /  Property and Supply Section

			items)	
	3.4 Physical issuance of item or equipment and filing of PAR or ICS	None	60 Minutes (Issuance of item/s may take longer hours depending on volume of items and response of the end-user or requesting office)	Khairia D. Kapampangan AO I  Property and Supply Section
	3.5 Provide customer feedback form to the requesting party for the the service provided	None	5 Minutes	Khairia D. Kapampangan AO I  Property and Supply Section
	<b>TOTAL:</b>	<b>None</b>	<b>6 Hours, 35 Minutes</b>	

			<i>(Total time for continuous and non-continuous transactions and may take longer time depending on volume, technicality, documents, and available resources)</i>	
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<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the Property and Supply Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: property.fo12@dswd.gov.ph.

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

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

<b>Office/Division:</b>			DSWD Field Office XII – Property and Supply Section (PSS)	
<b>Classification:</b>			Simple Transaction	
<b>Type of Transaction:</b>			G2G – Government to Government	
<b>Who may avail:</b>			Department of Social Welfare and Development (DSWD) Officials and Employees	
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. 1 Copy of Purchase Order (PO) 2. 1 Copy of Contract (if applicable) 3. 1 Copy of Sales Invoice / Delivery Receipt (SI/DR) 4. 1 Copy of Notice to Proceed 5. 1 Copy of Inspection and Acceptance Report (IAR) 6. 1 Copy of Property Transfer Report (PTR) (If applicable)			1. Procurement Management Service -Contract Monitoring Division  2. Concerned Offices, Bureaus, Services, Units (OBSUs)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward complete documents to Property Office:	1.1. The Inspection Committee shall submit from 8am to 5pm, Mondays to Fridays, except holidays:  <b>For Purchased Property</b> a. Purchase Order (PO) Or Contract b. Sales Invoice (SI)/Delivery Receipt (DR) c. Notice to	None	5 Minutes	Khairia D. Kapampangan <i>Supply Officer</i> <i>Section Head</i>  Property and Supply Section

	<p>Proceed, Certificate of Completion/ Inspection and Acceptance Report (IAR)/ Property Transfer Report (PTR) for transferred property from Central Office (CO) to Field Office (FO) / FO to CO / FO to FO</p> <p>d. Copy of Purchas e Contract</p> <p>e. Approved Distribution List</p> <p><b>For Donated Properties</b></p> <p>a. Deed of Donatio n</p> <p>b. Approved Distribution List</p> <p><b>For properties attached to subscription</b></p> <p>a. Copy of Contract</p> <p>b. Approved Distribution List</p>			
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	<p><b>For fabricated and constructed buildings</b></p> <p>a. Liquidation Report for fabricated properties; and</p> <p>b. Approved Distribution List</p> <p><b>Note:</b> Prior to recording, ensure the following:</p>			
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	<p>a. that the items are properly inspected prior to transmittal of documents</p> <p>b. Documents are endorsed with routing slip</p>			
	1.2. The Property Personnel shall validate the accuracy and completeness of all attached documents	None	15 Minutes	<p>Khairia D. Kapampangan <i>Supply Officer</i></p> <p><i>Section Head</i> Property and Supply Section</p>

	1.3. If no, request for the lacking document/s  If yes, proceed to the next step	None	5 Minutes	Khairia D. Kapampangan r <i>Supply Officer</i>  <i>Section Head</i> Property and Supply Section
	1.4. The Property Personnel shall determine property acquisition cost and record the property details, identified end user and other information in PREMIS	None	10 Minutes	<i>PSS Staff</i>  <i>Section Head</i> Property and Supply Section
	1.5. The property officer shall determine property acquisition cost and record the	None	10 Minutes	<i>PSS Staff</i>  <i>Section Head</i> Property and Supply Section

	property details, identified end user and other information in PREMIS  Upon successful encoding electronically, a property number shall be automatically generated by the system for property identification.			
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	1.6. The Property Personnel shall print the property label/barcode to be placed in the most visible and secured part of the property and print the PAR/ICS and Undertaking (if with secondary end-user) for Approval of the Head of Property Office	None	10 Minutes	Khairia D. Kapampangan / Mohannad M. Paker <i>Supply Officer</i>  <i>Section Head</i> Property and Supply Section
	1.7. The property officer shall prepare Memorandum to endorse the approved PAR/ICS and Undertaking (if with secondary end user) forms with	None	15 Minutes	Khairia D. Kapampangan <i>Supply Officer</i>  <i>Section Head</i> Property and Supply Section
	attached routing slip and CSMF to the identified end user			

	1.8. issuance of Semi expendable property, the property personnel shall prepare the Report of Semi-Expendable Property Issued (RSPI) to report the issued property and forward to Accounting Division/Section/ Unit	None	1 Day	Khairia D. Kapampangan / Mohannad M. Paker <i>Supply Officer</i>  <i>Section Head</i> Property and Supply Section
	1.9. Scan barcode PAR/ICS to update the following information of the property in PREMIS:  1. Date the PAR/ICS was returned with signature of the End-User  2. Date of approval of PAR/ICS	None	10 Minutes	Khairia D. Kapampangan <i>Supply Officer</i>  <i>Section Head</i> Property and Supply Section
	1.10. The copy of PAR/ICS and undertaking (if with secondary	None	5 Minutes	<i>PSS Staff</i>  <i>Section Head</i> Property and Supply Section
	accountable person) shall be filed for reference			

	<b>TOTAL:</b>	<b>None</b>	<b>1 Day, 1 HOUR, 5 Minutes</b>	
<b>Feedback and Complaints Mechanisms</b>				
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance			
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.			
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the Property and Supply Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: <a href="mailto:property.fo12@dswd.gov.ph">property.fo12@dswd.gov.ph</a> .			
How complaints are processed	<p>Upon receipt of complaint the Property and Supply Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact PSS through:</p> <p><b>ROMMEL A. CAMAGANACAN</b>          Administrative Officer V / Head, PSS          0999-905-8087          Email: <a href="mailto:property.fo12@dswd.gov.ph">property.fo12@dswd.gov.ph</a></p>			
Contact information of ARTA, CSC, PCC	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621			
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a>			

	Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)
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## 14. Request for Technical Assistance for Special Sanitation and Disinfection of the Offices

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

<b>Office or Division:</b>	Administrative Service - Building and Grounds Management Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government

<b>Who may avail:</b>	All Bureaus, Offices, Sections and/or Units of the Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Generated request using General Services e-Ticketing System (GSeTS); or		<a href="https://gsets.dswd.gov.ph/users/login">https://gsets.dswd.gov.ph/users/login</a>		
2. Accomplished manual request form (Request for Technical Assistance); or		BGMD office or through DSWD Resource Site		
3. Email		Submit request to admin@dswd.gov.ph and bgmd@dswd.gov.ph for approval and recommendation.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit Technical Assistance (TA) request through:  a. Electronic System (GSeTS) b. Manual request form c. Email	1.1. Upon receiving, the requests shall be properly reviewed, checked, and coordinated with HRMDS.  1.1.1 Forward the approved request to the assigned personnel for appropriate action.	None	10 minutes	<i>Nashiba H. Ducol</i> Administrative Officer IV BGM Unit, General Services Section
	1.2. Verify the availability of the disinfection team and pending schedule, if any.  1.2.1 The assigned personnel have the right to reject the requested date/time of the requesting office. Hence, the assigned personnel shall inform the requesting office the next available day/time of sanitation and disinfection.	None	20 minutes	<i>Nelliane R. Molina</i> Administrative Assistant II General Services Section

2. The assigned Administrative Officer / Sanitation Inspector shall confirm and approve the final date/time of sanitation and disinfection schedule.	2.1. Disinfection and Sanitation Team composed of 3 Janitorial Staff with the supervision of the Technical Staff shall perform all necessary preparation prior to the execution.	None	1 hour	<i>Nashiba H. Ducol</i> Administrative Officer IV  <i>Nelliane R. Molina</i> Administrative Assistant II  General Services Section
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	2.2. Proceed to the area to be sanitized and disinfected, and implement the Department's safety and health protocols.	None	1 hour	<i>Nashiba H. Ducol</i> Administrative Officer IV  <i>Nelliane R. Molina</i> Administrative Assistant II  General Services Section
	2.3. After the activity, advised the Disinfection and Sanitation Team to begin with the cleaning and sanitizing of the whole office area including the office equipment, furniture and fixtures.	None	1 hour	<i>Nashiba H. Ducol</i> Administrative Officer IV  <i>Nelliane R. Molina</i> Administrative Assistant II  General Services Section
	2.4. Upon completion, notify the assigned Administrative Officer / Sanitation Inspector to coordinate with the requesting office.  ❖ Advise the requesting office to wait for at least two hours in order to avoid the possible inhalation of chemicals that may affect their health.	None	10 minutes	<i>Nashiba H. Ducol</i> Administrative Officer IV  <i>Nelliane R. Molina</i> Administrative Assistant II  General Services Section
3. Once completed, accomplish the Customer	3.1. Forward the accomplished CSMF with the attached copy of	None	10 minutes	<i>Nashiba H. Ducol</i> Administrative Officer IV BGM Unit, General Services Section

Satisfaction Measurement Form (CSMF).	TA/email request to the administrative staff for proper recording and filing.			
	<b>TOTAL:</b>	<b>None</b>	<b>3 hours and 50 minutes</b>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the General Services Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato  email: stbabor.fo12@dswd.gov.ph.
How complaints are processed	Upon receipt of complaint the General Services Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact GSS through:  <b>SAIFODEN T. BATADOR</b> Administrative Officer V / Head, GSS Email: stbabor.fo12@dswd.gov.ph Contact No. 09177160012
Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621



Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)
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## 15. Request for Technical Assistance Relative to Building and Grounds Management

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

The technical assistance can be categorized into:

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

<b>Office or Division:</b>	AS-Building and Grounds Management Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G - Government to Government G2B - Government to Business

<b>Who may avail:</b>		All Bureaus, Offices, Sections and/or Units of the Department		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Generated request using General Services e-Ticketing System (GSeTS); or		<a href="https://gsets.dswd.gov.ph/users/login">https://gsets.dswd.gov.ph/users/login</a>		
2. Accomplished manual request form (Request for Technical Assistance); or		BGMD office or through DSWD Resource Site		
3. Email		Submit request to <a href="mailto:admin@dswd.gov.ph">admin@dswd.gov.ph</a> and <a href="mailto:bgmd@dswd.gov.ph">bgmd@dswd.gov.ph</a> for approval and recommendation.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The concerned office shall submit their request through: <ul style="list-style-type: none"> <li>a. Electronic System (GSeTS)</li> <li>b. Manual request form</li> </ul> <ul style="list-style-type: none"> <li>❖ Ensure that all needed information is provided.</li> <li>❖ Ensure that any request related to repair/replacement is properly coordinated with the DSWD Inspection Committee and secure Pre-repair Inspection.</li> </ul>	1.1. Upon receiving, the request/s shall be properly reviewed, checked and corrected if applicable.  1.1.1 Determine and identify the scope of the request/s.	None	1 hour	<i>Nashiba H. Ducol</i> BGM, General Services Section

	1.2. Upon reviewing, secure duplicate copy and	None	1 day	<i>Nashiba H. Ducol</i> Administrative Officer IV BGM Unit, General Services Section
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	<p>forward the request to the assigned staff.</p> <p>1.2.1. The assigned technical staff/skilled personnel may conduct ocular inspection, if necessary.</p> <p>1.2.2. If upon inspection and/or further analysis, the work required has other areas of concern, assigned to another skilled personnel who are authorized to do the job.</p> <p>1.2.3. If it can be resolved within the assigned skilled personnel level, perform/ implement the actual work needed.</p> <p>1.2.4. If the request requires assistance beyond the capability of the available skilled personnel, the assigned technical staff shall immediately inform the requesting office for the out-sourcing of services.</p>			
	1.3. All requests that	None	7 days	<i>Engr. Kim Senth Sigmund Coronel</i>

				Engr. Christian Ybanez PDO II BGM Unit, General Services Section
	require fabrication, installation, plans/layout, technical			
	specification and material procurement the assigned technical staff shall prepare all necessary documents like: A. Plans/ Layout			

	B. Program of Works C. Technical Specification D. Bill of Quantities E. Terms of Reference (TOR) F. Project Proposal			
	1.4. All applicable documents shall be endorsed to the requesting office for confirmation and approval.  1.4.1 Revisions or adjustments may be requested by the requesting office.	None	3 days	Engr. Kim Senth Sigmond Coronel PDO II Engr. Christian Ybanez PDO II BGM Unit, General Services Section  Head of requesting Office

2. Review and approve the submitted technical document/s, if applicable.	2.1. Assigned technical staff shall review and revise the documents until approved by the requesting office.	None	3 days	<i>Engr. Kim Senth Sigmond Coronel PDO II</i> <i>Engr. Christian Ybanez PDO II</i> BGM Unit, General Services Section  Head of requesting Office
	2.1.1 Upon approval of the requesting office, all documents shall now be submitted to the Head of the Office for final approval.			
3. The requesting office's Procurement Officer shall prepare the Requisition and Issue Slip (RIS) and Purchase Request (PR) and facilitate the rest of the procurement process, if applicable.	3.1. Assigned technical staff shall wait until the delivery schedule of materials and/or mobilization of service provider.  3.1.1 Conduct Pre-construction Conference, if necessary.	None	Varies (Depending on the procurement process)	<i>Engr. Kim Senth Sigmond Coronel PDO II</i> <i>Engr. Christian Ybanez PDO II</i> BGM Unit, General Services Section
4. Notify the BGMD office once all resources needed are	4.1. All assigned technical staff and/or service provider/contractor shall	None	30 days	<i>Engr. Kim Senth Sigmond Coronel PDO II</i> <i>Engr. Christian Ybanez PDO II</i> BGM Unit, General Services Section
available to begin with the implementation, if applicable.	strictly follow the health and safety measures of the Department.			

	<p><b>If the nature of the work required does not affect the usual work operations,</b> the execution shall be performed within office hours.</p>			
	<p><b>If the nature of the work may affect the usual work operations,</b> execution shall be performed after office hours or during weekends</p> <p>4.1.1 The Service Provider shall submit and secure necessary permit, including but not limited to:</p> <ul style="list-style-type: none"> <li>A. Request for Entry to DSWD Premises</li> <li>B. Request to Stay</li> <li>C. Request for Overtime</li> </ul> <p>4.1.2 Monitor the implementation and document the progress of work.</p> <p>4.1.3 Coordinate with the requesting office for proper turnover and acceptance of work.</p>			
5. Participate in the Post-repair Inspection and/or Joint Inspection	5.1. Facilitate the possible correction/adjustment until approved, if necessary.	None	7 days	<i>Engr. Kim Senth Sigmond Coronel PDO II Engr. Christian Ybanez PDO II BGM Unit, General Services</i>

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for the acceptance and turnover of work, if applicable.				
	5.2. The assigned Technical Staff shall prepare the Certificate of Completion or Certificate of Acceptance, for approval if necessary.	None	1 day	<i>Engr. Kim Senth Sigmond Coronel PDO II Engr. Christian Ybanez PDO II BGM Unit, General Services Section</i>
6. Once completed and accepted, accomplish the Customer Satisfaction Measurement Form (CSMF).	6.1. Forward the accomplished CSMF with the attached TA request copy to the administrative staff for proper recording and filing.	None	1 hour	<i>Nashiba H. Ducol Administrative Officer IV BGM Unit, General Services Section</i>
	<b>TOTAL:</b>	<b>None</b>	<b>60 Days</b> (Excluding Procurement of Resources)	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the General Services Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato  email: stbabor.fo12@dswd.gov.ph.



How complaints are processed	<p>Upon receipt of complaint the General Services Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact GSS through:</p> <p><b>SAIFODEN T. BATABOR</b>          Administrative Officer V / Head, GSS          Email: <a href="mailto:stbatabor.fo12@dswd.gov.ph">stbatabor.fo12@dswd.gov.ph</a>          Contact No.: 09177160012</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

## 16. Request for Use and Monitoring of Vehicle

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

This service is to provide a systematic procedure in response to the official requests for the vehicle of the Department's Executive Officials and other employees.

<b>Office</b>	AS – GSD - Transport Management Section
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G Government-to-Government
<b>Who may avail</b>	All DSWD personnel regardless of nature of employment or rank

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Accomplished one (1) copy of Request for Use of Service Vehicle Form (AS-TMS-01) to be received by the AS-GSD.</p> <p>Note:</p> <p>A. Original Copy for GSD</p> <p>B. 1 receiving copy for the OBS concerned (photocopy)</p> <p>2. General Services Electronic Ticketing System (GSETS)</p>	<p>AS-GSD</p> <p>General Services Electronic- Ticketing System (GSETS) DSWD Resource Site</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submits the filled-out Request Form (AS-TMS-01)</p> <p>together with the receiving copy to the AS-GSD and/or request thru General Services Electronic Ticketing System (GSETS).</p> <p>Note: Submission of request must be at least 2 days prior to the actual travel.</p>	<p>1.1 Receives and stamps "Received" in the receiving copy.</p> <p>1.1.1 Review/validate the received request if properly accomplished; special directives or emergency requests may be received through the accomplishment of the Vehicle Request Form.</p>	None	<p>2 minutes</p> <p>3 minutes</p>	<p><i>Nelliane R. Molina</i>  <i>Administrative Assistant II</i>            General Services Division</p>

<p>2. Coordinates / follows up with the GSD/GSS regarding their request.</p> <p>Note: If the vehicle is not available, please proceed to Step 3. Otherwise, proceed to Step 4.</p>	<p>2.1 Request shall be forwarded within the same day to the technical staff or personnel in charge for evaluation of the request.</p> <p>2.1.1 Review the current schedule of availability of vehicle;</p> <p><i>Note: If the vehicle is not available, proceed to Step 3. Otherwise, proceed to Step 4</i></p> <p>2.1.2 If the vehicle is not available, inform the end-user thru phone call or email. The technical staff or personnel in charge prepares certification of non-availability of vehicle</p>	<p>None</p>	<p>3 minutes</p> <p>3 minutes</p> <p>10 minutes</p>	<p><i>Nelliane R. Molina</i> Administrative Assistant II General Services Division</p>
<p>3. Receives the Certification of non-availability of vehicle. (end of transaction if vehicle is not available)</p>	<p>3.1 The GSD Chief / GSS Head reviews and signs the certification</p> <p>3.1.1 Issue the certification to support the reimbursement claims for use of public transport of the end-user</p>	<p>None</p>	<p>2 minutes</p> <p>2 minutes</p>	<p><i>Nelliane R. Molina</i> Administrative Assistant II General Services Division</p>

4. Receives the confirmation of travel details from the GSD/GSS personnel.	4.1 If vehicle is available, the technical staff or personnel in charge identifies the appropriate vehicle to accommodate the request through number of passengers and destination;	None	2 minutes	<i>Nelliane R. Molina</i> <i>Administrative Assistant II</i> <i>General Services Division</i>
	4.1.1 The technical staff or personnel in charge prepares Trip ticket for trips within Metro Manila;		15 minutes	
	4.2 The technical staff or personnel in charge prepares Travel Order and Trip ticket in case of out of town trip;	None	15 minutes	<i>Nelliane R. Molina</i> <i>Administrative Assistant II</i> <i>General Services Division</i>
	4.3 The GSD Chief / GSS Head reviews and signs the Trip Ticket and the Travel Order shall be signed by the Central Office Administrative Service Director / FO Administrative Division Chief		2 minutes	<i>Saifoden T. Batabor</i> <i>Head, General Services Section</i> <i>General Services Section</i> <i>or</i> <i>Loreto Jr. V. Cabaya</i> <i>Director</i>  <i>Administrative Service</i> <i>or</i>  <i>Emerita Q. Dizon</i>  <i>Chief,</i> <i>Administrative Division</i>

	4.4 Upon approval of the Trip Ticket and/or Travel Order, the technical staff or personnel in charge shall immediately coordinate with requesting party/end-user for the confirmation of the travel details thru phone call and issue to the driver the Trip Ticket and/or Travel Order.		10 minutes	<i>Nelliane R. Molina</i> Administrative Assistant II General Services Division
5. Use of DSWD vehicle	5. At the scheduled date of the trip, the driver shall wait at the designated area identified by the requesting party/end-user.	None	As needed	<i>Nelliane R. Molina</i> Administrative Assistant II General Services Division
6. End of travel and/or back to work station  <i>Note: Passenger to fill-out "Client Satisfaction Measurement Form" (CSMF) thru online or drop the CSMF thru the drop boxes available in the GSD/GSS.</i>	6.1 Driver must travel back to the workstation or park the vehicle at the designated DSWD garage.  6.1.1 The driver and Security Guard shall briefly assess the condition of the vehicle and check if there are major damage/s. 6.1.2 The Security Guard shall record the vehicle's condition on the Guard's Report /Security Guard Logbook.		20 minutes	<i>Nelliane R. Molina</i> General Services Division

	<i>Note: The driver shall surrender the vehicle keys to the Security Guard. All vehicles must be stationed at the DSWD Central</i>			
	<i>Office/Field Office, or at any DSWD Satellite Office/facility at the end of each official trip.</i>  6.3 All relevant documents such as Trip Ticket, Fuel Consumption and Monitoring Form, Receipts of Toll Fees, and Travel Order shall be filed accordingly.			
	<b>TOTAL:</b>	<b>None</b>	<b>1 Hour and 55 Minutes</b>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the General Services Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato

	email: stbatabor.fo12@dswd.gov.ph.
How complaints are processed	<p>Upon receipt of complaint the General Services Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact GSS through:</p> <p><b>SAIFODEN T. BATABOR</b>          Administrative Officer V / Head, GSS          Email: stbatabor.fo12@dswd.gov.ph          Contact No.: 09177160012</p>
Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

## 17. Surrender / Turnover of Property and Cancellation of Property Accountability

To provide procedure for the surrendered / turned over property due to its obsolescence, unserviceability or when the same is no longer needed by the accountable person to effect cancellation of property accountability.

<b>Office/Division:</b>	DSWD Field Office XII– Property and Supply Section (PSS)
<b>Classification:</b>	Simple

<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> <li>Two (2) Original Copy and 1 photo copy of duly Accomplished Furniture and Equipment Transfer Slip (FETS)</li> <li>For unserviceable property:               <ul style="list-style-type: none"> <li>1 photocopy of Technical Assistance Report</li> <li>Inspection Report</li> </ul> </li> <li>Actual Property for turnover</li> </ol>		<ol style="list-style-type: none"> <li>To be prepared by the Offices' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format;</li> <li>For unserviceable property:  From concerned DSWD OBSUs (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSD/GSS; Maintenance Equipment – BGMD/GSS)  General Accounting Manual Volume II Appendix 62 with prescribed format</li> <li>To be made available by the accountable person</li> </ol>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. End- User will apply for clearance for property accountability</p>	<p>1.1 The Property Personnel will verify and evaluate the following:</p> <ul style="list-style-type: none"> <li>• Duly Accomplished and signed FETS;</li> <li>• RRPS (if applicable) Pre-Inspection report or TA (if required)</li> <li>• Surrendered Property Item/s</li> </ul> <p>1.1.1 Any discrepancy will be discussed with the DPSC or end-user for rectification of documents or replacement of surrendered items.</p> <p>1.1.2 Identify when rectification of documents applies</p> <p>1.1.3 Identify when replacement of surrendered items</p>	<p>None</p>	<p>90 Minutes (Depending on the distance of origin and destination office and volume of items to be surrendered)</p>	<p>Khairia D. Kapampangan <i>Supply Officer I</i></p> <p>Property and Supply Section</p>
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	1.1.4 The Property Personnel shall prepare recommendation either rectification or replacement			
2. Property Accountability Cancellation	<p>2.1 The Property Personnel/ Warehouse Officer shall receive the surrendered property item/s including the submitted FETS, RRSP (if applicable) and other pertinent documents then shall sign the "Received By" portion in the FETS.</p> <p>The property staff shall provide the customer feedback for manually requested FETS to the requesting party for the service provided.</p> <p>2.1.1 Property Personnel Shall Generate and print two (2) copies PAR or ICS through PREMIS; and,</p> <p>Generate and print the barcode sticker, then attach to each</p>	None	55 Minutes (Processing may take longer hours depending on technicality and volume of items)	<p>Khairia D. Kapampangan <i>Supply Officer I</i></p> <p>Property Staff</p> <p>Property and Supply Section</p>

	surrendered property item/s			
3. Updating of Records	<p>3.1 The property staff shall sign the generated PAR/ICS under the "Received by" portion</p> <p>3.1.1 Forward to the Property Division/Section Chief for signature on the "Approved by" portion.</p> <p>3.1.2 The property personnel shall scan and provide copy of approved PAR/ICS</p>	None	55 Minutes (Signing may take longer hours depending on volume of items)	<p>Khairia D. Kapampangan <i>Supply Officer I</i></p> <p>Property Staff</p> <p>Property and Supply Section</p>
	<p>to the DPSC/End User as reference and confirmation of cancellation of property accountability of the end user</p> <p>3.1.3 Property Personnel shall forward the signed PAR/ICS to the concerned personnel for filing and uploading.</p>			

<b>TOTAL</b>	<b>None</b>	<b>4 Hours, 45 Minutes</b>  <i>(Total time for continuous and non-continuous transactions and may take longer time depending on volume, technicality, documents and available resources)</i>	
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<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the Property and Supply Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: <a href="mailto:property.fo12@dswd.gov.ph">property.fo12@dswd.gov.ph</a> .
How complaints are processed	<p>Upon receipt of complaint the Property and Supply Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact PSS through:</p> <p><b>ROMMEL A. CAMAGANACAN</b>          Administrative Officer V / Head,PSS          0999-905-8087          Email: <a href="mailto:property.fo12@dswd.gov.ph">property.fo12@dswd.gov.ph</a></p>

Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

## 18. Transfer of Property Accountability

Transfer of property accountability to another accountable person shall be processed for documentation of the actual transfer of property and issuance of new Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS) for signature of the new accountable person to warrant cancellation of property accountability of the previous accountable person.

<b>Office/Division:</b>	DSWD Field Office XII – Property and Supply Section (PSS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) original copy of the duly accomplished Furniture and Equipment Transfer Slip (FETS)		To be prepared by the client Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS;		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished request for Furniture and Equipment Transfer Slip (FETS)	1.1. To facilitate the transfer of property from one end user to another, the requester shall accomplish and submit the FETS for transfer to Property Office from 8:00 AM to 5:00 PM, Mondays to Fridays except holidays	None	10 Minutes	Khairia D. Kapampangan Supply Officer I  Property and Supply Section
	1.2. The property personnel shall review the accomplished FETS form if the needed signatures are complete	None	15 Minutes	Khairia D. Kapampangan Supply Officer I Property and Supply Section
	1.3. Check completeness of documents. if incomplete, FETS shall be returned to the requester for	None	30 Minutes	Khairia D. Kapampangan Supply Officer I  Property and Supply Section

	completion.			
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	If complete, proceed to the next step			
	1.4. Check the received FETS Request and process the approval of the request through the Property Records and Equipment Monitoring Inventory System (PREMIS) FETS request module	None	30 Minutes	<i>Khairia D. Kapampangan / Mohannad M. Paker</i> <i>Supply Officer</i>  <i>Property and Supply Section</i>
	1.5. The property personnel shall generate and print the Property Transfer Report (PTR)/Inventory Transfer Report (ITR), Undertaking (if there is a secondary accountable person) into two (2) copies and barcode sticker through PREMIS Report Module, the applicable forms shall depend on the acquisition cost of the property (see procedure under the Recording, Documentation and Issuance of PPE and Semi-expendable properties.  Generate and print barcode sticker with	None	30 Minutes	Khairia D. Kapampangan Supply Officer I  Property and Supply Section



	number of copies as follows:				
	Computer Desktop				4
	Split Type Air condition unit				2
	Partition				Depends on the number of partition per property number
	Blinds				Depends on the number of blinds per property number
	Other property				1
	Generated PTR/ITR with/without undertaking and barcode stickers shall be forwarded to the requesting office for signature.				
2. The old barcode stickers shall be replaced with the new barcode sticker before the transfer of item/s including accessories to the new end user. The	2.1 Provide one copy of PTR/ITR and undertaking (if with secondary accountable person) to the end user for their reference	None	4 Hours, 15 Minutes	Khairia D. Kapampangan Supply Officer I  Property and Supply Section	

<p>Property personnel/Designated Property and Supply Custodian (DPSC)/Designated Property Officer (DPO)/Designated Property Custodian (DPC) shall ensure that the barcode sticker is attached to the most visible and secured area of the property.</p> <p>The end user shall return the signed PTR/ITR, undertaking (if with secondary accountable person) to the property office</p>				
	<p>2.2. Scan barcoded PTR/ITR and update the following information of the property in PREMIS and file for reference:</p> <p>a. Date the PTR/ITR and undertaking (if with secondary accountable person) was returned with signature of the end user</p> <p>b. Date of approval of PTR/ITR</p>	None	15 Minutes	<p>Khairia D. Kapampangan Supply Officer I</p> <p>Property and Supply Section</p>

	<b>TOTAL</b>	<b>None</b>	<b>6 Hours, 20 Minutes</b>	
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<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the Property and Supply Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: <a href="mailto:property.fo12@dswd.gov.ph">property.fo12@dswd.gov.ph</a> .
How complaints are processed	<p>Upon receipt of complaint the Property and Supply Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact PSS through:</p> <p><b>ROMMEL A. CAMAGANACAN</b>            Administrative Officer V / Head, PSS            0999-905-8087            Email: <a href="mailto:property.fo12@dswd.gov.ph">property.fo12@dswd.gov.ph</a></p>
Contact information of ARTA, CSC, PCC	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a>

	Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)
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# **HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT SERVICE (HRMDS)**

## **NON-FRONTLINE SERVICES**

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

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

<b>Office or Division:</b>	Personnel Administration Section (PAS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Current Field Office officials, employees and COS workers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) HRMDD-PAS HRMIS/online system		PAS Receiving Area		
One (1) Document Request Form or formal letter or e-mail request		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request via HRMIS, or send request through /e-mail or accomplish the HRMDD-PAS Request Form (write contact details as, as needed) and submit to PAS <b>together with complete supporting documents, if any.</b>	1. Receive and acknowledge request for COE from the client, then forward to personnel handling COE requests (via: HRMIS, DRF/email/	None	10 minutes	<i>Mr. Noel G. Damo Jr./Organic Staff</i> <i>Mr. Abdul Azis G. Mariano/Pantawid</i> Incoming and Outgoing Clerk Personnel Administration Section <b>Client</b>

2. Wait for the email notification regarding the status of the requested COE or advice of the assigned PAS Focal Person	2.1. Upon receipt of request from receiving clerk, the responsible personnel shall review and draft/print the COE based on the purpose indicated in the request following the standard template  <i>Note: Use Service Card/201 File or Index Card for COS Workers as reference</i>	None	2 Days, 4 hours (depending on the period of retrieving the files)	<i>Ms. Sittie Ainah D. Ibrahim/Oragnic Staff</i> <i>Ms. Norhidaya D. Magomnang/Pantawid</i>  <i>Ms. Sheila Mae J. Davila/SLP</i> <i>Mr. Rubin M. Candol/KALAH</i> <i>Ms. Michelle Lejarso/PSD</i> <i>Ms. Amelia B. Dima/Normalization</i> <b>Assigned HRPAS staff/Focal Person</b>
	2.2. Authorized Certifying authority shall review/ sign/initial the COE	None	3 hours and 30 minutes (depending on the availability of signatories)	<i>Ms. Norhayma P. Mamacotao/PAS Head</i> <i>Atty. Vicon B. De Guzman/OIC-Chief,HRMDD</i>



	2.3 Inform the client that the COE is ready for releasing via HRMIS/email/SMS/call.	None	20 minutes	<i>Mr. Noel G. Damo Jr./Organic Staff</i> <i>Mr. Abdul Azis G. Mariano/Pantawid</i> <b><i>Incoming and Outgoing Clerk</i></b>
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3. Proceed to PAD and get the requested document.	3. Provide one (1) duly signed COE to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	None	10 minutes	<i>Mr. Noel G. Damo Jr./Organic Staff</i> <i>Mr. Abdul Azis G. Mariano/Pantawid Incoming and Outgoing Clerk</i> <b>Client</b>
<b>TOTAL</b>		<b>None</b>	<b>3 Days</b>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter Personnel Administration Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: npmamacotao.fo12@dswd.gov.ph.
How complaints are processed	<p>Upon receipt of complaint the Personnel Administration Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact PAS through:</p> <p><b>NORHAYMA P. MAMACOTAO</b>          Administrative Officer V / Head,PAS</p>

	Email: : npmamacotao.fo12@dswd.gov.ph Contact No.: 09985131980
Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

## 2. Issuance of Certificate of Performance Rating

The service covers the facilitation of issuance of Certificate of Performance Rating to officials and individuals in the Central Office for the performance period upon request.

<b>Office or Division:</b>	Human Resource Planning and Performance Management Division (HRPPMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	CO Officials, Employees and COS Workers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(1) Online Request Form		Performance Management System (PMS) Online Portal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the online request form.	1. Acknowledge receipt of the request.	None	4 Hours	<i>Roey Patrice Mendoza</i> Human Resource

				Planning and
				Performance Management Section
2. Wait for further instructions from HRPPMD.	<p>2.1 Check the availability of performance ratings from the database.</p> <p>2.1.1 Prepare the Certificate of Performance Rating for approval, if performance ratings are available.</p> <p>2.1.2 Prepare the Certificate of No Performance Rating for approval, if HRPPMD has no records of performance ratings.</p>	None	16 Hours	<i>Roevi Patrice Mendoza</i> Human Resource Planning and Performance Management Section

3. Receive or pick-up the certificate and accomplish the customer feedback form.	3. Inform the concerned personnel of the availability of the certificate.	None	4 Hours	<i>Roevi Patrice Mendoza</i> Planning and Performance Management Section
4. Submit the accomplished customer feedback form.	4. File the receiving copy of certificate and update the monitoring tool	None		<i>Roevi Patrice Mendoza</i> Human Resource Planning and Performance Management Section
<b>TOTAL</b>		<b>None</b>	<b>24 Hours</b>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter HRPPMS, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: bjcutin.fo12@dswd.gov.ph.
How complaints are processed	<p>Upon receipt of complaint the HRPPMS shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact HRPPMS through:</p> <p><b>BRYAN J. CUTIN</b>            Administrative Officer IV / Head, HRPPMS            Email: : bjcutin.fo12@dswd.gov.ph            Contact No.: 09762540956</p>
Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

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

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

<b>Office or Division:</b>	Personnel Administration Section (PAS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Current Field Office Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
One (1) FO Clearance Certificate		Client or if none, FILE 201 / PER 16		
One (1) Authorization Letter		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send request through e-mail or accomplish the HRMDD-PAS Request Form  (write contact details, as needed) and submit to PAS <b>together with supporting documents, if</b>	1. Receive and acknowledge request for SR from the client, then forward to personnel handling SR requests (via: DRF/email)	None	10 minutes	<i>Mr. Noel G. Damo Jr./Organic Staff</i> <i>Mr. Abdul Azis G. Mariano/Pantawid</i> <b>Incoming and Outgoing Clerk</b>  <b>Client</b>

any.

2. Wait for the advice of the assigned PAS Focal Person	2.1. Responsible personnel shall review and draft/print the SR based on the purpose indicated in the request following the standard template.  <i>Note: Use Service Card or 201 File as reference in preparing the SR</i>	None	2 Days, 4 hours	<i>Ms. Jamalia P. Batabor</i> <i>Ms. Sittie Ainah D. Ibrahim</i> <i>Ms. Norhidaya D. Magomnang/Pantawid</i> <b>Assigned HRPAS staff/Focal Person</b>
	2.2. Authorized Certifying authority shall review/ sign/initial in the SR	None	3 hours and 30 minutes	<i>Ms. Norhayma P. Mamacotao/PAS Head</i>
	2.3 Inform the client that the SR is ready for releasing via e-mail/SMS/call	None	20 minutes	<i>Mr. Noel G. Damo Jr./Organic Staff</i> <i>Mr. Abdul Azis G. Mariano/Pantawid</i> <b>Incoming and Outgoing Clerk</b>  <b>Client</b>



3. Proceed to PAS and get the requested document.	3. Provide one (1) duly signed SR to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	None		<i>Mr. Noel G. Damo Jr./Organic Staff</i> <i>Mr. Abdul Azis G. Mariano/Pantawid Incoming and Outgoing Clerk</i>  <b>Client</b>
	<b>TOTAL</b>	<b>None</b>	<b>3 Days</b>	

### Feedback and Complaints Mechanisms

How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter Personnel Administration Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: npmamacotao.fo12@dswd.gov.ph.
How complaints are processed	<p>Upon receipt of complaint the Personnel Administration Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact PAS through:</p> <p><b>NORHAYMA P. MAMACOTAO</b>          Administrative Officer V / Head,PAS          Email: : npmamacotao.fo12@dswd.gov.ph          Contact No.: 09985131980</p>

Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

## **LEGAL SERVICE (LS)**

### **NON-FRONTLINE SERVICES**

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

This process covers requests for CENOPAC filed by the DSWD Field Office XII personnel (a) whose employment status is updated; and who are currently employed in the DSWD (“Covered Employee”).

<b>Office or Division:</b>	Legal Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	DSWD Field Office Personnel <sup>16</sup>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for CENOPAC through HR Social Welfare Section		1. Human Resource Social Welfare Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The DSWD employee/requestor submits a request for CENOPAC using the HRMIS/Endorsement Letter from the Welfare Section.	None	None	2 minutes	<i>FLOR DE MAE P. SURITA</i> Legal Assistant Legal Unit
	1.The Legal Assistant shall process the CENOPAC request.  1.1.1 The Legal Assistant (LA) shall receive the requests for CENOPAC through HR Welfare Section	None	10 minutes	<i>FLOR DE MAE P. SURITA</i> Legal Assistant Legal Unit

<sup>16</sup> It does not apply to workers engaged under Contract of Service or Job Order[1] (“COS/JO”), and Presidential Appointees[2].

[1] This is due to the absence of employer-employee relationship between the DSWD and the COS/JO workers, and the fact that the latter are not governed by Civil Service laws and regulations.

[2] Requests for CENOPAC by a Presidential Appointee should be requested directly before the Office of the Deputy Executive Secretary for Legal Affairs ("ODESLA") pursuant to the Guidance of the ODESLA (ODESLA LETTER dated 26 June 2023) in relation to Executive Order No. 01, Series of 2022, and pertinent issuances of the Office of the President.

<sup>17</sup> Designated by LS Director/ OIC and LS-LMD Chief

	<p><b>If the requestor has NO PENDING administrative case,</b>          LA preapres the "ISSUANCE" The the requestor will receive a message/text notification that his/her request is ready for pick- up.</p> <p><b>If the requesting employee HAS a PENDING administrative case,</b>          The requestor will receive a message/text notification of the disapproval with an instruction to coordinate with the Legal Service (LS) for the specific details.</p> <p>1.2.1 The Legal Assistant shall forward the printed certifications to the LU Legal Officer for signature.</p>	None	45 minutes	<i>FLOR DE MAE          P. SURITA          Legal Assistant          Legal Unit</i>
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	<p>1.3 The LU Legal Officer<sup>18</sup> shall review, approve and sign the certification.</p> <p>1.3.1 The LU Legal Officer shall give the signed certification to LA and shall forward the approved CENOPAC to the Administrative Aide (AA) for release.</p>	None	5 hours and 5 minutes <sup>19</sup>	<p><i>ATTY. VICON B. DE GUZMAN Legal Officer/Officer-in- Charge Legal Unit</i></p>
<p>2. The DSWD employee/requestor will receive a notification that the CENOPAC is ready for pick-up. The DSWD employee/requestor or his/her duly authorized representative claims the approved CENOPAC to the Legal Unit.</p>	<p>2.1 . The Administrative Aide/Administrative Assistant shall release the approved and signed CENOPAC to the requestor or his/her duly authorized representative.<sup>20</sup></p> <p>2.2 Administrative Aide/Administrative Assistant shall give a copy or link of the Customer Feedback</p>	None	10 minutes	<p><i>JUSTINE A. CABAYA Administrative Aide/ Administrative Assistant, LU<sup>21</sup></i></p>

<sup>18</sup> In case of absence or unavailability of the LS Director, the Office in-Charge (OIC), based on the Order of Succession, shall be the signatory.

<sup>19</sup> This reflects the maximum time during which the responsible officer must review, approve, and sign the CENOPAC. It considers the availability and schedule of the Legal Service Director or OIC, and may be done in a shorter period within the day.

<sup>20</sup> Unclaimed CENOPAC after 30 days from the date of approval will be archived and the requester will need to file a new request for

CENOPAC.  
<sup>21</sup> Designated by LS Director/OIC and LS-LMD Chief

2.1 The DSWD employee/requestor or his/her duly authorized representative shall accomplish the Customer Feedback Form.	Form to the requestor.			
	<b>TOTAL</b>	<b>NONE</b>	<b>6 working hours and 12 minutes</b>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter Legal Unit, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: <a href="mailto:vicondeguzman@gmail.com">vicondeguzman@gmail.com</a> / <a href="mailto:ybdeguzman.fo12@dswd.gov.ph">ybdeguzman.fo12@dswd.gov.ph</a>
How complaints are processed	Upon receipt of complaint the Legal Unit shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact Legal Unit through:  <b>VICON BAÑAGA DE GUZMAN</b>



	Attorney II Email: : <a href="mailto:vicondeguzman@gmail.com">vicondeguzman@gmail.com</a> / <a href="mailto:vbdeguzman.fo12@dswd.gov.ph">vbdeguzman.fo12@dswd.gov.ph</a>
Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

**NATIONAL HOUSEHOLD TARGETING  
OFFICE  
(NHTO)**

**NON-FRONTLINE SERVICES**

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

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

<b>Office or Division:</b>	National Household Targeting Office (NHTO) and National Household Targeting Sections (NHTS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
<b>Who may avail:</b>	All DSWD Offices, Bureaus, Services, Units (OBSUs) at the Central and Field Offices, Centers, Residential Care Facility, Sections, and Units (CRCFU) at the regional level, and attached agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li><b><i>With existing and valid Non-Disclosure Agreement (NDA):</i></b> <ol style="list-style-type: none"> <li>One (1) original/copy of letter of request (indicating purpose for the request, the list of data sets required and how these will be used, and a reasonable timeline as to when the requested data is needed)</li> </ol> </li> <li><b><i>No existing and valid Non-Disclosure Agreement (NDA):</i></b> <ol style="list-style-type: none"> <li>One (1) original/certified true copy of document indicating the appointed and NPC-registered Data Protection Officer</li> <li>One (1) original copy of accomplished Non-Disclosure Agreement (NDA)</li> <li>One (1) copy of List of personnel who will have access to the Listahanan data together with the purpose and data processing they will employ in the treatment of data</li> </ol> </li> </ul>		Provided by the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the letter of request with attached e-copy of data	1.1 Receive and record the request in the document	None	15 minutes	Nurmina R. Mangorse, AA III National Household Targeting Sections

				(NHTS)
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requirements (if available) to NHTO/NHTS.	transaction/tracking system.  1.1.1 Advise the requesting party that they will receive an email or call after 2-3 working days on the approval of their request and the expected schedule of release of the results.  1.1.2 Forward the request to the NHTO Director/ NHTS Policy and Plans Division (PPD) Chief for approval.			
	1.2 Review, input comment, and decide if the request is for processing or not, then endorse it to the NHTO Operations Division Chief/ RFC.	None	6 hours	<i>Sohra P. Guialel, OIC PPD Chief</i>
	1.3 Input recommendations and endorse it to the designated Data Privacy Officer (DPO)	None	6 hours	<i>Maslama B. Hassan (FOXII)/Aminah P. Macodi (BARMM) National Household Targeting Sections (NHTS)</i>

	1.4 Review the request and make recommendations if the request is for approval or not, then endorse it to the NHTO Director/ NHTS Policy and Plans Division Chief.	None	3 hours	Ryan A. Ibones (FO XII)/Amer H. Sarosong (BARMM) National Household Targeting Sections (NHTS)
2. Submission of signed Non-Disclosure Agreement (NDA) Agreement and other documentary requirements not included in the submission of letter of request to the NHTO/ NHTS for review on completeness	2.1 The NHTO Director/NHTS PPD Chief endorses the recommendation to the assigned Project Development Officer to inform the client on the approval or disapproval of the data request based on the DSWD AO 19, s. 2021. <ul style="list-style-type: none"> <li>• If Approved – Communicate with the requesting party, facilitate the signing of the NDA, and review all the documentary requirements</li> <li>• If Disapproved- Return to the requesting party and prepare a Denial of Request for Data Form highlighting the grounds for such denial. <i>End of process.</i></li> </ul>	None	2 hours	Maslama B. Hassan (FOXII)/Aminah P. Macodi (BARMM) National Household Targeting Sections (NHTS)

	2.1.1 After accomplishing the NDA and			
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	reviewing the completeness of the documentary requirements, endorse to the NHTO IT Division Chief or designated IT personnel/ NHTS Information Technology Officer			
	2.2 Generate the requested data.	None	1 day	Ryan A. Ibones (FO XII)/Amer H. Sarosong (BARMM) National Household Targeting Sections (NHTS)
	2.3 Review result of the data generation.	None	1 day	Maslama B. Hassan (FOXII)/Aminah P. Macodi (BARMM) National Household Targeting Sections (NHTS)

	<p>2.4 Secure the data by adding password protection to the file.</p> <p>2.4.1 Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive.</p> <ul style="list-style-type: none"> <li>• Other storage devices may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party.</li> <li>• Google drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized personnel of the requesting party.</li> </ul>	None	1 day	<p><i>Ryan A. Ibones (FO XII)/Amer H. Sarosong (BARMM)</i>            National Household Targeting Sections (NHTS)</p>
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	2.4.2 Counter sign in the DRF.  2.4.3 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.			
	2.5 Track and scan the document before releasing the result to the requesting party.	None	10 minutes	<i>Maslama B. Hassan (FOXII)/Aminah P. Macodi (BARMM)</i> National Household Targeting Sections (NHTS)



<p>3. Call NHTO/NHTS for retrieval of password upon receipt of the result and submit the signed Certificate of Acceptance</p>	<p>3.1 Provide the password of the file to the requesting party thru phone upon inquiry and receive the signed Certificate of Acceptance from the requesting party.</p> <p>3.1.1 Administer the Client Satisfaction Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.</p>	<p>None</p>	<p>10 minutes</p>	
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<b>TOTAL:</b> <i>*with possible extension on the actual data processing depending on the type of data being requested and the compliance and submission of the documentary requirements by the requesting party.</i>	<b>None</b>	<b>5 days, 1 hour and 35 minutes</b>	
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<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to NHTS, DSWD Field Office XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p><b>Email:</b> <a href="mailto:apmacodi.fo12@dswd.gov.ph">apmacodi.fo12@dswd.gov.ph</a></p>
How complaints are processed	<p>Upon receipt of complaint the <b>NHTS</b> shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact PSS through:</p> <p><b>AMINAH P. MACODI</b> PDO IV</p> <p><b>Email:</b> <a href="mailto:apmacodi.fo12@dswd.gov.ph">apmacodi.fo12@dswd.gov.ph</a> Contact No.: 09972953544</p>

Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

## 2. Data Sharing with DSWD OBSUs – Name Matching Request

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

<b>Office or Division:</b>	National Household Targeting Office (NHTO) and National Household Targeting Sections (NHTS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2B), Government to Citizen
<b>Who may avail:</b>	All DSWD Offices, Bureaus, Services, Units (OBSUs) at the Central and Field Offices, Centers, Residential Care Facility, Sections, and Units (CRCFU) at the regional level, and attached agencies.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li><b><i>With existing and valid Non-Disclosure Agreement (NDA):</i></b> <ol style="list-style-type: none"> <li>One (1) original/copy of letter of request (Indicate reason for name matching)</li> <li>One (1) electronic copy (Preferably in CSV format) of the name to be matched which includes the following:</li> </ol> </li> </ul>	

<ul style="list-style-type: none"> <li>• Complete name (Last name, First Name, Middle Name, Extension Name)</li> <li>• Birth Date (YYYY-MM-DD format)</li> <li>• Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay</li> <li>• <b>No existing and valid Non-Disclosure Agreement (NDA):</b></li> </ul> <p>3. One (1) original Non-Disclosure Agreement (NDA) signed by the: (1) Head of Office as Personal Information Controller (PIC), (2) designated Data Privacy Officer (DPO) or Compliance Officer (COP)</p> <p>4. One (1) copy of List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing</p>		Provided by the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the letter of request together with the electronic copy of the names for name matching	1.1 Receive and record the request. 1.1.1 Endorse request to the NHTO Director / Regional Director	None	15 minutes	<i>Nurmina R. Mangorse AA III</i> National Household Targeting Sections (NHTS)
	1.2 Provide instruction to facilitate/review the request. 1.2.1 Endorse to the NHTO OD Chief / Policy and Plans Division (PPD) Chief.	None	2 hours	<i>Loreto Jr. V. Cabaya, Regional Director</i>

	1.3 Provide recommendations on the request.  1.3.1 Endorse to the assigned Project Development Officer (PDO) to inform the client about the status of their request.	None	1 hour	<i>Sohra P. Guialel, OIC PPD Chief</i>
	1.4 Inform the client on the status of data request based on the DSWD AO 19, s. 2021. <ul style="list-style-type: none"> <li>Disapproved – Sign the letter of disapproval and endorse it to the client. <i>End of process</i></li> </ul>	None	1 hour	<i>Maslama B. Hassan (FOXII)/Aminah P. Macodi (BARMM)</i>  National Household Targeting Sections (NHTS)
	<ul style="list-style-type: none"> <li><i>Approved</i> – Notify and provide the NDA and documentary requirements to the client</li> </ul>			

2. Provide the documentary requirements and the NDA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP)	2.1 Review all documentary requirements including the NDA submitted by the client. <ul style="list-style-type: none"> <li>• Non-Compliant – Inform the client regarding the incomplete requirement via email.</li> <li>• Compliant –             <ol style="list-style-type: none"> <li>a. Sign the NDA and endorse to the DPO for signature</li> <li>b. Endorse the signed NDA to Information Technology Division (ITD) for processing</li> </ol> </li> </ul>	None	2 hours	<i>Maslama B. Hassan (FOXII)/Aminah P. Macodi (BARMM)</i>  National Household Targeting Sections (NHTS)
	2.2 Review the compliance of the electronic copy of names with the required template/format: <ul style="list-style-type: none"> <li>• Non-Compliant – Inform the client</li> </ul>	None	1 day (5,000 and below)  3 days (5,001 – 50,000)  7 days	<i>Ryan A. Ibones (FO XII)/Amer H. Sarosong (BARMM)</i>  National Household Targeting Sections (NHTS)

	about the findings via email • Compliant – Process the request within the set deadline depending on the volume or number of names to be matched		(50,001 – 400,000)  18 days (400,001 – 1,000,000)	
3. Provide a storage device that is approved by the IT Chief or request for a Google Drive link	3.1 Secure the data by adding a password to the file. 3.1.1 Prepare the Data Release Form (DRF). 3.1.2 Draft the response memorandum. 3.1.3 Save the results in a compact disc (CD), Universal Serial Bus (USB) stick, or hard drive. 3.1.4 Sign the DRF. 3.1.5 Endorse the finalized documents to the NHTO Director / PPD Chief.	None	3 hours	<i>Ryan A. Ibones (FO XII)/Amer H. Sarosong (BARMM)</i> National Household Targeting Sections (NHTS)
	3.2 Sign the memorandum and endorse it to the Administrative Assistant for release.	None	1 hour	<i>Loreto Jr. V. Cabaya, Regional Director</i>

4 Receive the results of name matching	2.1 Track and scan a copy of the documents for record keeping 2.1.1 Release the document to the client	None	10 minutes	Maslama B. Hassan (FOXII)/Aminah P. Macodi (BARMM) National Household Targeting Sections (NHTS)
3. Fill-out the Client Satisfaction Measurement Survey (CSMS)	5 Provide the client the CSMS form per Committee on Anti-Red Tape (CART) guidelines	None	10 minutes	Ryan A. Ibones (FO XII)/Amer H. Sarosong (BARMM) National Household Targeting Sections (NHTS)
<b>TOTAL:</b> <i>*With possible extension on the actual data processing and depending on the number of names required but shall not exceed forty (40) days as reference in RA-IRR-11032.Rule 7.Section 3.c.</i>		None	<b>For 5000 names and below:</b> <b>2 days, 3 hours and 35 minutes</b>  <b>For 5,001 -50,000 names:</b> <b>4 days, 3 hours and 35 minutes</b>  <b>For 50-000 – 400,000 names:</b> <b>8 days, 3 hours and 35 minutes</b>  <b>For 400,001-1,000,000 names:</b> <b>21 days, 3 hours and 35 minutes</b>	



<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to NHTS, DSWD Field Office XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p><b>. Email:</b> <a href="mailto:apmacodi.fo12@dswd.gov.ph">apmacodi.fo12@dswd.gov.ph</a></p>
How complaints are processed	<p>Upon receipt of complaint the <b>NHTS</b> shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact PSS through:</p> <p><b>AMINAH P. MACODI</b> PDO IV</p> <p><b>Email:</b> <a href="mailto:apmacodi.fo12@dswd.gov.ph">apmacodi.fo12@dswd.gov.ph</a></p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

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

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

<b>Office or Division:</b>	National Household Targeting Office (NHTO) and National Household Targeting Sections (NHTS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	DSWD Offices/Bureaus/Services/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original or copy of letter of request (specify purpose and data requested)		Provided by the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter or email re: request for Listahanan data – addressed to the NHTO Director/ Regional Director.	1.1 Receive and record the request.	None	30 minutes	<i>Nurmina R. Mangorse, AA III</i> National Household Targeting Sections (NHTS)
	1.1.1 Forward request to NHTO Operations Division/ National Household Targeting Section (NHTS), then furnish the NHTO Director/ Regional Director and the Policy and Plans Division (PPD) a copy of the request			
	1.2 Review the request based on AO 19 s.2021.	None	2 hours	

	1.2.1 Input comment/s then endorse to the NHTO Statistics Section/ NHTS Associate Statistician			<i>Edon M. Onto, RAS</i> National Household Targeting Sections (NHTS)
	1.3 Provide instruction based on the data requested. If the request is: <ul style="list-style-type: none"> <li>• <b>Not clear</b> <ol style="list-style-type: none"> <li>In case of vague data request, instruct the Associate Statisticians to coordinate with the data users (through emails, recorded calls or text) and clarify the data requirement.</li> <li>In case the requested data is not available in the Listahanan database, instruct the Associate Statistician to coordinate with the requesting party and provide recommendations on other data available in the Listahanan.</li> </ol> </li> </ul>	None	3 hours	<i>Maslama B. Hassan (FOXII)/Aminah P. Macodi (BARMM)</i>  National Household Targeting Sections (NHTS)
	<b>Clear</b> - Forward request			

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	Associate Statistician for data generation.			
	<p>1.4 Generate the requested data from the Listahanan database, and export into excel or any format available.</p> <p>1.4.1 Draft response letter to the requesting party and attach routing slip.</p> <p>1.4.2 Submit to the NHTO Statistics Section Head/ NHTS RFC for review.</p>	None	1 day	<p><i>Edon M. Onto,</i>  <i>RAS</i>            National Household Targeting Sections (NHTS)</p>
	<p>1.5 Review the generated statistical /raw data. In case the generated data is:</p> <ul style="list-style-type: none"> <li>Not accurate – Return the generated statistical/raw data to the Associate Statisticians for</li> </ul>	None	3 hours	<p><i>Maslama B. Hassan</i>  <i>(FOXII)/Aminah P.</i></p>

	revision.  <ul style="list-style-type: none"> <li>Accurate – Submit to the NHTO Operations Division Chief / FO PPD Chief for review and recommending approval.</li> </ul>			<i>Macodi (BARM)</i> National Household Targeting Sections (NHTS)
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	1.6 Countersign response letter and endorse the same to the NHTO Director/ Regional Director for approval.	None	2 hours	<i>Sohra P. Guialel, OIC PPD Chief</i>
	1.7 Approval of the facilitated data request for release to the requesting party. <ul style="list-style-type: none"> <li><b>If Disapproved</b> – Provide note on the reason of disapproval; then return the facilitated request to the Operations Division / NHTS for revision.</li> <li><b>If Approved</b> – Sign the response letter for data release.</li> </ul>	None	5 hours	<i>Loreto Jr. V. Cabaya, Regional Director</i>

2. Receive the data requested and fill-out the CSMS form	2.1 Track and facilitate the release of the approved data request to the requesting party.  2.1.1 Administer Client Satisfaction Measurement Survey (CSMS) during the release of approved data request.	None	30 minutes	<i>Edon M. Onto,</i> <i>RAS</i> National Household Targeting Sections (NHTS)
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<b>Total:</b>	<b>None</b>	<b>3 days</b>	
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<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to NHTS, DSWD Field Office XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p><b>Email:</b> <a href="mailto:apmacodi.fo12@dswd.gov.ph">apmacodi.fo12@dswd.gov.ph</a></p>
How complaints are processed	<p>Upon receipt of complaint the <b>NHTS</b> shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact PSS through:</p> <p><b>AMINAH P. MACODI</b> PDO IV</p> <p><b>Email:</b> <a href="mailto:apmacodi.fo12@dswd.gov.ph">apmacodi.fo12@dswd.gov.ph</a> Contact No. 09972953544</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

**SOCIAL WELFARE INSTITUTIONAL  
DEVELOPMENT BUREAU  
(SWIDB)**

**NON-FRONTLINE SERVICES**



## 1. Borrowing and Returning of KEC or RLRC Materials and Collections

This process ensures that all DSWD officials and staff, general public, and business entities who may avail of the KEC/RLRC borrowing and returning of materials/collections shall be efficiently and effectively attended by the KEC/RLRC Librarian/Staff at all times and in a timely manner during business hours from Monday to Friday.

<b>Office or Division:</b>	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government to Government (G2G) Government to Citizen (G2C) Government to Business (G2B)	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>Borrowing for Internal Clients</b>  1. Employee ID (1 original) 2. Registration Form (1 online form)/ Logbook 3. Book Card (1 per book)		1. Requesting Party 2. Knowledge Exchange Center  3. Knowledge Exchange Center
<b>Borrowing for External Clients</b>  1. Valid ID (1 original) 2. Registration Form (1 online form) 3. Book Card (1 per book)		1. Requesting Party 2. Knowledge Exchange Center 3. Knowledge Exchange Center
<b>Renewal (for Internal Clients Only)</b>  1. Book Card (1 per book)  2. Registration Form/ Logbook (For walk-in); (1 online form)		1. Knowledge Exchange Center  2. Knowledge Exchange Center
<b>Returning for Internal Clients</b>  1. Registration Form/ Logbook (1 online form) 2. Book Card (1 per book)		1. Knowledge Exchange Center  2. Knowledge Exchange Center 3. Knowledge Exchange Center

3. Client Satisfaction Measurement Survey Form (1 online form)  <b>Returning for External Clients</b> Book Card (1 per book) Client Satisfaction Measurement Survey Form (1 online form)	Knowledge Exchange Center Knowledge Exchange Center
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Borrowing for Internal Clients</b>				
1. Inquire about the availability of book/ material and present ID	1.1 Receive the client's inquiry and request the client to present the employee ID and register or log.	None	10 minutes	<i>Nurhanie S. Diangka Training Specialist II</i>  <i>Capability Building Section - Protective Services Division (CBS-PSD)</i>
2. Log in to the Registration Desktop	2.1 Check the availability of the book/material.	None	20 minutes	<i>Nurhanie S. Diangka Training Specialist II</i>  <i>Capability Building Section - Protective Services Division (CBS-PSD)</i>
	2.2 <b>If available</b> , check if it is a circulating or non-circulating book/material.  <b>If not available</b> , inform its non-availability and/or refer to other RLRCs/libraries. <b>END HERE</b>	None	5 minutes	<i>Nurhanie S. Diangka Training Specialist II</i> <i>Capability Building Section - Protective Services Division (CBS-PSD)</i>

	<p><b>2.3 If circulating material</b>, inform the client it may be borrowed for “Room Use” or home reading.</p> <p><b>If not circulating material</b>, inform for “Room Use” only and photocopy part of the material needed as a reference.</p>	None	3 minutes	Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division (CBS-PSD)
	2.4 Request the client to fill out the <b>Book Card</b> (Date Borrowed/ Name and OBS).	None	5 minutes	Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division (CBS-PSD)
3. Fill out the Book Card	<p>3.1 Update <b>Borrower’s Matrix</b> by entering the borrowing transaction details and write the date the materials are due on the <b>Date Due Slip and on the Book Card</b> based on:</p> <ul style="list-style-type: none"> <li>The prescribed borrowing period of seven (7) work days (for home reading)</li> </ul>	None	10 minutes	Nurhanie S. Diangka Training Specialist II Capability Building Section- Protective Services Division (CBS-PSD)
	3.2 Release the book/material to the client and remind proper handling and to always cite references used.	None	2 minutes	Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division (CBS-PSD)

	3.3 If <b>borrowed for home reading</b> , compose a scheduled email of the book due reminder to be sent to the client at least 2 days before the exact date the material is due.	None	2 minutes	Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division (CBS-PSD)
<b>Returning for Internal Clients</b>				
4. Log in to the Registration Desktop	4.1 Receive the client and the returned KEC or RLRC material	None	3 minutes	Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division (CBS-PSD)
	4.2 Evaluate the book/ material to be returned.  <b>If not overdue</b> , request the client to fill out the Book Card and return to its pocket.  Update <i>Borrowers' Matrix</i> and <i>Date Due Slip</i> .	None	15 minutes	Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division Management (CBS-PSD)
	<b>If overdue</b> , enforce the following penalty:  <i>1st Offense: Verbal warning</i> <i>2nd Offense: Written warning</i>  <i>3rd Offense: Memo informing suspension of borrowing</i>			

	<i>privileges for three (3) months.</i>  Send CSMS to the client.			
5. Accomplish the Book Card and CSMS Survey	5.1 Accomplished CSMS shall be collected and included in the CSM Report (CSMR).  Return the book/ material to its shelf	None	2 minutes	<i>Nurhanie S. Diangka            Training Specialist II            Capability Building            Section - Protective            Services Division            (CBS-PSD)</i>
	<b>TOTAL</b>	<b>NONE</b>	<b>1 Hour and 17 minutes</b>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Borrowing for External Clients</b>				
1. Inquire about the availability of book/ material and present ID	1.1 Receive the client's inquiry and request the client to present the Visitor's ID and register or log.	None	10 minutes	<i>Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division (CBS-PSD)</i>
1.1 Log in to the Registration Desktop	1.2 Check the availability of the book/material.	None	20 minutes	<i>Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division Social CBS-PSD)</i>
	1.3 <b>If available</b> , inform for "Room Use" only and/or may photocopy part of the material needed as a reference.  <b>If not available</b> , inform its non-availability and/or refer to other RLRCs/libraries.	None	10 minutes	<i>Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division Management (CBS-PSD)</i>

	1.5 Request the client to fill out the <b>Book Card</b> (Date Borrowed/ Name and OBS).	None	3 minutes	<i>Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division Development (CBS- PSD)</i>
2. Fill out the Book Card	2.1 Update <b>Borrower's Matrix</b> by entering the borrowing transaction details and date borrowed on the <b>Book Card</b> and <b>Date Due Slip</b> .	None	10 minutes	<i>Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division (CBS-PSD)</i>
	2.2 Release the book/material to the client and remind proper handling and to always cite references used.	None	2 minutes	<i>Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division (CBS-PSD)</i>
<b>Returning for External Clients</b>				
3. Log in to the Registration Desktop	3.1 Receive the client and the returned KEC or RLRC material  Evaluate the book/ material to be returned.  Send CSMS to the client.	None	3 minutes	<i>Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division (CBS-PSD)</i>
4. Accomplish the Book Card and CSMS Survey	4.1 Return the book/ material to its shelf  Accomplished CSMS shall be collected and included in the	None	17 minutes	<i>Nurhanie S. Diangka Training Specialist II - Protective Services Division (CBS-PSD)</i>

	CSM Report (CSMR).			
	<b>TOTAL</b>	<b>NONE</b>	<b>1 Hour and 15 minutes</b>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Renewal - Via Email (For Internal Clients Only)</b>				
1. Request for renewal of the borrowed KEC or RLRC material	1.1 Acknowledge the client's request.	None	5 minutes	<i>Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division (CBS-PSD)</i>
	1.2 Update <b>Book Card</b> and <b>Borrower's Matrix</b> by entering the renewal transaction details and writing the date the material is due based on five (5) work days borrowing period for renewal.	None	10 minutes	<i>Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division (CBS-PSD)</i>



	1.3 Compose a scheduled email of book due reminder to be sent to the client (at least 2 days before the exact date the material is due.)	None	5 minutes	Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division (CBS-PSD)
	<b>TOTAL</b>	<b>NONE</b>	<b>20 minutes</b>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Renewal - Walk-in (For Internal Clients Only)</b>				
2. Request for renewal of the borrowed KEC or RLRC material	2.1 Request client to register.	None	3 minutes	Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division (CBS-PSD)
	2.2 Request client to fill out the <b>Book Card</b> (Date Borrowed/ Name and OBS).	None	5 minutes	Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division (CBS-PSD)
3. Fill out the Book Card	3.1 Update <b>Borrower's Matrix</b> by entering the renewal transaction details and writing the date the material is due on the <b>Date Due Slip and on the Book Card</b> based on the prescribed renewal period of five(5) work days for home reading	None	10 minutes	Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division (CBS-PSD)

Book Card	<b>Borrower's Matrix</b> by entering the renewal transaction details and writing the date the material is due on the <b>Date Due Slip and on the Book Card</b> based on the prescribed renewal period of five (5) work days for home reading.			
	3.2 Release the book/material to the client and remind proper handling and to always cite references used.	None	2 minutes	<i>Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division (CBS-PSD)</i>
	3.3 Compose a scheduled email of book due reminder to be sent to the client at least 2 (two) days before the exact date the material is due.	None	5 minutes	<i>Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division (CBS-PSD)</i>
	<b>TOTAL</b>	<b>NONE</b>	<b>25 minutes</b>	

### Feedback and Complaints Mechanisms

How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.

How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to Protective Service Division, DSWD FO XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p>. <b>Email:</b> <a href="mailto:nursdiangka.fo12@dswd.gov.ph">nursdiangka.fo12@dswd.gov.ph</a></p>
How complaints are processed	<p>Upon receipt of complaint the <b>Protective Service Division</b>, shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact <b>Protective Service Division, Koronadal City</b> through:</p> <p><b>Nurhanie S. Diangka</b>          TS II          Email: <a href="mailto:nursdiangka.fo12@dswd.gov.ph">nursdiangka.fo12@dswd.gov.ph</a>          Contact No: 0920-777-194</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

## 2. KEC Function Room Reservation and Use

Reservation and use of the Knowledge Exchange Center (KEC) conference rooms for knowledge sharing, meetings, and examinations for applicants via electronic mail or phone call.

<b>Office or Division:</b>	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	DSWD officials and staff
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Conference Room Reservation</b>  1. Inquiry from the end user (1 in email, chat, or call) 2. Registration Form (1 online form)/ Logbook	1. Requesting Party  2. Email sent by the Librarian
<b>Use</b>  1. Registration Form (1 online form)/ Logbook	1. Knowledge Exchange Center
<b>After Use</b>  1. Client Satisfaction Measurement Survey Form (1 online form)	1. Knowledge Exchange Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Conference Room Reservation</b>				
1. Inquire about the availability of the Conference Room	1.1. Receive the inquiry of the client.	None	5 minutes	<i>Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division (CBS-PSD)</i>

	1.2. Check the Calendar for the availability of rooms.	None	15 minutes	Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division (CBS-PSD)

	<p><b>If available</b>, reply confirming availability with the link of the <b>Online Reservation Form</b> with reminders of room guidelines.</p> <p><b>If not available</b>, inform the client of its non-availability.</p>			Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division (CBS-PSD)
2. Submit accomplished Online Reservation Form	2.1. If the Reservation Form is filled out, perform booking on the KEC Calendar.	None	10 minutes	Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division (CBS-PSD)
	<p>2.2. Send an email confirming the reservation with the details.</p> <p><i>If the Client canceled the reservation of the room, delete the scheduled reservation in the Calendar and update the changes in the Reservation</i></p>	None	10 minutes	Nurhanie S. Diangka Training Specialist II Capability Building Section - Protective Services Division (CBS-PSD)

	<i>Responses Matrix.</i> <i>After which, inform the Client of the action taken and send a CSMS form to the client.</i>			
	<b>2.3. In case of rescheduling as requested by the client</b> , check the Calendar for availability.	None	15 minutes	<i>Nurhanie S. Diangka</i> <i>Training Specialist II</i> <i>Capability Building</i> <i>Section - Protective</i> <i>Services Division</i> <i>(CBS-PSD)</i>
	<b>If available</b> , reply informing availability, perform re-booking in the KEC Calendar and confirm reservation.  <b>If not available</b> , inform the client of its non-availability.			
<b>Use of Conference Room</b>				
3. Approach the librarian and Log in to the Registration Desktop	3.1. Upon entering the KEC, request the client to register on the Registration desktop.  After use of the room, send a CSMS to the client.	None	5 minutes	<i>Nurhanie S. Diangka</i> <i>Training Specialist II</i> <i>Capability Building</i> <i>Section - Protective</i> <i>Services Division</i> <i>(CBS-PSD)</i>
4. Accomplish the	4.1. Accomplished	None	15 minutes	<i>Nurhanie S. Diangka</i> <i>Training Specialist II</i> <i>Capability Building</i> <i>Section - Protective</i> <i>Services Division</i> <i>(CBS-PSD)</i>

CSM Survey	CSMS are collected and included in CSM Reports (CSMR).			
	<b>TOTAL</b>	<b>NONE</b>	<b>1 Hour and 10 minutes</b>	
<b>Feedback and Complaints Mechanisms</b>				
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance			
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.			
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to Protective Service Division, DSWD FO XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p><b>. Email:</b> <a href="mailto:nursdiangka.fo12@dswd.gov.ph">nursdiangka.fo12@dswd.gov.ph</a></p>			
How complaints are processed	<p>Upon receipt of complaint the <b>Protective Service Division</b>, shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact <b>Protective Service Division, Koronadal City</b> through:</p> <p><b>Nurhanie S. Diangka</b>          TS II  <b>Email:</b> <a href="mailto:nursdiangka.fo12@dswd.gov.ph">nursdiangka.fo12@dswd.gov.ph</a>          Contact No: 0920-777-194</p>			

Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>



## **FIELD OFFICE**

## **FRONTLINE SERVICES**

**DISASTER RESPONSE MANAGEMENT  
BUREAU  
(DRMB)**

**FRONTLINE SERVICES**

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

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

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

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

Disaster Incident Report and its relative attachments based on existing guidelines.	Division (DRMD) Chief			
	1.2 DRMD Chief shall endorse the request to Disaster Response and Rehabilitation Section (DRRS) Head for review	None	10 Minutes	<b>Naira S. Aratuc-09499198974</b> <i>DRMD Chief</i>
	1.3 Conduct desk review / assessment and validation of request: review, validate, and assess the request through the Local Disaster Risk Reduction and Management Council (LDRRMC) of requesting LGUs, or through review of the following reports, if available:  a. latest Disaster Response Operations Monitoring and Information Center (DROMIC) Report  b. Rapid Damage	None	2 Hours	<b>Johanisa S. Marohombsar-09294201356</b>  DRRS Head

	<p>Assessment and Needs Analysis (RDANA) Report</p> <p>c. DSWD Predictive Analytics</p> <p><b>If assessed to be invalid, proceed to Agency Action Step 1.9</b></p>			
	<p>1.4 Coordinate with the Regional Resource Operation Section (RROS) Head / Staff to validate availability of FNI Resources for augmentation to LGUs, and to determine other logistics requirements.</p>	None	30 Minutes	<p><b>Johanisa S. Marohombsar-09294201356</b></p> <p>DRRS Head</p>

	<p><b>1.5 If FNIs are not available</b>, prepare a Request Letter for Augmentation of FNI Resources from the Office of the Undersecretary for Disaster Response Management Group (OUS-DRMG), attention Disaster Response Management Bureau (DRMB).</p> <p><b>If FNIs are available</b>, prepare Requisition Issuance Slip (RIS) / Issuance Form (IF) (c/o RROS) and Response Letter to LGUs (c/o DRRS), and endorse to the DRMD chief</p>	None	1 Hour	<p><b>Johanisa S. Marohombsar-09294201356</b></p> <p>DRRS Head</p> <p>and/or</p> <p><b>Elsa Dora L. Bautista-09307516554</b></p> <p>RROS Head</p>
	<p><b>1.6</b> Division Chief shall review all documents; provide recommendation; initial pertinent documents; and endorse to the Assistant Regional Director for Operations (ARDO). If documents are not in order, return to AA #1.3.</p>	None	1 Hour	<p><b>Naira S. Aratuc-09499198974</b></p> <p><i>DRMD Chief</i></p>

	1.7 Review all documents and provide recommendations; if found in order initial RIS/IF and other pertinent documents and endorse to the Regional Director. If documents are not in order, return to AA #1.6	None	1 Hour	<b>Bonifacio V. Selma, Jr.</b> Assistant Regional Director for Operations (ARDO)
	1.8 Approval / Disapproval of RD, and route to DRMD for action.	None	1 Hour	<b>LORETO JR. V. CABAYA</b> Regional Director
	1.9 Send a response letter to LGUs regarding the status of their request letter. If the request is approved, finalize the schedule of delivery/hauling of goods from DSWD warehouse to LGU.  1.9.1 Forward RIS/IF and/or Assessment Report, and/or approved LGU Request Letter to RROS Head / Staff for release of goods	None	1 Hour and 30 Minutes	<b>Naira S. Aratuc-09499198974</b> <i>DRMD Chief</i>  <b>Johanisa S. Marohombsar-09294201356</b> DRRS Head  and/or <b>Elsa Dora L. Bautista-09307516554</b> RROS Head

2. Receive response from DSWD. If the request is approved, confirm / agree on the schedule of delivery / hauling of goods.	2.1 Facilitate preparation and signature of Delivery Receipt by RROS Head;	None	1 Hour	<b>Johanisa S. Marohombsar-09294201356</b>  DRRS Head  and/or <b>Elsa Dora L. Bautista-09307516554</b> RROS Head
	2.2 Facilitate release of goods to LGUs as per the delivery plan agreed upon by both DSWD and the requesting LGU.  2.2.1. Should there be any delays from the agreed delivery plan, notify the LGU in writing through electronic mail or short message service (SMS) on the reason and the final date of release.	None	within 5 Days, 5 Hours and 45 Minutes	<b>Johanisa S. Marohombsar-09294201356</b>  DRRS Head  and/or <b>Elsa Dora L. Bautista-09307516554</b> RROS Head
3.1 Receive requested goods through hauling or delivery and sign the receipt of RIS/IF and Delivery Receipt / Issuance Receipt.  3.1.1 Fill-out Client Satisfaction	3.1 Ensure signed receipts of RIS/IF and Delivery Receipt / Issuance Receipt by receiving LGU and administer Client Satisfaction Measurement Form (CSMF) upon	None	1 Hour	<b>Johanisa S. Marohombsar-09294201356</b>  DRRS Head  Or <b>Elsa Dora L.</b>



				<b>Baut ista- 0930 7516 554</b> RROS Head
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Measurement Form (CSMF)	receipt of requested goods.  3.1.1 Report on the release of FNIs thru submission of any of the following –  * Summary Report * Feedback Report * Signed RIS * Delivery Receipts * FNI  Augmentation and Delivery Report – reflecting release of goods to the DRMD Head and DROMIC			
			For the processing of request - <b>1 Day, 2 Hours, 15 Minutes</b>	
	<b>TOTAL</b>	<b>None</b>	For full delivery of the approved augmentation based on the delivery plan agreed upon by both DSWD and the requesting LGU including the processing of request, and as consistent with the EODB Law - <b>7 Days</b>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to DRMD, City of Koronadal, South Cotabato</p> <p><b>Email:</b> <a href="mailto:alguro.fo12@dswd.gov.ph/09509330241">alguro.fo12@dswd.gov.ph/09509330241</a></p>
How complaints are processed	<p>Upon receipt of complaint the <b>DRMD</b>, shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact <b>DRMD, Koronadal City</b> through:</p> <p><b>LORETO JR. V. CABAYA</b> Regional Director</p> <p><b>BONIFACIO V. SEMA JR.</b> DIR. III/ARDO</p> <p><b>NAIRA S. ARATUC</b> DRMD Chief <b>09499198974</b></p> <p><b>JOHANISA MAROHOMBSAR</b> DRRS Head <b>09294201356</b></p> <p><b>ELSA DORA BAUTISTA</b> RROS Head <b>09307516554</b></p> <p><b>ARIFA L. GURO</b></p>

	AA-II/ARTA Focal 09509330241
Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

**PROGRAM MANAGEMENT BUREAU**  
**(PMB)**

**FRONTLINE SERVICES**

## 1. Auxiliary Social Services to Persons with Disabilities

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

<b>Office or Division:</b>	DSWD Field Offices I-XII, CAR, CARAGA and NCR (Protective Services Division/Unit, Community-Based Services Unit/ Section)	
<b>Classification:</b>	Simple/ Complex	
<b>Type of Transaction :</b>	G2C- Government to Citizen	
<b>Who may avail:</b>	Filipino Children and Persons with Disabilities	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<b><i>Provision of Assistive Devices</i></b>		
1. Medical Certificate (Indicating the specific assistive devices needed)	Attending Physician (Hospital, Clinic, Barangay Health Worker)	
2. Barangay Certificate of Indigency	Barangay Hall	
3. Social Case Study Report/ Case Summary	Local Government Unit or Medical Social Service	
4. 2x2 Picture or 1 whole body picture	Client	
5. Request letter	Client	
<i>*Provision of the assistance is still based on the record of availments of the client and assessment of Social Worker.</i>		
<i>*Documents are still subject for verification and additional documents may be required depending on the case.</i>		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Persons with Disabilities or Family members of Person with Disability may Visit the SWADT offices or Field Offices (Walk-in Clients) to submit their complete requirements	<b>For walk-in clients</b> 1.1 Social Worker of the Program Focal Person shall receive and review the required documents.	None	3-5 minutes	<i>Ms. Norania S. Sarip, RSW</i> <i>Social Welfare Officer III</i> Head, Community Based Services Section Mobile Number: 0998-910-2809
	1.2 Interview and assessment of Persons with Disability needs	None	5 minutes	<i>Ms. Norania S. Sarip, RSW</i> <i>Social Welfare Officer III</i> Head, Community Based Services Section Mobile Number: 0998-910-2809
	1.3 The FO Focal Person/ Social Worker or SWADT Social Worker decides with the Person with Disability/ family member/ guardian shall decide what services can be provided to the client.	None	5 minutes	<i>Ms. Norania S. Sarip, RSW</i> <i>Social Welfare Officer III</i> Head, Community Based Services Section Mobile Number: 0998-910-2809

	1.4 For AICS, FO Social Worker/ Focal Person shall provide referral letter or endorsement to CIS or SWADT		10 minutes	<i>Mr. Ryan D. Balanza, RSW</i> <i>Social Welfare Office IV</i> <i>Division Chief</i> Protective Service Division Mobile Number: 09510481619
	<b>TOTAL</b>	<b>NONE</b>	<b>25 minutes</b>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to PSD, DSWD FO XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p><b>. Email:</b> <a href="mailto:rdbalanza.fo12@dswd.gov.ph">rdbalanza.fo12@dswd.gov.ph</a></p>
How complaints are processed	<p>Upon receipt of complaint the <b>PSD</b>, shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact <b>PSD, Koronadal City</b> through:</p> <p><b>NORANIA S. SARIP</b>        SWO III / CBSS HEAD        0998-910-2809        Email: <a href="mailto:saripnoria@gmail.com">saripnoria@gmail.com</a></p> <p><b>JUNAINA G. GURO</b>        SWA        Contact No.: 09466820463        Email: <a href="mailto:jgguro.fo12@dswd.gov.ph">jgguro.fo12@dswd.gov.ph</a></p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>



Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)
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## 2. Implementation of Government Internship Program (GIP) to Central office and Field Offices

The Government Internship Program is part of the Kabataan 2000 program of the government. It was developed with the end goal of providing 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.

<b>Office or Division:</b>	Program Management Bureau - Sectoral Programs Division, Protective Services Division - Field Offices I - XII, CAR, CARAGA, NCR
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Filipino Youth (18 – 25 years of age)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<i>A. Application as participants of the program</i>	
1. Duly accomplished Application Form	DSWD Central Office and Field Offices
2. Photocopy of PSA issued Birth Certificate of the Youth or any government issued ID indicating the date of birth – youth must be aged 18-25 years old.	Philippine Statistics Authority (PSA) Concerned Government Agencies

3. Recent School registration form or certification from the school indicating the recent year/semester of the applicant's school attendance.	School
4. Photocopy of income tax return (ITR) of parents/head of the family/guardian or Barangay Certificate of Indigency confirming that family is residing in the barangay.	Barangay or Concerned Office/s of the parents

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>I. Pre-Implementation Phase</b>				
Prior to the submission of the application, a notice of acceptance of the applicant shall be cascaded with the deadline of the submission of the application form and other needed documents. (The announcement can be done 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.)				
1. Application or Registration	1.1 Issuance of Applications forms 1.1.1 Issuance service sequence number 1.1.2 Encoding of the client's information in Spreadsheet)	None	10 minutes	<b>NORANIA S. SARIP, RSW</b> 0998-910-2809 Community-based Services Section-Head
2. Submit the required documents to the DSWD Central Office/Field Office	2.1 Screen the required documents its authenticity	None	1 day	<b>NORANIA S. SARIP, RSW</b> 0998-910-2809 Community-based Services Section-Head

3. Wait for the result of the Assessment of applications	3.1 Conduct table Assessment of the applications based on the qualifications.	None	2 days	<b>NORANIA S. SARIP, RSW</b> 0998-910-2809 Community-based Services Section-Head
4. Received the notification of qualified applicants for interview	4.1 Notify the qualified applicants for the Interview	None	1 day	<b>NORANIA S. SARIP, RSW</b> 0998-910-2809 Community-based Services Section-Head
5. Attend the interview at DSWD Central Office/Field Office	5.1 Conduct actual interviews with the applicants.	None	2 days	<b>NORANIA S. SARIP, RSW</b> 0998-910-2809 Community-based Services Section-Head

6. Wait for the notification on the status of your application	6.1 Final screen the applicants (All qualified applicants shall be notified of the next steps to take while the applicants who did not qualify shall still be notified about the status of their application)	None	1 day	<b>NORANIA S. SARIP, RSW</b> 0998-910-2809 Community-based Services Section-Head
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## II. Implementation Phase

7. Attend Orientation	7.1 Conduct orientation with the selected participants about the GIP program)	None	1 day	<b>NORANIA S. SARIP, RSW</b> 0998-910-2809 Community-based Services Section-Head
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8. Render service in the area of assignment	8.1 Assist and monitor the youth in their area of assignment	None	30 working days	<b>NORANIA S. SARIP, RSW</b> 0998-910-2809 Community-based Services Section-Head
9. Attend Capacity Building Activities	9. 1 Conduct capacity building activities	None	1 day	<b>NORANIA S. SARIP, RSW</b> 0998-910-2809 Community-based Services Section-Head
10. Receive stipend	10. 1 Provide stipend to the youth (Stipend is 75% of the current regional minimum wage rate)	None	1 day	<b>NORANIA S. SARIP, RSW</b> 0998-910-2809 Community-based Services Section-Head
<b>III. Post-Implementation Phase</b>				
11. Attend Program Evaluation Activity	11. Conduct program evaluation activity	None	1 day	<b>NORANIA S. SARIP, RSW</b> 0998-910-2809 Community-based Services Section-Head

<b>TOTAL:</b>	<b>None</b>	<b>Pre-Implementation Phase - 7 Days</b>	
		<b>Implementation Phase - 33 Days</b>	
		<b>Post-Implementation Phase - 1 Day</b>	
<b>Feedback and Complaints Mechanisms</b>			
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance		

How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to PSD, DSWD FO XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p>Email: <a href="mailto:womenandf@gmail.com">womenandf@gmail.com</a> / <a href="mailto:nmbantog.fo12@dswd.gov.ph">nmbantog.fo12@dswd.gov.ph</a></p>
How complaints are processed	<p>Upon receipt of complaint the <b>PSD</b>, shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact <b>PSD, Koronadal City</b> through:</p> <p><b>NORANIA S. SARIP, RSW</b>        0998-910-2809        Email: <a href="mailto:womenandf@gmail.com">womenandf@gmail.com</a></p> <p><b>NAIDA M. BANTOG, RSW</b>        09659759721        Email: <a href="mailto:nmbantog.fo12@dswd.gov.ph">nmbantog.fo12@dswd.gov.ph</a></p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

### 3. Implementation of the Supplementary Feeding Program

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

<b>Office or Division:</b>	Protective Services Division Field Office I-XII, CARAGA, CAR, NCR, BARMM
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G-Government to Government
<b>Who may avail:</b>	Local Government Units
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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)
Master list of Beneficiaries (Form 2.A)	C/MSWDO ( Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)
Master list of Child Development Centers (Form 2.B)	Local Government Unit (C/MSWDO)
<b><i>*These documentary requirements are presented to the DSWD Field Office personnel.</i></b>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>I Social Preparation for the Implementation of SFP (LGU to Field Offices)</i>				
1. LGU to submit the required documents for the program inclusion per Day Care Centers/ Supervised Neighborhood Play	1.1 Receive and review the completeness of the documents submitted	None	3 days	<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III
	1.2 Process the submitted documents for inclusion in the program beneficiaries	None	20 days	<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III

	1.4 Consolidate all the submitted master list with nutritional status for submission of monthly report to the Central Office	None	20 days	<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III
	1.5 Keep the document for data banking and comparison on the succeeding nutritional status/ improvement of the children beneficiaries			<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III
2. Comply with the necessary signatures /action needed for the processing of the documents.	2.1 Facilitate signing and Notarization of Memorandum of Understanding (MOU) between LGU and DSWD FO.	None	20 days	<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III
	2.2 Proceed with the processing of the procurement of commodities  <b>If TOF is allowed,</b> review eligibility of LGU based on previous performances in program implementation and timely and complete liquidation.	None	20 days	<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III
	<b>If LGU is eligible,</b> facilitate signing and Notarization of Memorandum of Agreement (MOA) between LGU and	None	20 days	<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III <b>Loreto Jr. V. Cabaya</b> Regional Director <b>Jeric Nel C. Calisa</b>



	DSWD FO.			Administrative Officer II
	2.3 Facilitate the processing and Distribution of available checks / ADA for the LGU.	None	20 days	<b>Jelly O. Jabat</b> Cash Section Head
3.LGU to participate to the program orientation	3.1. <i>Conduct program orientation/updates and reiterates necessary documents, proper accomplishment, and signatories for submission to the Field Office.</i>	None	1 day per LGU/Province	<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III
	<b>TOTAL</b>	<b>None</b>	<b>144 days</b>	
<b><i>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)</i></b> <b><i>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”</i></b>				
<b>II. Creation of Cycle Menu and Supervision of Feeding Implementation</b>				
1. Assist in the Conduct of Market Research	1.1 Conduct market research of the most common and available food items in the community.	None	7days	<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III
2. Participate in the creation of cycle menu	2.1 Solicit recommendation with LSWDOs/focal persons on Menu preference per	None	1 day/per province	<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III

	province			
	<b>In times of COVID-19 pandemic and other similar</b>			

	<b>emergencies,</b> conduct virtual meetings with provinces with capacity on network connection /gadgets  2.1.1 Draft 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..			<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III
3. Finalization of the Cycle menu	3.1 Submit the draft cycle menu for approval of the SFP Focal.	None	4 hours	<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III  <b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III
	3.2 Approve the cycle menu for allocation in the purchase request.		4 hours	<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III

	3.3 Prepare the Food Distribution Plan per Mun/City, Province, as basis in the allocation in the Purchase Request		20 days	<b>Marilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III

4. Implement the approved cycle menu	4.1 Distribute copy of the menu to the LGU SFP Focal Person for reference and implementation.	None	20 days	<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III
5. Receive the delivery of food commodities and assist in the delivery of foods to the beneficiaries based on distribution plan	5.1 Monitor the delivery of food commodities to the implementing LGU	None	3 days	
	5.2 The FO shall monitor the feeding implementation of SFP by the LGUs based on the approved cycle menu, target beneficiaries and areas of implementation.		120 feeding days	<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III
6. Submit the Accomplishment	6.1 The FO shall acknowledge and	None	7 days	<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III

Report	analyze the submitted accomplishment			
	reports of LGUs (e.g. Physical, Narrative, Financial, Nutritional status reports) and provide technical assistance as needed.			
	6.2 The FO shall consolidate and evaluate the submitted reports of	None	20 days	<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III

	the LGUs for endorsement to the Central Office			
	<b>TOTAL</b>	<b>None</b>	<b>198 days and 8 hours</b>	

***RA 11037, Section 4a – “...that the program shall include the provision of at least one (1) fortified meal for a period of not less than one hundred twenty (120) days in a year.***

**III. Monitoring and Evaluation (Field Office to Local Government Unit)**

1. Coordinate with the Field Office for technical assistance	1.1 Prepare monitoring and technical assistance plan for the implementation of the current SFP cycle based on the result of the program review submitted by the LGUs.	None	4 hours	<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III
	1.1.1 Field Office may conduct spot checks to assess and monitor the implementation (delivery/feeding/weighing, quality and quantity etc.).		3 days per LGU	
	1.1.2 Notify the Local Government on the schedule of the actual visit and/or virtual provision of technical assistance		1 day	<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III
	1.1.3 Prepare the Travel Order and/or Virtual Link for the Technical Assistance		1 day	<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III
	1.2 Provide technical assistance through either demo, actual		7 days	<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III

	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.			
2. Provide feedback, issues and concerns on the SFP implementation	2.1 Discuss the salient findings and recommendations to the Local Chief Executive during the Exit Conference.		1 day	<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III
	2.2 Prepare the Feedback Report and Confirmation Report to the LGU. 2.2.1 Approve the feedback report and confirmation report. Focal Person shall be responsible for any e revisions and other instructions in the feedback report and confirmation report. 2.2.2 Log the document number of the confirmation report in the DTS. 2.2.3 Endorse to Records Unit / Section.		2 Days and 10 minutes	<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III  <b>Loreto Jr. V. Cabaya</b> Regional Director  <b>Chenny S. Londres</b> Administrative Aide II  <b>Chenny S. Londres</b> Administrative Aide II/

3. Respond to Client Satisfaction Survey Form	3.1 Transmits the approved confirmation report to the LGU and request the LGU counterpart to respond to the Client Satisfaction Survey relative to the TA through a Google form		c/o records unit	<b>Merilyn A. Guerra, RND</b> Supplementary Feeding Program Head/ND-III
	<b>Total</b>	<b>None</b>	<b>15 days 4 hours and 10 minutes</b>	

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

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to PSD, DSWD FO XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato . Email: <a href="mailto:sfp.fo12@dswd.gov.ph">sfp.fo12@dswd.gov.ph</a> / <a href="mailto:mdsalmeron.fo12@dswd.gov.ph">mdsalmeron.fo12@dswd.gov.ph</a>
How complaints are processed	Upon receipt of complaint the <b>Supplementary Feeding Program</b> , shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact <b>Supplementary Feeding Program, Koronadal City</b> through:  <b>MERILYN A. GUERRA</b> Nutritionist-Dietitian III 0998-9788-202 <a href="mailto:sfp.fo12@dswd.gov.ph">sfp.fo12@dswd.gov.ph</a> <b>MARIFEL D. SALMERON</b> Nutritionist-Dietitian II 0918-9597-627 <a href="mailto:mdsalmeron.fo12@dswd.gov.ph">mdsalmeron.fo12@dswd.gov.ph</a>
Contact information of ARTA, CSC, PCC	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a>



FB: <https://facebook.com/civilservicegovph>

Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

#### 4. PLHIV Referral for Care and Support Services

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

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

<b>Office or Division:</b>	<b>Field Office (Protective Services Division / Unit, Community-based Services Unit / Section)</b>	
<b>Classification:</b>	<b>Simple</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>	
<b>Who may avail:</b>	<b>Persons-living with HIV and their affected families</b>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) valid identification card of the client or person to be interviewed:		
<ul style="list-style-type: none"> <li>• PhilSys ID</li> <li>• UMID ID, SSS, or GSIS ID</li> <li>• Philhealth ID</li> <li>• Driver's License</li> <li>• PRC ID</li> <li>• OWWA ID</li> <li>• DOLE ID</li> <li>• PAG-IBIG ID</li> <li>• Voters ID or Voter's Certification\</li> <li>• Postal ID</li> </ul>		<ul style="list-style-type: none"> <li>• Philippine Statistics Authority</li> <li>• Social Security System or Government Service Insurance System</li> <li>• Philhealth</li> <li>• Land Transportation Office</li> <li>• Professional Regulation Commission</li> <li>• Overseas Workers Welfare Administration</li> <li>• Department of Labor and Employment</li> <li>• Pag-Ibig Fund</li> <li>• Commission on election</li> </ul>

<ul style="list-style-type: none"> <li>Philippine Passport</li> <li>NBI Clearance</li> <li>4Ps ID</li> </ul>	<ul style="list-style-type: none"> <li>Post Office</li> </ul>
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<ul style="list-style-type: none"><li>• PWD ID</li><li>• Solo Parent ID</li><li>• City or Municipal ID</li><li>• Barangay ID</li><li>• Office of Senior Citizen Affairs (OSCA) ID</li><li>• Police Clearance</li><li>• or any ID preferably with validity date, and picture and signature of the client in extreme justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an ID Card</li></ul>		<ul style="list-style-type: none"><li>• Department of Foreign</li><li>• National Bureau of Investigation</li><li>• Department of Social Welfare and Development</li><li>• Local Government Unit</li><li>• Police Station</li><li>• Barangay Hall</li></ul>		
Signed Authorization Letter (if applicable)		Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old		
Form 1: Intake Form		Referring Agency		
Informed Consent				
Form 2: Referral for Service		HIV Treatment Hub;		
Medical Certificate or Clinical Abstract		Designated HIV Treatment Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Secure a queuing number	1.1 Provide client with queuing number	None	5 minutes	<b>Security Guard</b>
2. Present self and documents for assessment and review	2.1 Receive and review submitted documents	None	40 minutes	<b>NORANIA S. SARIP, RSW</b> 0998-910-2809 Community-based

				Services Section
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	2.1.2 If necessary, coordinate with the receiving agency for validation			
3. Fill-out necessary fields in the prescribed forms	3.1 Handout copies of prescribed forms to client	None	20 minutes	<b>NORANIA S. SARIP, RSW</b> 0998-910-2809 Community-based Services Section
	3.2 Ask client to fill-out necessary fields and provide instructions			
4. Submit the accomplished forms	4.1 Collect accomplished forms	None	80 minutes	<b>NORANIA S. SARIP, RSW</b> 0998-910-2809 Community-based Services Section
	4.2 Review and completely accomplish forms			

	4.3 The DSWD Social Worker Officer shall determine the amount that is			
	appropriate and responsive to the needs of the client			
	4.4 Prepare vouchers and other financial documents			
	4.5 Submit forms and supporting documents to the Authorized Approving Officer			
	4.5 Compile approved documents			
5. Client received assistance or any relevant documents for claiming of assistance (e.g. accomplished Form 3: referral for Service or stub)	5.1 Re-confirmation of client's identity	None	15 minutes	<b>NORANIA S. SARIP, RSW</b> 0998-910-2809 Community-based Services Section

	5.2 Releasing of assistance to client  <b>If outright cash,</b> ask client to check the actual amount received			
	<b>If Guarantee Letter,</b> advise client to review the correctness of the personal information reflected in the document  <b>If a client shall be referred again to another office and/or agency,</b> the social worker shall accomplish Form 3: Referral for Service.			
6. Accomplish Client Satisfaction Survey from	6.1 Issue Client Satisfaction Survey Form  6.1.1 Collect accomplished form	None	20 minutes	<b>NORANIA S. SARIP, RSW</b> 0998-910-2809 Community-based Services Section

	<b>TOTAL</b>	<b>NONE</b>	<b>180 minutes or three (3) hours for Outright Cash</b>  <b>One (1) day or 24 hours for a Guarantee Letter.</b>	
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<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to PSD, DSWD FO XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato Email: <a href="mailto:saripnorania@gmail.com">saripnorania@gmail.com</a>
How complaints are processed	Upon receipt of complaint the <b>PSD</b> , shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact <b>PSD, Koronadal City</b> through:  <b>NORANIA S. SARIP</b> SWO III / CBSS HEAD Email: <a href="mailto:saripnorania@gmail.com">saripnorania@gmail.com</a>
Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

## 5. Procedure in the Implementation of the Social Pension for Indigent Senior Citizens (SPISC)

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

<b>Office or Division</b>	Department of Social Welfare and Development (DSWD) Field Office XII-Protective Services Division-Social Pension Program	
<b>Classification</b>	Highly Technical	
<b>Type of Transaction</b>	G2G-Government to Government; G2C-Government to Citizen	
<b>Who may avail:</b>	Indigent senior citizens who are: <ul style="list-style-type: none"> <li>a) 60 years old and above indigent senior citizens who are frail, sickly, bedridden or with disability;</li> <li>b) No permanent source of income;</li> <li>c) No regular support from family or relatives; and</li> <li>d) No pension from GSIS, SSS, PVAO and other insurance agencies</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>One (1) photocopy of the OSCA ID or any Valid Government-Issued ID indicating the birth date of the senior citizens</b> such as but not limited to the following: <ul style="list-style-type: none"> <li>1. PhilSys ID</li> <li>2. Driver's License</li> <li>3. Philhealth ID</li> <li>4. Voter's ID</li> <li>5. Postal ID</li> <li>6. Federation ID</li> </ul>		OSCA at the Local Government Unit or any Government Agency issuing the listed identification cards.



<p><b><i>*The indigent senior citizen applicant is likewise encouraged to present the original copy of his/her OSCA ID or valid ID for further information verification.</i></b></p>	
<p>One (1) original copy of the fully accomplished and signed Social Pension Application Form</p>	<p>The indigent senior citizen applicant shall inquire and/or submit the needed documentary requirements to the following:</p> <ol style="list-style-type: none"> <li>1. Barangay Senior Citizens Association (BSCA)</li> <li>2. Office for Senior Citizens Affairs (OSCA)</li> <li>3. Local Social Welfare and Development Office (LSWDO)</li> <li>4. DSWD Field Office through the Regional Social Pension Unit (DSWD FO-RSPU)</li> <li>5. DSWD Central Office through the Older Persons Unit under the Program Management Bureau (DSWD CO-OPU)</li> </ol> <p>BSCA/ OSCA/ LSWDO/ DSWD FO-RSPU to provide one (1) copy of the Social Pension Application Form to the indigent senior citizen applicant.</p> <p><i>*no application is processed in the DSWD CO-OPU. All applications will be endorsed to the DSWD FO-RSPU.</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b>I. APPLICATION AND PRESENTATION OF NECESSARY DOCUMENTARY REQUIREMENTS OF THE INDIGENT SENIOR CITIZEN TO THE SOCIAL PENSION PROGRAM</b></p> <p><b><i>*The same client steps shall be applied to indigent senior citizens re-applying to the program due to possible previous removal or inactivity to the social pension.</i></b></p>				
<p>A. INDIGENT SENIOR CITIZEN APPLIES FOR SOCPEN THROUGH EITHER OF THE FOLLOWING OFFICES LOCATED AT THEIR CITY/ MUNICIPALITY</p> <ol style="list-style-type: none"> <li>a. Barangay Senior Citizens Association (BSCA)</li> <li>b. Office for Senior Citizens Affairs (OSCA)</li> </ol>				

c. Local Social Welfare and Development Office (LSWDO)

*\*As recommended, the LGU processes shall be excluded from this citizens' charter thus the LGUs shall prepare a Citizens' Charter to ensure accountability and responsiveness between the DSWD and LGUs. Nonetheless, it must be noted that SocPen application processing through the BSCA/OSCA/LSWDO is the most utilized service modality in the regions.*

**B. INDIGENT SENIOR CITIZEN APPLIES FOR SOC PEN THROUGH THE DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT FIELD OFFICE - REGIONAL SOCIAL PENSION UNIT (DSWD FO-RSPU)**

1. The indigent senior citizen applicant goes to the DSWD FO-RSPU to apply for his/her possible inclusion in the Social Pension Program.	1.1. The DSWD FO-RSPU Focal/Staff is to provide a copy of the Social Pension Application Form to the Indigent Senior Citizens.	None	None	<b>RYAN D. BALANZA, RSW</b> SWO IV Chief - Protective Services Division
2. The indigent senior citizen applicant fills up and submits the accomplished Social Pension Program Application Form to the DSWD FO-RSPU	2.1. The DSWD FO-RSPU Focal/Staff shall assist the indigent senior citizen applicant in filling up the form and provide the necessary information to the senior citizen regarding his application.  2.1.1. The DSWD FO-RSPU Focal/Staff shall accept and verify the completeness of the	None	30 minutes  <i>*processing time for the indigent senior citizen to complete his/her presentation of interest to apply to SocPen at the RSPU.</i>	<b>RYAN D. BALANZA, RSW</b> SWO IV Chief - Protective Services Division

	<p>accomplished application form together with one (1) original and/or photocopy of the OSCA ID or any valid government-issued ID indicating the birthdate of the senior citizen presented.</p> <p>2.1.2 The DSWD FO-RSPU Focal/Staff shall notify and/or endorse the concerned LGUs for initial validation of applications such as confirmation of residence, etc. upon receipt of applications from walk-in clients.</p> <p><b>Note:</b> <i>The DSWD FO-RSPU Focal/Staff may provide one (1) photocopy of the received application form to the indigent senior citizen for record purposes.</i></p>			
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	<i>It is further recommended that the applicant presents his/her original copy of OSCA ID and/or any government-issued IDs for verification purposes.</i>			
<b>C. INDIGENT SENIOR CITIZEN GOES TO THE DSWD CENTRAL OFFICE - OLDER PERSONS UNIT TO SIGNIFY INTEREST IN APPLYING TO SOC PEN FOR ENDORSEMENT TO THE DSWD FO - RSPU</b>				
1. The indigent senior citizen applicant goes to the DSWD CO-OPU to signify interest in applying to the Social Pension Program as a possible beneficiary	1.1. CO-OPU receives and interviews the indigent senior citizen applicant through walk-in, phone-in, and 1.2. email inquiries to get the following information for referral to the appropriate Field Office The DSWD : a. Name b. Age and	None	30 minutes  <i>*processing time for the indigent senior citizen to complete his/her presentation of interest to apply to SocPen at the DSWD CO</i>	<i>Identified Sectoral Programs Division Chief under Program Management Bureau</i>

	Birthdate c. Address d. Contact Information e. Other pertinent details on the application <b>Note:</b> <i>There shall be no processing of program applications being done at the Central Office level.</i>  <i>The RSPU shall conduct the necessary application procedures.</i>  <i>All application requests received by the DSWD CO-OPU shall be officially communicated with the senior citizen's information to their respective DSWD FO-RSPU for action.</i>  <i>It is further recommended that the applicant presents his/her</i>			
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	<i>original copy of OSCA ID and/or any government-issued IDs for verification purposes.</i>			
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II. THE INDIGENT SENIOR CITIZEN APPLICANTS WILL BE SUBJECTED FOR VALIDATION AND ASSESSMENT BASED ON THE PROGRAM CRITERIA				
2. The indigent senior citizen applicant undergoes validation and assessment to determine if he/she is eligible for the social pension.	2.1.DSWD FO-RSPU Focal/ Staff shall schedule and inform through a written letter and/or other tangible means of communication such as email/ text message, etc. the OSCA/ LSWDO on the conduct of validation and assessment based on either/or of the following received consolidated and certified list from the LSWDO/ walk-in applicants/	None	1 hour	<b>RYAN D. BALANZA, RSW</b> SWO IV Chief - Protective Services Division

	referrals from different stakeholders to the RSPU, as follows: a. List of potential beneficiaries - new applications b. List of potential beneficiaries - re-application (if any)		<i>*maximum processing for the conduct of the interviews during validation per applicant</i>	<i>Identified OSCA Head/ Representative</i>  <i>Identified LSWDO Head/ Representative</i>
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	c. List of delisted and replacement beneficiaries for inclusion in the beneficiaries to be validated/ re-validated by the RSPU.  <b>2.2DSWD FO-RSPU Focal/ Staff shall take the lead in the conduct of the validation of the indigent senior citizen applicants,</b>			
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	validating the information provided, using the General Intake Sheet (GIS) to determine the eligibility to the program.			
	<p>2.2.1. Assessment of the beneficiary will be written in the General Intake Sheet (GIS) or the Social Pension Beneficiary Update Form (SPBUF) and shall be the basis for the final list of beneficiaries to be encoded in the Social Pension Information System (SPIS) and endorsed for cross-matching to the DSWD-OPU.</p> <p>2.2.2. The LSWDO shall also submit the list of delisted/replacement SocPen beneficiaries for</p>			



	validation and assessment.			
	<i><b>Note:</b> Validation and assessment of potential beneficiaries shall be done through an interview during the home visit.</i>			
<b>III. THE SOCIAL PENSION BENEFICIARY IS NOTIFIED, GOES TO THE PAYOUT VENUE AND RECEIVES HIS/ HER STIPEND</b>				

3. The SocPen beneficiary is notified of his/ her qualification to the program.	3.1 The DSWD FO-RSPU Focal/ Staff shall endorse to the OSCA/LSWD	None	None	<b>RYAN D. BALANZA, RSW</b> SWO IV Chief - Protective Services Division
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	O the approved list of SocPen beneficiaries. The OSCA Head shall then notify the senior citizen through a written letter and/or other tangible means of communication such as email/ text message, etc. of his/her inclusion as a beneficiary of the program.			<i>Identified OSCA Head/ Representative</i>  <i>Identified LSWDO Head/ Representative</i>
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<p>4. Appear during the payout schedule</p> <p>a. Present the original and/or photocopy copy of his/her OSCA ID or any valid government-issued ID/federation ID indicating his/her date of birth.</p> <p>In cases of SocPen beneficiary who cannot personally appear at the payout venue, S/he may designate his/her authorized representative and shall present and submit the original and photocopy of the following requirements:</p>	<p>4.1 The DSWD FO-RSPU Focal/ Staff and/or the LGU shall conduct a brief orientation to the SocPen beneficiaries and/or their authorized representatives on the procedure of the program.</p> <p>4.1.1 The DSWD FO SDOs/ LGU SDOs shall ensure the completeness and authenticity of the presented requirements by the SocPen beneficiary before releasing the stipend.</p>	<p>None</p>	<p>12 hours</p> <p><i>*maximum processing time a social pension beneficiary undergoes in a payout as it depends on the number of SocPen beneficiaries present at the payout to receive his/her stipend.</i></p> <p><i>** Please note that the payout for one barangay is a whole-day activity and may take up to 5 days for the whole LGU</i></p>	<p><b>RYAN D. BALANZA, RSW</b> SWO IV Chief - Protective Services Division</p> <p><i>Identified DSWD or LGU SDOs (*positions of assigned SDO shall depend on the FOs and LGUs)</i></p> <p><i>Identified BSCA Head/ Representative</i></p> <p><i>Identified OSCA Head/ Representative</i></p> <p><i>Identified LSWDO Head/ Representative</i></p>
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a. Authorized representative's valid government-issued ID or any valid certificate such as birth certificate, etc.  b. SocPen beneficiary's OSCA ID or any valid government-issued ID.  c. Authorization/certification letter from the beneficiary indicating the name of the authorized				
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representative and the reason/s of inability to personally claim his/her stipend at the time of the payout.				
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**IV. FILLING OUT OF THE CLIENT SATISFACTION MEASUREMENT FORM**

<p>5. The SocPen beneficiary or his/her authorized representative shall accomplish the Client Satisfaction Measurement Form (CSMF) to rate the services provided by the DSWD.</p> <p>The accomplished CSMF shall be submitted to the DSWD FO-RSPU Focal/Staff.</p>	<p>5.1 The DSWD FO-RSPU Focal/Staff to assist the SocPen beneficiary or his/her authorized representative in the accomplishment of the CSMF.</p> <p>5.1.1 The DSWD FO-RSPU Focal/Staff shall ensure confidentiality and proper consolidation of the CSMF for subsequent submission to the CART Secretariat as MOVs.</p>	<p>None</p>	<p>5 minutes</p>	<p><b>RYAN D. BALANZA, RSW</b>          SWO IV          Chief - Protective Services Division</p>
	<p><b>TOTAL:</b></p>	<p><b>None</b></p>	<p><b>13 hours and 40 minutes for the total processing time a SocPen Beneficiary and/or his/her authorized representative undergoes from application, validation, notification, payout, and accomplishment of CSMF regardless of where s/he applies.</b></p> <p><b>*Processing time depends on the number of beneficiaries per Barangay, per LGU, and the output capability of SDOs.</b></p>	

**NOTE: This Citizens' Charter (CC) is limited to the DSWD processes involving the client - the indigent senior citizen applicant and the SocPen beneficiaries. The CC shall cover the following procedures, as follows: (1) application and presentation of documents of the indigent senior citizen, (2) participation of the indigent senior citizen in the validation and assessment, (3) notification and attendance of the SocPen beneficiary to the cash payout through the DSWD or LGUs under TOF, (4) Filling out of the CSMF of the SocPen Beneficiaries or his/her authorized representative.**

**Other DSWD processes not directly involving the client shall be separated and included in the program's Standard Operating Procedures. The processing of eligibility and release of cash advances of the social pension payment is a separate process being done by the DSWD Field Office in coordination with the concerned LGUs.**

**The SPISC is currently implementing two modes of payments, (a) Cash Payment through identified SDOs and (2) Transfer of funds to LGUs, hence, there may be differences in the turnaround/processing time. The SocPen Team needs staff augmentation from other programs/units for the conduct of simultaneous pay-outs considering the huge number of beneficiaries per region. It is further noted that the program has no plantilla personnel hence, the pay-out depends on the number of SDOs of other programs/units who are available to handle the social pension cash advances.**

**The Turnaround/ Processing time depends on the social pension beneficiary's capacity, availability of the DSWD Field Office identified SDOs, schedules of payout, number of social pension beneficiaries present at the conduct of the payout, and other geographical location/ logistical requirements as agreed upon by the FOs and LGUs. .**

Feedback and Complaints Mechanisms	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.

How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to PSD, DSWD FO XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato.</p> <p><b>Email:</b> <a href="mailto:riczletauro@gmail.com">riczletauro@gmail.com</a>/<a href="mailto:aifahebus11@gmail.com">aifahebus11@gmail.com</a></p>
How complaints are processed	<p>Upon receipt of complaint the <b>Social Pension Program shall</b> make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact <b>Social Pension Program, Koronadal City</b> through:</p> <p><b>RICZLE J. TAURO, RSW</b>        SWO II  <a href="mailto:riczletauro@gmail.com">&lt;riczletauro@gmail.com&gt;</a>        0907-447-2591</p> <p><b>AIFAH G. TALAPAS, RSW</b>        PDO I  <a href="mailto:aifahebus11@gmail.com">&lt;aifahebus11@gmail.com&gt;</a>        0936-134-1903</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

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

### Persons Living with HIV (PLHIVs)

As part of the DSWD's psychosocial care and support services for persons living with HIV (PLHIV) and their affected families and in accordance with Section 36 of RA 11166,

the Department, through its Field Offices (FOs) provides economic assistance for education, livelihood, burial/funeral, transportation, medical, and food. These forms of assistance are meant for individuals and families of PLHIV in need of social welfare and development interventions.

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

<b>Office or Division:</b>	Protective Service Division Field Office XII	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizen	
<b>Who may avail:</b>	People-living with HIV (PLHIVs) and their affected families	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
One (1) valid identification card of the client/ person to be interviewed;		
• PhilSys ID		Philippine Statistics Authority
• UMID ID, SSS or GSIS ID		Social Security System or Government Service Insurance System
• Philhealth ID		Philhealth
• Driver's License		Land Transportation Office
• PRC ID		Professional Regulation Commission
• OWWA ID		Overseas Workers Welfare Administration
• DOLE ID		Department of Labor and Employment
• PAG-IBIG ID		Pag-IBIG Fund
• Voter's ID or Voter's Certification		Commission on Election
• Postal ID		Post Office
• Philippine Passport		Department of Foreign Affairs
• NBI Clearance		National Bureau of Investigation
• 4Ps ID		Department of Social Welfare and Development



• PWD ID	Local Government Unit
• Solo Parent ID	Local Government Unit
• City or Municipal ID	Local Government Unit
• Barangay ID	Local Government Unit
• Office of Senior Citizen Affairs (OSCA ID)	Local Government Unit
• Police Clearance	Police Station
• or any ID preferably with validity date, and picture and signature of the client.	Barangay Hall
In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an Identification Card.	Barangay Hall
Signed Authorization Letter (if applicable)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
Medical Abstract or Referral Letter or Accomplished DSWD Form Three (3)	<ul style="list-style-type: none"> <li>• Designated Treatment Hub / HIV Primary Care Facility;</li> <li>• Local Government Unit</li> </ul>
<b>TRANSPORTATION ASSISTANCE</b>	
1. Original and one (1) photocopy of supporting document/s such as, but are not limited to, Medical Certificate, Death Certificate, and/or Court Order or Subpoena	<ul style="list-style-type: none"> <li>• Police Station - Police Blotter;</li> <li>• Hospitals or Clinic - Medical Abstract;</li> <li>• Court - Court Order or Subpoena; and</li> <li>• Civil Registry - Death Certificate.</li> </ul>
<b>MEDICAL ASSISTANCE FOR HOSPITAL BILL</b>	

1. One (1) Original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or <i>Alagang</i> issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician	Medical records of the Hospital or Clinic or the Attending Physician
2. One (1) original and one (1) photocopy of Hospital Bill or Statement of Account (outstanding balance) with the complete name and signature of the Billing Clerk; or Certificate of Balance and Promissory Note signed either by the Credit and Collection Officer or Billing Clerk.	<ul style="list-style-type: none"> <li>• Statement of Account - Billing Office of the hospital</li> <li>• Certificate of Balance and Promissory Note - Credit and Collection Office</li> </ul>
3. One(1) original copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: <ul style="list-style-type: none"> <li>• Department of Social Welfare and Development;</li> <li>• Local Social Welfare and Development Office;</li> <li>• Non-Government Organization; or</li> <li>• Medical Social Service.</li> </ul>
<b>MEDICAL ASSISTANCE FOR MEDICINE OR ASSISTIVE DEVICE</b>	
1. One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or <i>Alagang</i> issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician.	Medical records of the Hospital or Clinic of the Attending Physician
2. One (1) original and one (1) photocopy of prescription issued within three (3) months and with the following information: (i) date of issuance; and (ii) complete name, license number and signature of the Physician.	Attending Physician from a hospital or clinic.

If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional documentary requirements	
1. One (1) original and one (1) photocopy of the Quotation of Medicine or Assistive Device	Service Provider

2. One(1) original copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: <ul style="list-style-type: none"> <li>• Department of Social Welfare and Development;</li> <li>• Local Social Welfare and Development Office;</li> <li>• Non-Government Organization; or</li> <li>• Medical Social Service</li> </ul>
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#### MEDICAL ASSISTANCE FOR LABORATORY

1. One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or <i>Alagang</i> issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician.	Attending Physician or from Medical Records of the hospital or clinic.
2. One (1) original and/or one(1) Certified True Copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: <ul style="list-style-type: none"> <li>• Department of Social Welfare and Development;</li> <li>• Local Social Welfare and Development Office;</li> <li>• Non-Government Organization; or</li> <li>• Medical Social Service.</li> </ul>

If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. One(1) original and/or photocopy of the Quotation of Laboratory )	Service Provider

2. One(1) original copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: <ul style="list-style-type: none"> <li>• Department of Social Welfare and Development;</li> <li>• Local Social Welfare and Development Office;</li> <li>• Non-Government Organization; or</li> <li>• Medical Social Service.</li> </ul>
<b>MEDICAL ASSISTANCE FOR LABORATORY</b>	

1. One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or <i>Alagang</i> issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician	Attending Physician or from Medical Records of the hospital or clinic.
2. One (1) original and one (1) photocopy of laboratory requests or laboratory protocol or Doctor's Order with name, license number, and signature of the Physician	Attending Physician from a hospital or clinic
3. One (1) original and/or one(1) Certified True Copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: <ul style="list-style-type: none"> <li>• Department of Social Welfare and Development;</li> <li>• Local Social Welfare and Development Office;</li> <li>• Non-Government Organization; or</li> <li>• Medical Social Service.</li> </ul>
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. One(1) original and/or photocopy of the Quotation of Laboratory	Service Provider

2. One (1) original and/or one(1) Certified True Copy of Social Case Study Report or Case Summary. (1 Original or Photocopy)	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> <li>• DSWD</li> <li>• LSWDO</li> <li>• NGO</li> <li>• Medical Social Service</li> </ul>
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#### FUNERAL ASSISTANCE FOR FUNERAL BILL

1. One (1) original and/or one(1) Certified True Copy of Death Certificate or Certification from the Tribal Chieftain	City or Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam
1. One (1) original copy of Promissory Note or Certificate of Balance or Statement of Account	Authorized staff of the Funeral Parlor or Memorial Chapel

2. One (1) original and/or Photocopy of Funeral Contract	City or Municipal Hall
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#### EDUCATIONAL ASSISTANCE

1. One (1) original and/or photocopy of Validated School ID and Valid I.D	School Registrar where the beneficiary is enrolled
1. One (1) original and/or photocopy of any of the following: <ul style="list-style-type: none"> <li>a. Enrolment Assessment Form; or</li> <li>b. Certificate of Enrolment; or</li> <li>c. Registration; or</li> <li>d. Statement of Account</li> </ul>	School Registrar or Concerned Office where the beneficiary is enrolled

#### FOOD ASSISTANCE

1. One (1) original and/or photocopy of Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required or medical document as proof that the beneficiary is admitted	<ul style="list-style-type: none"> <li>• Barangay Hall where the client is presently residing</li> <li>• Hospital where the beneficiary is currently admitted</li> </ul>
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#### CASH RELIEF ASSISTANCE

<p>Depending on the circumstances:</p> <p>a. <b>For Fire Victims:</b> One (1) original and/or photocopy of Police Report or Bureau of Fire Protection Report from the Bureau of Fire;</p> <p>b. <b>For Distressed OFs:</b> One (1) original and/or photocopy of Passport, Travel Document/s, certification from OWWA or the Barangay;</p> <p>c. <b>For Rescued Client:</b> One (1) original and/or photocopy of Certification from a social worker or Case manager from rescued clients.</p>	<ul style="list-style-type: none"> <li>• Bureau of Fire or PNP</li> <li>• Overseas Workers Welfare Administration or Department of Migrant Workers or Barangay</li> <li>• Local Social Welfare and Development Office or other social welfare agencies</li> <li>• Local Social Welfare and Development Office or other social welfare agencies</li> </ul>
<p>d. <b>For victims of Online Sexual Exploitation:</b> One (1) original and/or photocopy of Police Blotter and social worker's certification for the victims of online sexual exploitation of children</p> <p>e. <b>For Locally stranded individuals (LSI):</b> LSI without valid IDs – One (1) original and/or photocopy of the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his or her identity.</p>	<ul style="list-style-type: none"> <li>• Police Station - Police Blotter</li> <li>• Hospital or Clinic - Medical Certificate signed by the Registered Physician</li> </ul>

<b>For all other incidents:</b>  1. One (1) original and/or photocopy of any of the following: Barangay Certificate of Residency; or Certificate of Indigency; or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities or regulating agencies, as may be applicable such as but not limited to Police Report or Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification		<ul style="list-style-type: none"> <li>Barangay Hall where the client is presently residing</li> <li>Police Station</li> <li>Armed Forces of the Philippines or Philippine National Police</li> <li>Office of the Civil Registry</li> <li>Certificate from the Local Disaster Risk Management Office; or</li> <li>Local Government Unit</li> <li>Hospital or Clinic signed by Licensed Physician</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a queuing number	1.1 Provide client with queuing number	None	5 minutes	<b>NORANIA S. SARIP, RSW</b> 0998-910-2809 CBSS Head
2. Present self and documents for assessment	2.1 Conduct initial interview for assessment 2.1.1 Check the client's record to the existing database – e.g Crisis Intervention Monitoring System, to check whether the client had sought assistance within the last three (3) months.	None	40 minutes	<b>NORANIA S. SARIP, RSW</b> 0998-910-2809 CBSS Head

	<p><b>If a client is eligible</b> (based on frequency and/or type of assistance last provided), the staff shall further assess documents presented.</p> <p><b>If a client is not eligible</b>, the staff shall provide the reasons for non-eligibility and shall further provide further instruction / information.</p> <p>2.1.2 Check the documents presented by the client.</p> <p><b>If documents are complete and valid</b>, the client will be advised to fill-out necessary forms and submit documents pertinent to their request.</p> <p>If supporting documents are <b>incomplete</b> and <b>non-compliant</b>, provide a checklist.</p>			
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	2.1.3 If necessary, coordinate with the client's designated treatment hub or LGU to further verify validity of documents presented			
3 Fill-out necessary fields in the prescribed forms	3.1 Handout copies of prescribed forms to client  3.1.1 Ask client to fill-out the necessary fields in the prescribed forms	None	20 minutes	<b>NORANIA S. SARIP, RSW</b> 0998-910-2809 CBSS Head
4. Submit accomplished forms and required documents. If necessary, attend the interview for further clarification.	4.1.1 If necessary, conduct interviews with the client and; or additional coordination with treatment hubs, LGUs, and or the referring agency.  4.1.2 The DSWD Social Welfare Officer (SWO) shall determine the amount that is appropriate and responsive to the needs of the client			

	4.1.2 Forward the Client's Document to the Authorized Approving Officer.	None	80 minutes	<b>NORANIA S. SARIP, RSW</b> 0998-910-2809 CBSS Head
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	4.1.6 Compile the approved documents of the client.			
5. Receive assistance	5.1 Confirmation of client's identity;  5.1.1 Releasing of actual assistance to client;  5.1.2 Releasing of actual assistance to client;  <b>If through outright cash,</b> ask client to check the actual amount received;  <b>If through Guarantee Letter,</b> advise clients to review the correctness of the personal information reflected in the document	None	15 minutes	<b>NORANIA S. SARIP, RSW</b> 0998-910-2809 CBSS Head

6. Accomplish Client Satisfaction Measurement Survey	6.1 Provide a copy of the Client Satisfaction Measurement Survey;	None	20 minutes	<b>NORANIA S. SARIP, RSW</b> 0998-910-2809 CBSS Head
	6.2 Collect accomplished Client Satisfaction Measurement Survey			
Total	None	180 minutes or three (3) hours for Outright Cash		
		One (1) day or 24 hours for a Guarantee Letter.		

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to PSD, DSWD FO XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p><b>Email:</b> <a href="mailto:saripnorania@gmail.com">saripnorania@gmail.com</a></p>
How complaints are processed	<p>Upon receipt of complaint the <b>PSD</b>, shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact <b>PSD, Koronadal City</b> through:</p> <p><b>NORANIA S. SARIP</b>          SWO III/CBSS Head          0998-910-2809  <b>Email:</b> <a href="mailto:saripnorania@gmail.com">saripnorania@gmail.com</a></p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

## 7. Provision of Assistance to Solo Parent

Solo parents are those who are left alone with the responsibility of rearing their children regardless of marital status and based on National Statistics Office (NSO) data, there are about 14 million solo parents in the Philippines as of 2015. The increasing number of solo parents has led the national government to pass Republic Act No. 8972 or the Solo Parents' Welfare Act of 2000, which was promulgated on November 7, 2000. On 04 June 2022, the Republic Act No. 11861 (RA 11861) or the Expanded Solo Parents Welfare Act lapsed into law and its Revised Implementing Rules and Regulations took effect on 01 November 2022. The passage of RA 11861 expanded the benefits of the solo parents, promotes the rights of Filipino solo parents and ensures that they can receive adequate social protection programs from the government.

RA 11861 directs the Department of Social Welfare and Development (DSWD), in coordination with other agencies to develop a "comprehensive package" of social protection services for solo parents and their families which includes livelihood opportunities, legal advice and assistance, counseling services, parent effectiveness services, and stress debriefing, among others, regardless of financial status.

DSWD is mandated to protect and promote the welfare of the disadvantaged group including the solo parents, and provide technical assistance to partner stakeholders.

(National Government, Local Government Unit, and Civil Society Organizations). Any solo parent whose income in the place of residence is equal to or below the poverty threshold as set by the PSA and subject to the assessment.

<b>Office or Division:</b>	Community Based Service Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Client	
<b>Who may avail:</b>	REGISTERED SOLO PARENT	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Valid Solo Parent Identification Card		Local Government Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Visit the Field Office for assistance</b>	1. The DSWD office Security Guard/Public Assistance and Complaints Desk (PACD) Officer shall direct the client to the Field Office (FO)/Social Welfare and Development Team (SWADT) social worker or solo parent focal person.	None	0 minute	<b>RYAN D. BALANZA</b> (PSD Chief)
<b>2. Attend Interview for assessment of needs</b>	2.1 FO / SWADT social worker / Focal Person shall validate the Solo Parent Identification Card (SPIC) of the client.  2.1.1 Interview the client and fill-out the general intake sheet and indicate	None	10 minutes	<b>NORANIA S. SARIP, RSW</b> 0998-910-2809 CBSS Head

	recommendations based on assessed needs			
<b>3. Attend psychological intervention, psychological first aid and/or counseling</b>	3.1 FO / SWADT social worker / Focal Person shall provide psychological intervention, psychological first aid and/or counseling based on their solo parent concerns. Recommendation may be provided to help in the needs of the family.	None	30 minutes	<b>RYAN D. BALANZA</b> (PSD Chief)  or <b>NORANIA S. SARIP, RSW</b> 0998-910-2809 CBSS Head

	<p><b>If no further assistance is to be provided</b>, the client shall accomplish the Client Satisfaction Measurement Form (CSMF) and return the form to the social worker before leaving.</p> <p>3.1.1 FO / SWADT social worker / Focal Person shall encode the client's information in the caseload inventory of solo parents provided with assistance</p>	None	5 minutes	<p><b>RYAN D. BALANZA</b> (PSD Chief)</p> <p>or</p> <p><b>NORANIA S. SARIP,</b> <b>RSW</b> 0998-910-2809 CBSS Head</p>
<p><b>4. Preparation of referral / endorsement for Assistance to Individuals in Crisis Situation (AICS) or Sustainable Livelihood Program</b></p>	<p>4.1 Preparation of referral / endorsement for Assistance to Individuals in Crisis Situation (AICS) or Sustainable Livelihood Program (SLP) or to another office or agency if the need of the client cannot be met by the DSWD.</p> <p><b>For AICS</b>, FO / SWADT social worker / Focal Person shall provide a referral or endorsement letter to CID / CIS / SWADT and fill-out the General Intake Sheet</p>	None	40 minutes	<p><b>RYAN D. BALANZA</b> (PSD Chief)</p> <p>or</p> <p><b>NORANIA S. SARIP,</b> <b>RSW</b> 0998-910-2809 CBSS Head</p>

(SLP) or to another office or agency if the need of the client cannot be met by the DSWD.	<p><b>For livelihood assistance,</b> FO / SWADT social worker / Focal Person shall provide a referral or endorsement letter to SLP for possible provision of assistance.</p> <p><b>For other agency/ies,</b> FO / SWADT social worker / Focal Person to provide a referral or endorsement letter to appropriate agency/ies.</p>			
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	4.2. Referral or endorsement letter for approval of Division Chief, Bureau/Regional Director or COMbased Section Head / PSD Chief in SWADT.	None	2 days	<b>EDMON B. MONTEVERDE</b> Director IV Program Management Bureau
<b>5. Receive the referral/ endorsement letter</b>	5. Send the referral / endorsement letter to appropriate agency/ies	None	5 minutes	<b>RYAN D. BALANZA</b> (PSD Chief)
	<b>TOTAL</b>	<b>2 working days, 90 minutes</b>		

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.



How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to PSD, DSWD FO XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p>. <b>Email:</b> <a href="mailto:saripnorania@gmail.com">saripnorania@gmail.com</a></p>
How complaints are processed	<p>Upon receipt of complaint the <b>PSD</b>, shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact <b>PSD, Koronadal City</b> through:</p> <p><b>NORANIA S. SARIP</b>          SWO III / CBSS HEAD          0998-910-2809  <b>Email:</b> <a href="mailto:saripnorania@gmail.com">saripnorania@gmail.com</a></p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

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

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

<b>Office or Division:</b>	Central Office - Sectoral Programs Division Field Office I-XII, CARAGA, CAR, NCR
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C- Government to Citizens
<b>Who may avail:</b>	1. Victim-survivor of trafficking 2. Families of the victim-survivor of trafficking. 3. Witnesses of cases of human trafficking. 4. Communities with incidence of human trafficking.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>Case Management</b>	
Travel document (for Repatriated TIP Victims) <b>(1 Photocopy)</b> Valid ID <b>(1 Photocopy)</b> Social Case Study Report	Department of Foreign Affairs / Philippine Embassy (for Repatriated TIP Victims)
<b>Medical Assistance</b>	
Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months) <b>(1 Original and 1 Photocopy)</b> Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures). Barangay Certificate of <b>Residency</b> and Valid ID for the client	Hospital <b>or health facility</b> where the client is admitted or seen <b>(Clinical Abstract and Hospital Bill)</b>  <b>Barangay Hall (Barangay Certificate)</b>  <b>Government Institutions (Valid ID)</b>
<b>Educational Assistance</b>	
School registration and/ or certificate of enrolment Statement of Account for tertiary education Valid school ID Valid ID of the parent/ guardian	School where the client is enrolled <b>(School Registration, Certificate of Enrolment, Statement of Account)</b>  <b>Government Institutions (Valid ID)</b>
<b>Skills Training</b>	

<p>Official receipt from the training school (TESDA/ CHED accredited training school. <b>(1 Original and 1 Photocopy)</b></p> <p><b>Valid ID</b></p>	<p>TESDA / accredited training school where the client is enrolled</p> <p><b>Government Institutions (Valid ID)</b></p>
<p><b>Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.)</b></p>	
<p>Contract of Employment or any similar document which indicates that they are hired</p> <p><b>Valid ID (1 Original and 1 Photocopy)</b></p>	<p>Employer of the client</p> <p><b>Government Institutions (Valid ID)</b></p>
<p><b>Financial Assistance for Livelihood</b></p>	
<p>1. Result of the Handa Ka Na Bang Magnegosyo? The client score's must be 75 and above in order to be eligible for the livelihood Program, to determine the preparedness of the client to start their business. Re-assessment will be conducted to clients who will have a score of 74 and below or they may be considered to avail financial assistance for employment.</p> <p>2. Project Proposal. They may write using their vernacular or local dialect. They may be assisted by the social worker in preparation of the said proposal.</p> <p>3. <b>Valid ID (1 Original and 1 Photocopy)</b></p> <p>4. Social Case Study Report</p>	<p>DSWD Field Offices</p> <p><b>Government Institutions (Valid ID)</b></p> <p><b>DSWD Field Office or Local Social Welfare and Development Office</b></p>
<p><b>Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking</b></p>	

No Documents needed.	DSWD Field Offices -Victim-survivors of trafficking during rescue operation. Social workers are highly needed to provide psychosocial counseling and assist victim-survivors
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	of trafficking all throughout the process from recovery to reintegration.
<b>Provision of Temporary Shelter</b>	
3. Referral Letter from the Social Worker <b>(1 Original and 1 Photocopy)</b>	DSWD Field Offices -Victim-survivors of trafficking may be placed in DSWD run/ registered, licensed and accredited residential care facilities for protective custody.
<b>Support for Victim-survivors/ Witness and Transportation Assistance</b>	
Valid ID Social Case Study Report	<b>Government Institutions (Valid ID)</b> DSWD Field Offices

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The victim survivors of trafficking may visit the DSWD Field/ Regional Office or Rescued by Social Worker	1.1 Interview of the client	None	2 Hours	<b>Norania S. Sarip, RSW</b> <b>(0998-910-2809)</b> <i>Community Based Services Section Head/ Social Welfare Officer III</i> Protect Services Division
	1.1.1 Provide Psychosocial Counseling  1.1.2 Conduct Assessment  <b>If the Client needs Temporary Shelter</b> refer to Residential Care Facility.  1.1.3 The Social Worker shall provide a list of documentary requirements depending on the			

	assistance to be provided.  1.1.4 Refer to the list of requirements.			
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2. Submit Documentary Requirement for the service/s to be availed	<p>2.1 Screening of the submitted documents (Note: Given all requirements are submitted by the client)</p> <p>2.1.1 For livelihood assistance, the RRPTP Social Worker shall forward the documents to the Sustainable Livelihood Program for further assessment.</p>	None	10 minutes	<p><b>Norania S. Sarip, RSW</b>  <b>(0998-910-2809)</b>  <i>Community Based Services Section Head/ Social Welfare Officer III</i>            Protect Services Division</p> <p><b>Edgar R. Guerrra</b>  <i>Sustainable Livelihood Program Section Head and</i>  <b>Norania S. Sarip, RSW</b>  <b>(0998-910-2809)</b>  <i>Community Based Services Section Head/ Social Welfare Officer III</i>            Protect Services Division</p>
	<p>2.2 Processing of the assistance being sought;</p> <p>a. Preparation of Voucher (if financial related            b. Social Case Study Report            c. Preparation of referral letter (if needs other program assistance)</p>	None	7 Days	<p><b>Norania S. Sarip, RSW</b>  <b>(0998-910-2809)</b>  <i>Community Based Services Section Head/ Social Welfare Officer III</i>            Protect Services Division</p>

	2.3 PSU/ CBU Division Chief and Budget Officer recommend the provision of assistance for approval of the Regional Director.	None	3 working days	<b>Norania S. Sarip, RSW</b> (0998-910-2809) Community Based Services Section Head/ Social Welfare Officer III Protect Services Division
	2.4 The Regional Director shall approve the provision of assistance to the victim-survivors of trafficking.	None	2 working days	<b>Loreto Jr. V. Cabaya</b> Regional Director
	2.5 Releasing of the assistance to client (Cash or Non-Cash)	None	2 working days	<b>Jelly O. Jabat</b> Cash Section Chief Financial Management Division-Cash Section
3. Accomplish Client Satisfaction Measurement Survey (CSMS)	3.1 RRPTP Social Worker shall provide the client the copy of the CSMS to provide feedback regarding the service received.	None	5 minutes	<b>Norania S. Sarip, RSW</b> (0998-910-2809) Community Based Services Section Head/ Social Welfare Officer III
	<b>Total</b>	<b>None</b>	<b>For Temporary Shelter -2 hours</b>	
	<b>Total</b>	<b>None</b>	<b>For Livelihood Assistance - 12 Days</b>	
	<b>Total</b>	<b>None</b>	<b>For other Assistance - 5 Days</b>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance

How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to PSD, DSWD FO XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p>Email: <a href="mailto:saripnorania@gmail.com">saripnorania@gmail.com</a></p>
How complaints are processed	<p>Upon receipt of complaint the <b>PSD</b>, shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact <b>PSD, Koronadal City</b> through:</p> <p><b>NORANIA S. SARIP</b>          SWO III/CBSS Head          0998-910-2809</p> <p>Email: <a href="mailto:saripnorania@gmail.com">saripnorania@gmail.com</a></p>
Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

## 9. Provision of Centenarian Gifts to Centenarian

Republic Act No. 10868 or the Centenarians Act of 2016 gives due recognition to Filipino citizens, both in the Philippines and abroad, who reached the age of 100 years old. The Act mandated the Department to provide the centenarian benefit of



Php100,000.00, Letter of Felicitation signed by the President of the Philippines for the living centenarians and Posthumous Plaque of Recognition to the deceased centenarians, at the national level

<b>Office or Division:</b>	Department of Social Welfare and Development (DSWD) Field Office XII-Protective Services Division-Social Pension Program
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	All Filipino citizens who reached the age of 100 years old
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>For Living Centenarians:</b> <i>(One original or one certified true copy)</i>	
Birth certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Philippine Passport	Department of Foreign Affairs (DFA)
Identification cards	Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License; social security cards like the Government Service Insurance System (GSIS) and Social Security System (SSS); Professional Regulatory Commission (PRC) license; Philippine Postal Commission on Elections (COMELEC); Philippine Identification System; Philhealth MDR
Marriage Certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Birth Certificates of children	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Affidavit executed by at least two (2) disinterested persons	Lawyer (either public or private)
Old School or Employment records	School or Employment agency
Baptismal and/or Confirmation records	Parish church and other religious denomination
Medical and/or Dental examination	Government / private doctors or dentist
Other related documents	National Commission on Muslim Filipinos (NCMF) / National Commission on Indigenous People (NCIP); AFPSLAI, AMWSLAI, Veterans
<b>For Deceased Centenarians:</b>	

<i>(One original or one certified true copy)</i>	
Death certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Identification card of the nearest surviving relative	Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License, social security cards like the Government Service Insurance System (GSIS), and Social Security System (SSS), Professional Regulatory Commission (PRC) license, Philippine Postal Commission on Elections (COMELEC); Philippine Identification System; Philhealth MDR
Proof of Relationship <ul style="list-style-type: none"> <li>• Certificate of live birth of the nearest surviving relative</li> <li>• Marriage Certificate</li> <li>• Baptismal</li> </ul>	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)  Parish church and other religious denomination
Affidavit of Adjudication and/or Special Power of Attorney	Lawyer (either public or private)
Warranty and Release from Liability	DSWD Field Offices
<b><i>*Documents stated in the living centenarians, shall also be required to be submitted by the nearest surviving relative of the deceased centenarians that will prove the deceased centenarians' age eligibility at the time RA 10868 took effect if any</i></b>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Centenarian and/or nearest surviving applicant submit the one (1) original or one	1.1. The DSWD FO shall receive the masterlist of potential centenarians through the following:	None	1 working day	<b>RYAN D. BALANZA,</b> <b>RSW</b> SWO IV Chief - Protective Services Division

(1) certified				
true copy of the necessary documentary requirements to the Office for Senior Citizens Affairs (OSCA)	a. Submitted consolidated list from the Local Government Units through the OSCA b. Endorsement from legislators; Office of the President, among others; c. Walk-in clients			
	1.2. The DSWD FO shall conduct desk or home validation to the identified potential centenarians and/or nearest surviving relative	None	Desk validation: 3 working days  Home validation: 15 working days	<b>RYAN D. BALANZA,</b> <b>RSW</b> SWO IV Chief - Protective Services Division

	<p><b>If assessed as eligible,</b> the DSWD FO shall send a letter duly signed by the DSWD Regional Director citing the eligibility of the applicant. The LGU shall then inform the centenarian and/or</p>		5 working days	
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	<p>nearest surviving relative applicant.</p> <p><b>If the documents submitted are incomplete and/or with discrepancy,</b> the DSWD FO shall inform and request the LGU to provide technical assistance to the centenarian and/or nearest surviving relative applicants to comply with the additional requirements and/or reconcile the documents with discrepancies.</p>			
2. Centenarian	2.1. The DSWD FO	None	5 working days	<b>RYAN D. BALANZA, RSW</b>

				SWO IV Chief - Protective Services Division
and/or nearest surviving relative receive the centenarian benefit	shall facilitate the preparation of documents such as disbursement voucher, obligation request, payroll, etc. corresponding to the number of eligible centenarians to be awarded.			
	2.2. The DSWD FO  shall prepare a notification letter to the LGU duly signed	None	3 working days	<b>RYAN D. BALANZA,</b> <b>RSW</b> SWO IV Chief - Protective Services Division
	by the Regional Director citing the scheduled payout to the eligible centenarians and/or nearest surviving relative.			

	2.3. The DSWD FO shall release the centenarian benefit to the eligible centenarian and/or nearest surviving relative in the following mode:	None	20 working days	<i>Identified DSWD SDOs and</i> <b>RYAN D. BALANZA, RSW</b> SWO IV Chief - Protective Services Division
	<p><b>Cash:</b> House-to-house delivery and/or plaza type by the FO-Special Disbursing Officer together with the Centenarian focal person</p> <p><b>Cheque:</b> Deposit in the existing savings or current account or deliver through house-to-house and/or plaza type</p>			
3. Centenarian  and/or nearest surviving relative shall fill-out the	3.1. The DSWD FO shall consolidate the filled-out Client Satisfaction	None	5 minutes	<b>RYAN D. BALANZA, RSW</b> SWO IV Chief - Protective Services Division

Client Satisfaction Measurement Form	Measurement Form for subsequent submission to DSWD FO CART focal person			
	<b>TOTAL</b>	<b>None</b>	<b>52 days and 5 minutes</b>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to PSD, DSWD FO XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato Email <a href="mailto:lovelybanes022@gmail.com">lovelybanes022@gmail.com</a> / <a href="mailto:abobakarfaiss@gmail.com">abobakarfaiss@gmail.com</a>
How complaints are processed	Upon receipt of complaint the <b>PSD</b> , shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact <b>PSD, Koronadal City</b> through:  <b>LABINIA B. BANES, RSW</b> Social Welfare Officer II 0917-154-0863 <a href="mailto:lovelybanes022@gmail.com">lovelybanes022@gmail.com</a>  <b>FAISAH P. ABOBAKAR, RSW</b> PDO II 0939-915-2732 <a href="mailto:abobakarfaiss@gmail.com">abobakarfaiss@gmail.com</a>
Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a>



	Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)
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## 10. Securing Travel Clearance for Minors Traveling Abroad

Travel Clearance is a document issued by the Department of Social Welfare and Development for a minor who is below 18 years old, who is traveling abroad alone or with someone other than their biological parents.

<b>Office or Division:</b>	Protective Services Division-Community Based Services Section/MTA Unit of DSWD Field Offices I-XII, NCR CAR and CARAGA	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizen	
<b>Who may avail:</b>	Filipino Minors Traveling Abroad	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>A. For Minors Traveling Alone to a Foreign Country for the First Time</b>		
1. Duly Accomplished Application Form (1 Original Copy or Electronic Copy)		DSWD Field Offices or download form at <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. LSWDO/SWAD Social Worker's assessment, in the absence of the biological parent/s or an appointed legal guardian (1 Original Copy)		Local Social Welfare and Development Office/SWAD where the minor resides
3. PSA issued Birth Certificate of Minor (1 Original and 1 Photocopy**)		Philippine Statistics Authority (PSA)

4. 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 Barangay or religious leader; or PSA issued CENOMAR for non-marital minors on SECPA; (1 Original and 1 Photocopy**)	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. (1 Original)	Law Office and Notarized at the place where the parent/s resides/Philippine Embassy (if minors parent/s are abroad)
6. 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. (2 pcs.)	Applicant
7. Notarized 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.) (1 Original)	Applicant or Sponsoring Person/Agency
8. PSA issued Death Certificate (for deceased parent/s) on SECPA (1 Original and 1 Photocopy)	Applicant
9. Unaccompanied Minor Certificate from the Airlines (if available)	Airline Company where ticket is obtained
10. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
<b>For Succeeding Travel of Unaccompanied minor or Traveling ALONE</b>	
1. Duly Accomplished Application Form (1 Original Copy or Electronic Copy)	DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>

2. 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. (1 Original)	Law Office and Notarized at the place where the parent/s resides/Philippine Embassy (if minors parent/s are abroad)
3. Original copy of the previous Travel Clearance issued	Applicant
4. 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. (2 pcs.)	Applicant
5. Unaccompanied Minor Certificate from the Airlines (if available)	Airline Company where ticket is obtained
6. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
<b>Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian</b>	
1. Duly Accomplished Application Form (1 Original Copy or Electronic Copy)	DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. PSA issued Birth Certificate of Minor (1 Original and 1 Photocopy**)	Philippine Statistics Authority (PSA)
3. 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. (1 Original)	Law Office and Notarized at the place where the parent/s resides/Philippine Embassy (if minors parent/s are abroad)

4. 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 Barangay or religious leader; or PSA issued CENOMAR for non-marital minors on SECPA; (1 Original and 1 Photocopy**)	Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader
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5. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted.	Applicant
6. Photocopy of the valid passport of the traveling companion.	Minor's traveling companion

**Minors Traveling subsequently with a Person Other than the Parents of Legal Guardian**

1. Duly Accomplished Application Form (1 Original Copy or Electronic Copy)	DSWD Field Office/ DSWD website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a>
2. Original copy of the Travel Clearance previously issued by the DSWD Field Office;	Applicant
3. Notarized Affidavit of Consent 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. (1 Original)	Law Office and Notarized at the place where the parent/s resides/Philippine Embassy (if minors parent/s are abroad)
4. Two (2) original colored passport size photos of the minor taken within the last six (6) months. No scanned pictures will be accepted;	Applicant
5. Photocopy of the valid passport of the traveling companion.	Minor's traveling companion

**Additional Requirements for Minors Under Special Circumstances:**

**For Filipino Minors Migrating to Another Country**

1. Visa Petition Approval	Applicant
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**For Minors Studying Abroad**

1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled.	Applicant
<b>For Minors who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:</b>	
1. Certification from Sponsoring Organization	Sponsoring Organization
2. Affidavit of Undertaking of Companion indicating safety measures undertaken	School, Sports Agency, or Sponsoring Organization

by the School, Sports Agency, or Organization	
3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	School, Sports Agency, or Sponsoring Organization
<b>Minors going Abroad for Medical Purposes</b>	
1. Medical Abstract of the Minor (1 Original Copy)	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country (if applicable)	Attending Physician
3. Letter from the Sponsor (if applicable)	Sponsoring Person
<b>Minors going Abroad with pending petition for Inter-Country or Domestic Adoption</b>	
1. Placement Authority issued by NACC-RACCO	National Authority for Child Care (NACC)
2. Consent to Travel issued by NACC-RACCO	National Authority for Child Care (NACC)
3. Notarized Affidavit of Undertaking from the Prospective Adoptive Parent/s (1 Original)	Applicant
4. Court Order (for those with Pending Court Petition)	RTC who has jurisdiction over the case
1. Placement Authority issued by NACC-RACCO	National Authority for Child Care (NACC)

<b>Minors under Foster Care</b>	
1. Notarized Affidavit of Undertaking by the Foster Parent/s	Foster Parent/s
2. Consent to Travel issued by NACC-RACCO	National Authority for Child Care (NACC)
<b>Minors under Legal Guardianship who will be unaccompanied by their Legal Guardian</b>	
1. Court Order on Legal Guardianship (1 Certified True Copy)	Court
<b>For Minors whose parents are Seafarers</b>	
1. Certification from the Manning Agency attesting that the parent/s is on board employment (1 Original or 1 Electronic Copy)	Applicant

2. Book of Parent/s (1 Seaman's Photocopy)		Applicant		
3. Parent/s Written Consent (1 Electronic Copy)		Applicant		
For Minors with alleged missing parent/s				
1. Social Case Study Report from the LSWDO where the alleged missing parent's last known address (1 Original)		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 (1 Original)		Local Police or Barangay of the alleged missing parent/s last known address		
3. Returned registered mail to the last known address of the alleged missing parent/s known address (1 Original, if available)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Register information in MTA client's logbook	<b>1.1 Issue</b> Service Sequence Number  1.1.2 Encoding of the client's information in online Spreadsheet	None	5 minutes	<b>Robia B. Abdula, RSW</b> (SWO II/ MTA Focal) 0945-104-0644
2. Fill out and Submit Accomplished Application Form and Documentary Requirements for Screening	2.1 Accept and review the accomplished MTA application form and the authenticity of the presented documentary Requirements  <b>If the documents are complete,</b> assigns control number on the application form  <b>If the documents are incomplete,</b> request the client to comply with the lacking documents. Provides the client the initial findings.	None	10 minutes	<b>Robia B. Abdula, RSW</b> (SWO II/ MTA Focal) 0945-104-0644
2.2 Conduct interview and	None	30 minutes	<b>Robia B. Abdula, RSW</b> (SWO II/ MTA	

<p>prepare assessment of the application.</p> <p>2.2.1 Review and approval of the supervisor of the assessment report.</p> <p>2.3 Approve/ Disapprove the application</p>			<p><i>Focal)</i> <i>0945-104-0644</i></p> <p><b>Norania S. Sarip</b> (SWO III/ CBSS Head) 0998-910-2809</p>	
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	<p><b>If approved,</b> fill-out the payment slip and order of payment and advise the applicant to proceed to the cashier for payment.</p> <p><b>If disapproved,</b> provide the client with a written explanation stating the reasons of the disapproval</p> <p><b>If exempted,</b> prepare the Certificate of Exemption for Approval of the Regional Director</p>	None	5 minutes	<p><b>Norania S. Sarip</b>          (SWO III/          CBSS Head)          0998-910-2809</p>
	2.4 Notify the DFA, BI, DSWD-CO on the list of Approved and Disapproved Travel Clearance Applications	None	5 minutes	<p><b>Robia B. Abdula, RSW</b>          (SWO II/ MTA          Focal)          0945-104-0644</p>

3. Pay the prescribed amount and receives the Official Receipt	3.1 Receive the Order of Payment	Php300.00 for 1 year validity;	5 minutes	<b><u>Jelly Jabat</u></b> Cash Section Head Financial Management Division
	3.2. Issue Official Receipt to the Applicant on the Payment Received	Php600.00 for 2 years validity	5 minutes	<b><u>Jelly Jabat</u></b> Cash Section Head Financial Management Division
4. Present the Official Receipt and Receives the issued Travel Clearance	4.1 Receive the official receipt  4.1.1 Encode the details of the applicant in the Travel Clearance.   4.1.2 Sign the Travel Clearance.   4.1.3 Release the travel clearance/certificate of exemption including the official receipt	None	30 Minutes	<b><i>Robia B. Abdula, RSW</i></b> (SWO II/ MTA Focal) 0945-104-0644  <b><i>Loreto Jr. V. Cabaya</i></b> (Regional Director)  <b><i>Bonifacio V. Selma Jr.</i></b> (ARDO)  <b><i>Bailano Salik-Ali</i></b> (ARDA)  <b><i>Robia B. Abdula, RSW</i></b> (SWO II/ MTA Focal) 0945-104-0644  -

5. Receive the Travel Clearance/Certificate of Exemption and Signs the Logbook	5.1. Issuance of Claim Stub schedule of release (Minimum of 1-day processing and maximum of 3 days processing)  5.1.1 Ask the client to sign the Log Book for the Travel Clearance/Certificate of Exemption Received	None	5 Minutes	<b>Robia B. Abdula, RSW</b> (SWO II/ MTA Focal) 0945-104-0644
6. Accomplish and Submit the Client Satisfaction Measurement Form (CSMF)	6. Receive the Filled up CSMF Form	None	5 minutes	<b>Robia B. Abdula, RSW</b> (SWO II/ MTA Focal) 0945-104-0644
	<b>TOTAL</b>	For or 1 year validity- Php 300.00  Php 600.00 for 2 years validity	<b>1 hour and 40 minutes</b>	

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to PSD-CBSS DSWD FO XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato <b>Email:</b> <a href="mailto:mta.fo12@gmail.com">mta.fo12@gmail.com</a>
How complaints are processed	Upon receipt of complaint the <b>PSD-CBSS</b> shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact <b>PSD-CBSS Koronadal City</b> through:  <b>ROBIA B. ABDULA</b> SWO II/MTA Focal 0945-104-0644 <b>Email:</b> <a href="mailto:mta.fo12@gmail.com">mta.fo12@gmail.com</a>
Contact information of ARTA, CSC, PCC	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

# **STANDARDS BUREAU (SB)**

## **FRONTLINE SERVICES**

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

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

Office or Division:	DSWD Field Office - Standards Section		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Client G2G - Government to Government		
Who may avail:	All eligible beneficiary CSOs organized by the Department through DSWD project/s and/or program/s.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly accomplished and duly sworn Beneficiary CSO Accreditation Application Form (1 original copy)		<ul style="list-style-type: none"><li>• DSWD Field Office - Standards Section, <b>or</b>;</li><li>• <b>DSWD Website</b> <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-010_REV-01_APPLICATION-FORM-FOR-THE-ACC.-OF-CSO-AS-BENEFICIAR.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-010_REV-01_APPLICATION-FORM-FOR-THE-ACC.-OF-CSO-AS-BENEFICIAR.pdf</a></li></ul>	
2. Proof of existence or presence of the CSO in its stated address and area of operation or organization, namely:  a. Pictures of office and direction sketch (1 photocopy); and b. At least one of the following documents (1 original copy): i. <i>Barangay certification</i> ii. <i>Certification or endorsement from at least two (2) publicly known individuals in the community</i> iii. <i>Other documents showing proof of existence</i>		<ul style="list-style-type: none"><li>• CSO Beneficiary Applicant</li></ul>	

<p>3. Proof of organization, namely:</p> <ol style="list-style-type: none"> <li>Organizational chart or governance structure (1 original copy); and</li> <li>Date of organization, list of officers and members with their complete names, dates of birth (if known and or registered, complete address, and contact numbers, if available (1 original copy).</li> </ol>	<ul style="list-style-type: none"> <li>CSO Beneficiary Applicant</li> </ul>
<p>4. Certificate of Good Standing – if the CSO applicant has received public funds prior to its application; Specifically stating that the CSO has liquidated, in accordance with COA regulations, all fund transfers due for liquidation (1 original copy).</p>	<ul style="list-style-type: none"> <li>Government agency or agencies from which it has received public funds, <b>or</b>;</li> <li><b>DSWD Website</b>   <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-013_REV-01_CERTIFICATE-OF-GOOD-STANDING.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-013_REV-01_CERTIFICATE-OF-GOOD-STANDING.pdf</a> </li> </ul>
<p>5. Social Preparation (1 original copy)</p>	<ul style="list-style-type: none"> <li>Designated DSWD Regional Program/Project Officer of the DSWD Program or project where the CSO applicant is seeking funds, <b>or</b>;</li> <li><b>DSWD Website</b>   <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-014_REV-01_CERTIFICATION-ON-SOCIAL-PREPARATION.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-014_REV-01_CERTIFICATION-ON-SOCIAL-PREPARATION.pdf</a> </li> </ul>

**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 17 Series of 2017

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application documents	1.1 Receive and log the receipt into the document tracking system (DTS)/ Logbook. Refer to the concerned unit.	None	*2 hours	LORETO JR. V. CABAYA Regional Director DSWD Field Office XII

2. Wait for the result of the assessment	2.1 <b>If Complete and Compliant:</b> 2.1.1 Receive and review the documentary requirements	None	1 day	LORETO JR. V. CABAYA Regional Director DSWD Field Office XII
	2.2 Post name of applicant to DSWD website	None	1 day	LORETO JR. V. CABAYA Regional Director DSWD Field Office XII
	2.3 . Prepare activities for the conduct of validation	None	2 day	LORETO JR. V. CABAYA Regional Director DSWD Field Office XII



	2.4 Conducts validation as to the existence of the applicant beneficiary CSO including its on-going projects and/or programs as applicable.  Note: This include activities e.g. FGD, interviews, photo documentation of the validation site, interviewed persons and other related documents	None	5 days	LORETO JR. V. CABAYA <i>Regional Director</i> DSWD Field Office XII
	2.5 Prepare and sign Validation Report and Abstract with supporting documents.	None	2 days	LORETO JR. V. CABAYA <i>Regional Director</i> DSWD Field Office XII
	2.6 Facilitate conduct of evaluation and deliberation by the	None	2 days	LORETO JR. V. CABAYA <i>Regional Director</i> DSWD Field Office XII

	Field Office - Accreditation Committee.			
	2.7 Prepare the Certificate of Accreditation	None	1 day	LORETO JR. V. CABAYA <i>Regional Director</i> DSWD Field Office XII

	2.8 Facilitates the signing of the Certificate of Accreditation	None	1 day	LORETO JR. V. CABAYA Regional Director DSWD Field Office XII
	2.9 Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board	None	1 day	LORETO JR. V. CABAYA Regional Director DSWD Field Office XII
	<b>2.10 If found incomplete or non-compliant</b> (in any part of the process)  2.10.1 If found to be incomplete, prepares acknowledgement memorandum returning the application documents for compliance to the concerned Program or Bureau	None	1 day	LORETO JR. V. CABAYA Regional Director DSWD Field Office XII

	2.11 If an irregularity, falsehood, fabrication or forgery is noted or found in the documents the applicant shall be required to explain not later than 3 days from receipt of notice issued by the Regional Director.	None	1 day and 5 hours and 55 minutes	LORETO JR. V. CABAYA Regional Director DSWD Field Office XII
3. Receive the Certificate of Accreditation	3.1 Release of the signed Certificate/s of Accreditation through: a. Befitting ceremony (e.g. during the flag-raising ceremony) b. Pick-up by the CSO applicant, c. Courier, and d. Hand-carrying of the Certificate/s of Accreditation whichever is practicable	None	*1 day	LORETO JR. V. CABAYA Regional Director DSWD Field Office XII
	3.2 Administer Client Satisfaction Measurement Survey Form (either online or paper-based)	None	5 minutes	LORETO JR. V. CABAYA Regional Director DSWD Field Office XII

<b>TOTAL</b>	<b>None</b>	<b>20 working days</b>	
<b>For Complete and Compliant:</b>			
<b>For Incomplete Submission:</b>	<b>None</b>	<b>30 minutes</b>	

***The number of minutes shall be included on the total 20 working days. This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.***

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to Standards Section , PPD, DSWD Field Office XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p><b>Email: <a href="mailto:nabslao@gmail.com">nabslao@gmail.com</a></b></p>
How complaints are processed	<p>Upon receipt of complaint the <b>Standards Section, PPD</b>, shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact <b>Standards Section</b> through:</p> <p><b>Nabilah T. Lao-Marohombsar</b>          PO III          Email: <a href="mailto:nabslao@gmail.com">nabslao@gmail.com</a>          Contact #: <b>09457149727</b></p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p>

Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

## 2. Accreditation of Civil Society Organizations (CSOs) - Organized by the Sustainable Livelihood Program (SLP)

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

<b>Office or Division:</b>	DSWD Field Office - Standards Section
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	All eligible Beneficiary CSOs organized by the Department through SLP.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Eligibility (CoE) (1 certified true copy)  <i>*The issuance of COE is subject to compliance with SLP existing guidelines.</i>	<ul style="list-style-type: none"> <li>DSWD Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO)</li> </ul>
2. Endorsement of SLPAs with CoE signed by the Regional Program Coordinator (to include the project/s approved, address of the SLPA, and the budget approved for the project) (1 original copy)	<ul style="list-style-type: none"> <li>DSWD Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO)</li> </ul>

**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on **DSWD Memorandum Circular No.26 Series of 2020**.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application documents	1.1 Log the receipt of the application to the document tracking system (DTS)/Logbook Refer to the concerned unit.	None	1 day	LORETO JR. V. CABAYA Regional Director DSWD Field Office XII
2. Wait for the result of the assessment	2.1. <b>If Complete and Compliant:</b>  2.1.1. Receive the documentary requirements	None	2 days	LORETO JR. V. CABAYA Regional Director DSWD Field Office XII
	2.2. <b>If found incomplete or non-compliant:</b>  2.2.1. Prepare a memo to the SLP-RPMO returning the application documents for compliance.	None	2 days	LORETO JR. V. CABAYA Regional Director DSWD Field Office XII
3. Receive the issued Certificate of Accreditation and accomplished the Client Satisfaction Measurement Form	3.1 Forward the signed memo to SLP-RMPO with the signed certificates and secure receiving copy.	None	1 day	LORETO JR. V. CABAYA Regional Director DSWD Field Office XII
	3.2 Forward the signed memo to ICTMS for posting to the Field Office website.	None	4 hours	LORETO JR. V. CABAYA Regional Director DSWD Field Office XII

	3.3 Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board	None	55 minutes	<i>LORETO JR. V. CABAYA Regional Director DSWD Field Office XII</i>
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	3.4 Administer Client Satisfaction Measurement Survey Form (online or paper-based)	None	5 minutes	<i>Regional Director DSWD Field Offices</i>
<b>TOTAL</b> For Complete and Compliant:		None	<b>7 working days</b>	
For Incomplete Submission:		None	<b>30 minutes</b>	

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



<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to Standards Section , PPD, DSWD Field Office XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p><b>Email: nabslao@gmail.com</b></p>
How complaints are processed	<p>Upon receipt of complaint the <b>Standards Section, PPD</b>, shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact <b>Standards Section</b> through:</p> <p><b>Nabilah T. Lao-Marohombsar</b>            PO III            Email: nabslao@gmail.com            Contact #: <b>09457149727</b></p>
Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a>

	Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)
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### 3. Accreditation of Pre-Marriage Counselors

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

Office or Division:	DSWD Field Office - Standards Section	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Client	
Who may avail:	All qualified applicants per item VIII of MC 1 s. 2019 and as amended in MC 10 s. 2021	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For New Applicants		
1. Duly Accomplished Application Form (1 Original copy)	<ul style="list-style-type: none"><li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li><li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2_019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2_019-001.pdf</a> <i>Annex A. PMC Form_App</i></li></ul>	
<b><u>One (1) photocopy of the following documents (<i>original copies must be presented during the actual accreditation assessment</i>):</u></b>		
2. Any of the following as proof that the applicant is a Bachelor Degree in Social Work or in Nursing or in any Behavioral and Social Sciences Course or in any other course that includes counseling as part of the academic curriculum or professional practice:		

<p>a. Certificate of graduation/college diploma or transcript of records; (1 Photocopy); or</p> <p>b. Certified photocopy of valid PRC ID. (1 Photocopy)</p>	<ul style="list-style-type: none"> <li>Any PRC Office nationwide</li> </ul>
<p>3. Training Certificates/ Certificates from seminars, conferences, training, and other related activities on basic counseling service for at least twenty-four (24) four hours. If original copy is unavailable, a certified true copy of the certificate of participation/attendance from the training provider will be accepted. (1 photocopy)</p>	<ul style="list-style-type: none"> <li>Provided by the Applicant</li> </ul>
<p>4. Any of the following as proof that applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team, if applicable:</p> <p>4.1 Certification from immediate Supervisor (1 photocopy); or</p> <p>4.2 An approved resolution from the Local Government Office (1 photocopy)</p>	<ul style="list-style-type: none"> <li>Local Government Office</li> </ul>
<p>5. Documentation of at least six (6) PMC sessions, which captures the role performed by the applicant as proof that he/she has assisted in the PM Counseling session. (1 photocopy)</p>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2_019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2_019-001.pdf</a></li> </ul> <p><i>Annex C. Documentation Report Template</i></p>
<p>6. Other documents to be made available during the assessment visit.</p> <p>6.1 Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present</p>	<ul style="list-style-type: none"> <li>Accomplished Marriage Expectation Inventory Form</li> </ul>

during the validation visit. (1 photocopy)	
<b>B. For Renewal</b>	
1. Certificates of training, seminars, orientation and other related or similar activities on marriage counseling or topics related to pre-marriage counseling such as but not limited to Gender and Development, Human Maturity, Value Clarification and Responsible Parenting for at least twenty-four (24) hours within the validity period of the preceding certificate. (1 Photocopy)	<ul style="list-style-type: none"> <li>● <b>Training Provider</b></li> </ul>
2. Accomplishment Report for the past year with at least a minimum of ten (10) PMC sessions conducted preceding the application using the template provided by DSWD ( <b><u>Annex D</u></b> ) (1 Photocopy)	<ul style="list-style-type: none"> <li>● Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li>● <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2_019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2_019-001.pdf</a> <i>Annex D. PMC Form</i></li> </ul>
3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD ( <b><u>Annex C</u></b> ) (1 Photocopy)	<ul style="list-style-type: none"> <li>● Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li>● <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2_019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2_019-001.pdf</a> <i>Annex C. PMC Form</i></li> </ul>

<p>4. Other documents to be made available during the validation visit</p> <p>4.1 Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit. (1 Photocopy)</p> <p>4.2 Accomplished and consolidated result of client feedback/satisfaction survey (See <b><i>Annex F</i></b> for the <i>template</i>) of about fifty (50) percent of the total number of counselled</p>	<ul style="list-style-type: none"> <li>Accomplished Marriage Expectation Inventory Form</li> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR) <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> <i>Annex F. PMC Form</i></li> </ul>
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couple for the past year (1 Photocopy) 4.3 A summary/record on the number of Certificates of Marriage Counseling issued. (1 Photocopy)	<ul style="list-style-type: none"> <li>Number of Certificates of Marriage Counseling issued.</li> </ul>
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**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 10 Series of 2021.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
1. Secure application form thru the DSWD Website/Field Office XII	1.1 Provide the client an application form, and checklist of requirements	None	Not Applicable (NA)	MHELHARRIE M. RAUPAN Administrative Assistant II/Standards Section
2. Submit the application and supporting documents at Field Office – Standards Section	2.1 Receive the application and forward the same to the concerned Field Office Standards staff	None	Not Applicable (NA)	MHELHARRIE M. RAUPAN Administrative Assistant II/Standards Section
3. Await the acknowledgement or notification relative to the assessment visit.	3.1 Review and assess the completeness of requirements/ documents	None	3 working days	MHELHARRIE M. RAUPAN  Administrative Assistant II/Standards

	submitted and			Section
	prepare acknowledgment letter, to wit:			
	3.2 If found complete/sufficient,  acknowledge receipt of the application and notify applicant and coordinate for	None	1 day and 7 hours	<i>Nabilah T. Lao-Marohombsar PDO III/Standards Section Head</i>

	the schedule of assessment visit.			
	3.3 If found insufficient/have not met required  qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements and provide necessary technical assistance.	None	1 day and 7 hours  <i>Total of 4 days and 7 hours for incomplete/non-compliant applications sent via email/courier</i>	<i>Nabilah T. Lao-Marohombsar PDO III/Standards Section Head</i>
	3.4 Tracks and forwards the signed/approved	None	30 minutes	<i>MHELHARRIE M. RAUPAN Administrative Assistant</i>

	acknowledgment letter to the Records Section.			II/Standards Section
	3.5 Email advance copy of the acknowledgement letter to the applicant.	None	30 minutes	<i>MHELHARRIE M. RAUPAN Administrative Assistant II/Standards Section</i>
4. Participate in the Actual Accreditation Assessment	4.1 Conduct of validation assessment with the applicable mode:  a. Under Normal circumstances actual accreditation visit;	None	1 working day	<i>Nabilah T. Lao-Marohombsar PDO III/Standards Section Head</i>

	b. During the state of calamity/emergency virtual assessment			
5. Await the approval of the confirmation report/issuance of the Certificate	1.1. Conduct final review of the Assessment of the application documents.	None	4 working days	<i>Nabilah T. Lao-Marohombsar PDO III/Standards Section Head</i>



	5.2 Prepare the confirmation report.	None	1 working day	<i>Nabilah T. Lao-Marohombsar</i> PDO III/Standards Section Head
	5.3 Assess the accreditation.	None	2 hours	<i>Nabilah T. Lao-Marohombsar</i> PDO III/Standards Section Head
	<p>If favorable, inform the applicant on the approval of his/her accreditation.</p> <p>If unfavorable, recommend for re-assessment.</p>			
	5.4 Forwards to the office of the RD for approval/signature.	None	1 day and 6 hours	<i>MHELHARRIE M. RAUPAN</i> Administrative Assistant II/Standards Section
	5.5 Prepares certificate for issuance, if favorable.	None	3 working days	<i>Nabilah T. Lao-Marohombsar</i> PDO III/Standards Section Head <i>Nabilah T. Lao-Marohombsar</i> PDO III/Standards Section Head
	5.6 Approval and signature of the Certificate	None	2 working days	<i>Loreto Jr. V. Cabaya</i> Regional Director

6. Receive the Accreditation Certificate	6.1 Release of Certificate to Records Section.	None	1 working day and 30 minutes	<i>MHELHARRIE M. RAUPAN</i>
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	6.2 Email advance copy of the Accreditation Certificate and Confirmation letter to applicant.	None	25 minutes	Administrative Assistant II/Standards Section
7. Accomplished the Client Satisfaction Measurement Form	6.3 Administer the Client Satisfaction Measurement Form (online or paper-based)	None	5 minutes	
<b>TOTAL Complete and Compliant:</b>		<b>None</b>	<b>20 working days</b>	
<b>Complete but Non-Compliant and/or Incomplete Submission:</b>		<b>None</b>	<b>4 working days and 7 hours</b>	

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

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to Standards Section , PPD, DSWD Field Office XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p><b>Email: <a href="mailto:nabslao@gmail.com">nabslao@gmail.com</a></b></p>

How complaints are processed	<p>Upon receipt of complaint the <b>Standards Section, PPD</b>, shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact <b>Standards Section</b> through:</p> <p><b>Nabilah T. Lao-Marohombsar</b>          PO III          Email: nabslao@gmail.com          Contact #: <b>09457149727</b></p>
Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

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

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

<b>Office or Division:</b>	All Standards Section – DSWD Field Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Client

<b>Who may avail:</b>	Person/s whose child, relative or friend ailing of chronic ailments as endorsed by the LSWDO or a SWDA; non-stock, non-profit organizations; regional offices of government agencies (GAs), GOCCs and LGUs; and, SWDAs with updated/valid Certificate of Registration, License to Operate and/or Accreditation
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. For Person/s whose child, relative or friend of an ailing person with a chronic ailment as endorsed by the Local Social Welfare and Development Office (LSWDO)</b>	
1. Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative (1 original copy)	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf</a></li> </ul>
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy)	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf</a></li> </ul>
3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity.  For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document on behalf of the child (1 original copy).	<ul style="list-style-type: none"> <li>Applicant signed by the intended beneficiary/recipients or its head/authorized representative</li> </ul>
Duly signed the Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)(1 original copy).	<ul style="list-style-type: none"> <li>Local Social Welfare and Development Officer who has jurisdiction on the area of the applicant</li> </ul>

4. Medical Certificate/Abstract and/or Treatment Protocol by signed the attending	<ul style="list-style-type: none"> <li>• Attending physician or Hospital Records Section</li> </ul>
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physician or the hospital's records section (1 original copy).	
5. Signed Memorandum of Agreement (MOA) between the DSWD and the LSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office (1 original Certified True Copy)	<ul style="list-style-type: none"> <li>• Concerned DSWD Office and/or the C/MSWDO of the concerned LGU</li> </ul>
6. Pledge of Commitment (Annex 11) (1 original copy).	<ul style="list-style-type: none"> <li>• Standards Section (SS) of the concerned DSWD Field Office</li> <li>• <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-089_REV-01_Pledge-of-Commitment.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-089_REV-01_Pledge-of-Commitment.pdf</a></li> </ul>
7. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) (1 photocopy)	<ul style="list-style-type: none"> <li>• Applicant as issued by the concerned Field Office</li> </ul>
8. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12) (1 original copy).	<ul style="list-style-type: none"> <li>• Standards Section (SS) of the concerned DSWD Field Office</li> <li>• <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf</a></li> </ul>
<b>B. For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by a registered, licensed and/or accredited Social Welfare and Development Agency (SWDA)</b>	
1. Duly Accomplished Application	<ul style="list-style-type: none"> <li>• Standards Section (SS) of the concerned DSWD</li> </ul>

Form signed by the Agency Head or his/her authorized representative (1 original copy).	Field Office <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf</a>
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> </ul>

solicitation, approved by the Head of Agency (1 original copy).	<a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf</a>
3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity.  For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document on behalf of the child (1 original copy).	<ul style="list-style-type: none"> <li>Applicant signed by the intended beneficiary/recipients or its head/authorized representative</li> </ul>
4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility (1 original copy).	<ul style="list-style-type: none"> <li>Licensed and Accredited SWDA that allowed the applicant to solicit funds under their name or responsibility</li> </ul>
5. Board Resolution or any document authorizing the conduct of public solicitation (1 original copy).	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-088-REV-01_Board-Resolution.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-088-REV-01_Board-Resolution.pdf</a></li> </ul>

6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) (1) ( 1 photocopy)).	<ul style="list-style-type: none"> <li>Applicant as issued by the concerned Field Office</li> </ul>
7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12) (1 original copy).	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf</a></li> </ul>
<b>C. For Non- Stock, Non-Profit Corporations, Organizations or Associations</b>	
1. (1) Duly Accomplished Application Form signed by the Agency Head or his/her	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> </ul>
authorized representative (1 original copy).	<ul style="list-style-type: none"> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf</a></li> </ul>
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy).	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf</a></li> </ul>
3. Certified True Copy (CTC) of Certificate of Registration with SEC which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new applicant (1) original Certified True Copy)	<ul style="list-style-type: none"> <li>Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)</li> </ul>



4. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished SEC General Information Sheet (GIS) from any of the above-mentioned regulatory government agency that has jurisdiction to regulate the applying organization or agency (1 original Certified True Copy)	<ul style="list-style-type: none"> <li>• Securities Exchange Commission (SEC) Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City, etc.)</li> </ul>
5. Updated Profile of Governing Board or its Equivalent in Government Organizations (1 original copy).	<ul style="list-style-type: none"> <li>• Standards Section (SS) of the concerned DSWD Field Office</li> <li>• <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-084_REV-01_Profile-of-Governing-Board-for-Issuance-of-Solicitation-Permit.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-084_REV-01_Profile-of-Governing-Board-for-Issuance-of-Solicitation-Permit.pdf</a></li> </ul>
6. Board Resolution or any document authorizing the conduct of public solicitation (1 original copy).	<ul style="list-style-type: none"> <li>• Standards Section (SS) of the concerned DSWD Field Office</li> <li>• <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-088_REV-01_Board-Resolution.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-088_REV-01_Board-Resolution.pdf</a></li> </ul>
7. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities. <i>For children beneficiaries, only the parent/s or maternal/paternal relative/s may sign the document on behalf of the child</i> (1 original copy).	<ul style="list-style-type: none"> <li>• From the applicant signed by the intended beneficiary/recipients or its head/authorized representative</li> </ul>
8. Pledge of Commitment (1 original copy).	<ul style="list-style-type: none"> <li>• Standards Section (SS) of the concerned DSWD Field Office</li> <li>• <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-089_REV-01_Pledge-of-C">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-089_REV-01_Pledge-of-C</a></li> </ul>

	ommitment.pdf
<p>9. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable (1 original copy):</p> <ul style="list-style-type: none"> <li>a. Director of Private Schools</li> <li>b. Schools Superintendent of Public School</li> <li>c. Head or authorized representative of National Government Agencies (NGAs)</li> <li>d. Head or authorized representative of Local Government Unit (LGU)</li> <li>e. Bishop/Parish Priest/Minister or Head of Sect or Denomination</li> </ul> <p>Others</p>	<ul style="list-style-type: none"> <li>Agency that allows applicant to undertake solicitation activities in their jurisdiction</li> </ul>
<p>10. Fund Utilization Report of proceeds and expenditures (1 original copy).</p>	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf</a></li> </ul>
<p>11. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U (1 photocopy).</p>	<ul style="list-style-type: none"> <li>Applicant as issued by the concerned Field Office</li> </ul>

<p>12. Sample of additional specific requirements for each methodology to be used (1 photocopy), such as:</p> <ul style="list-style-type: none"> <li>a. Ticket, Ballots, Cards and similar forms</li> <li>b. Donation Boxes, Coin Banks and other similar forms</li> <li>c. Benefits show such as fashion show, concert and similar activities</li> <li>d. Photo or Painting Exhibits and similar activities</li> <li>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</li> <li>f. Text message, e-mail, online post and other types of solicitation using electronic devices</li> <li>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</li> <li>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</li> </ul> <p>Rummage sale, garage sale, sale of goods and other similar forms</p>	<ul style="list-style-type: none"> <li>● Applicant</li> </ul>
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**D. For Regional Offices of Government Agencies (GAs), Government Owned and Controlled Corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds**

1. Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative (1 original copy).	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf</a></li> </ul>
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy).	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf</a></li> </ul>
3. Written Authorization from Head of Government Agency for the intended solicitation activity that also ensures strict compliance to the standard ratio of funds utilization (1 original copy).	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
4. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (1 photocopy).	<ul style="list-style-type: none"> <li>Applicant as issued by the concerned Field Office</li> </ul>
5. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12) (1 original copy).	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf</a></li> </ul>
6. Sample of additional specific requirements for each methodology to be used (1 photocopy):  a. Ticket, Ballots, Cards and similar forms	<ul style="list-style-type: none"> <li>Applicant</li> </ul>

<p>b. Donation Boxes, Coin Banks and other similar forms</p> <p>c. Benefits show such as fashion show, concert and similar activities</p> <p>d. Photo or Painting Exhibits and similar activities</p> <p>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>f. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>i. Rummage sale, garage sale, sale of goods and other similar forms</p>	
<b>E. For Social Welfare and Development Agency (SWDA) with updated/valid registration, license and/or accreditation</b>	
<p>1. Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative (1 original copy).</p>	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf</a></li> </ul>
<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency (1 original copy).</p>	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf</a></li> </ul>

<p>3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity (1 original copy).</p> <p>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child</p>	<ul style="list-style-type: none"> <li>Applicant signed by the intended beneficiary/recipients or its head/authorized representative</li> </ul>
<p>4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility (1 original copy).</p> <p><b><i>*Not applicable to Government Agencies and SWDAs with Valid RLA.</i></b></p>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
<p>5. Board Resolution or any document authorizing the conduct of public solicitation (1 original copy).</p>	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-088- REV-01 Board-Reso-566 lution.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-088- REV-01 Board-Reso-566 lution.pdf</a></li> </ul>
<p>6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) (1 photocopy).</p>	<ul style="list-style-type: none"> <li>Applicant as issued by the concerned Field Office</li> </ul>
<p>7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12) (1 original copy).</p>	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090 REV-01 Fund-Utilizat ion-Report.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090 REV-01 Fund-Utilizat ion-Report.pdf</a></li> </ul>

<p>8. Sample of additional specific requirements for each methodology to be used, such as:</p> <ul style="list-style-type: none"> <li>a. Ticket, Ballots, Cards and similar forms</li> <li>b. Donation Boxes, Coin Banks and other similar forms</li> <li>c. Benefits show such as fashion show, concert and similar activities</li> <li>d. Photo or Painting Exhibits and similar activities</li> <li>e. Written request such as envelops, letters of appeal, greeting cards and similar forms</li> <li>f. Text message, e-mail, online post and other types of solicitation using electronic devices</li> <li>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</li> <li>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</li> <li>i. Rummage sale, garage sale, sale of goods and other similar forms</li> </ul>	<ul style="list-style-type: none"> <li>● Applicant</li> </ul>
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**Note to Applicant.** *The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Facilitation Procedures after receipt of complete application documents from the applicant of Regional Public Solicitation Permit at the concerned DSWD Field Office (Walk-In)</b>				
1. Secure a copy of the application documents	1.1 Provide a copy of the application documents	None	Not Applicable (NA)	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
2. Submit a filled-out application form and supporting document to the Field Office Standards Section.	2.1 Receive submitted application documents, log its receipt in the DTMS, assign a DRN and route to the Incoming Support Staff of SCMD	None	15 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
	2.2 Review the completeness and correctness of the submitted application documents based on the checklist	None	30 minutes	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i>
	2.2.1 If complete, forward application documents to the Standards Section Support Staff, for tracking	None	10 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>



	2.2.2 If incomplete, provide the applicant with the necessary technical assistance to rectify the gap and/or submit lacking requirements and provide applicant with checklist of requirements	None	25 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
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3. Receive reference number for tracking	3.1 Receive application documents and logs its receipt into the document tracking system	None	5 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
	3.2 Provide the applicant with a document reference number for easy tracking either in person, courier or e-mail.	None	5 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
	3.3 Prepare billing statement for the payment of the processing fee to Cash Section	None	5 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
	3.4 Provide instruction to the applicant to pay the processing fee at the Cash Section of the DSWD Field Office	None	5 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
4. Pay Processing Fee at the Cash Section	4.1 Receive payment and Provide OR to the client	PhP 500.00	15 minutes	<i>Jelly A. Jabat/ Cash Section Head</i>

5. Submit the Official Receipt for attachment to the application	5.1 Receive the photocopy of the official receipt for the processing fee and attach the same to the application documents	None	3 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
	5.2 Route the complete application documents including photocopy of official receipt to the Head of the Standards Section/Policy and Plans Division Chief	None	7 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
6. Wait for the result of the application	6.1 Provide instructions for appropriate action of the concerned Standards Section Technical Staff	None	10 minutes	<i>Sohra P. Guialel, SWO IV/PPD Chief</i>
	6.2 Endorse the application documents to the concerned Standards Section Technical Staff, for appropriate action	None	5 minutes	<i>Sohra P. Guialel, SWO IV/PPD Chief</i>
	6.3 Receive the application documents and conduct assessment of the application for the issuance of solicitation permit	None	1 day	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>

	<p>6.4 Acknowledge receipt of application documents and transmit it thru e-mail or courier</p> <p><i>If found eligible and compliant, facilitate the preparation of Solicitation Permit/Certificate of Authority to Conduct Fund-Raising Campaign and Conforme Letter and endorse the same to the Section Head for review.</i></p> <p><i>If found non-eligible, non-compliant or both, technical staff immediately or within the day of receipt of application provide the applicant with technical assistance on fund raising requirements per M.C. 5 series of 2021 to rectify the gap and/or submit lacking requirements</i></p>	None	1 day	<p><i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i></p>
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<p>6.5 Receive and review the application documents including the prepared Certificate of Authority to Conduct Fund Campaign endorsed by the technical staff.</p> <p><i>If found in-order, affix initial and endorse the same to the concerned Division Chief for further review and/or onward endorsement to the Office of the Regional Director, for approval and signature</i></p> <p><i>If found not in-order, provide comments/inputs / corrections and return the same to the technical staff</i></p>	None	4 hours	<p><i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i></p>	
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	6.6 Log receipt to the Document Tracking System for routing to the concerned Division Chief	None	10 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
	6.7 Receive and route the application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct FundRaising Campaign to the Division Chief	None	10 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>

	6.8 Receive and review application for solicitation permit and the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Campaign. <i>If found in-order, endorse the same to the Office of the Regional Director for approval and signature If found not in-order, return the same to the Standards Section for proper action</i>	None	2 days	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i>
	6.9 Log receipt to the Document Tracking System for routing to the Regional Director	None	10 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>

	6.10. Receive and route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund-Raising Campaign to the Regional Director	None	10 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
	6.11 Review application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct Fund-Raising Campaign <i>If found in order, approve the application for solicitation permit and sign the prepared Certificate of Authority to Conduct Fund Campaign and transmit the same to the Standards Section for issuance If found not in order, return the same to the Standards Section through the concerned Division Chief for appropriate action</i>	None	2 days	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i>
	6.12 Track the receipt of the approved Certificate of Authority to Conduct Fund Campaign for routing to the Standards Section	None	10 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>

	6.13 Track /receive and send advanced copy of the Solicitation Permit, Conforme Letter to the applicant through email.	None	10 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
	6.14 Provide a copy of the issued permit to the Records and Archives Management Unit (RAMU) of the Administrative Division 6.14.1 Coordinate with the applicant for the pick-up of the Solicitation Permit	None	5 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
7. Receive the Solicitation Permit through mail/courier or pick-up at the field office and accomplish the Client Satisfaction Measurement Survey Form	7. Facilitate issuance of the Solicitation Permit through Conforme Letter to the applicant	None	5 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
	7.2 Administer the Client Satisfaction Measurement Form (either online or paper-based)	None	5 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>

<b>Total No. of Days</b>		PhP500.00	Seven (7) Days	
<b>Complete but Non-Compliant or Incomplete Submission:</b>		PhP500.00	Three (3) Days	
<b>Incomplete Submission:</b>		None	25 minutes	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>B. Facilitation Procedures after receipt of complete application documents from the applicant of Regional Public Solicitation Permit at the concerned DSWD Field Office (Courier/E-mail)</b>				
1. Secure a copy of the application documents	1.1 Provide the client with application documents	None	Not Applicable (NA)	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>

2. Submit filled-out application documents to the Field Office Standards Section. and receive reference number for tracking	2.1 Receive application documents and log receipt into the document tracking system	None	5 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
	2.2 Provide the applicant with a document reference number for easy tracking either in person, courier or e-mail.	None	5 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>



	2.3 Prepare billing statement for the payment of the processing fee to Cash Section	None	5 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
	2.4 Provide instruction to the applicant to pay the processing fee at the Cash Section of the DSWD Field Office	None	5 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
3. Pay Processing Fee at the Cash Section	3.1 Receive payment and provide official receipt to the client	Php500.00	15 minutes	<i>Jelly A. Jabat/Section Chief Cash Section</i>
4. Wait for the result of the application	4.1 Provide instructions for appropriate action of the concerned Standards Section Technical Staff	None	30 minutes	<i>Sohra P. Guialel, SWO IV/PPD Chief</i>

	4.2 Endorse application documents to the concerned Standards Section Technical Staff, for appropriate action	None	10 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
	4.3 Receive application documents and conduct assessment of the application for the issuance of solicitation permit	None	1 Day	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i>

	<p>4.4 Acknowledge receipt of application documents and transmit it thru e-mail or courier</p> <p><i>If found eligible and compliant, facilitate the preparation of Solicitation Permit/Certificate of Authority to Conduct FundRaising Campaign and Conforme Letter and endorse the same to the Section Head for review.</i></p> <p><i>If found non-eligible, non-compliant or both, technical staff immediately or within the day of receipt of application provide the applicant with technical assistance on fund raising requirements per M.C. 5 series of 2021 to rectify the gap and/or</i></p>	None	1 Day	<p><i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i></p>
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	submit lacking requirements			
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	<p>4.5 Assigned Focal Person shall receive and review the application documents including the prepared Certificate of Authority to Conduct Fund Campaign endorsed by the technical staff.</p> <p><i>If found in-order, affix initial and endorse the same to the concerned Division Chief for further review and/or onward endorsement to the Office of the Regional Director, for approval and signature</i></p> <p><i>If found not in-order, provide comments/inputs/ corrections and return the same to the technical staff</i></p>	None	4 Hours	<p><i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i></p>
	<p>4.6 Log its receipt to the Document Tracking System for routing to the concerned Division Chief</p>	None	10 Minutes	<p><i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i></p>
	<p>4.7 Receive and route the application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct FundRaising Campaign to the Division Chief</p>	None	2 Days	<p><i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i></p>

	4.8 Concerned Division Chief shall receive and review application for solicitation permit and the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Campaign. <i>If found in-order, endorsed the same to the Office of the Regional Director for approval and signature. If found not in-order, return the same to the Standards Section for proper action</i>	None	20 Minutes	<i>Sohra P. Guialel, SWO IV/PPD Chief</i>
	4.9 Log its receipt to the Document Tracking System for routing to the Regional Director	None	20 Minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
	4.10. Receive and route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct FundRaising Campaign to the Regional Director	None	30 Minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>

	4.11 The Regional Director shall review application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct FundRaising Campaign <b>If found in order</b> , the Regional Director approves application for solicitation permit and signs the prepared	None	2 Days	<i>Loreto Jr. V. Cabaya/Regional Director</i>
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	Certificate of Authority to Conduct Fund Campaign and transmit the same to the Standards Section for issuance <b>If found not in order</b> , return the same to the Standards Section through the concerned Division Chief for appropriate action			
	4.12 Track the receipt of the approved Certificate of Authority to Conduct Fund Campaign for routing to the Standards Section.	None	20 minutes	<i>Hireyma Bai S. Dasalla/ORD Support Staff</i>
	4.13 Track/receive and send advanced copy of the Solicitation Permit, Conforme Letter and Client Satisfaction Measurement Form to the applicant through email		1 hour	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>

	4.14 Provide a copy of the issued permit to the Records and Archives Management Unit (RAMU) of the Administrative Division Note: <i>The Standards Section Support Staff shall coordinate with the applicant for the pick-up of the Solicitation Permit</i>		20 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
5. Receive the approved Solicitation Permit	5.1 Facilitate issuance of the Solicitation Permit through Conforme Letter to the applicant	None	5 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
		None	5 minutes	

6. Fill out the Client Satisfaction Measurement Survey Form	6.1 Administer the applicant the Client Satisfaction Measurement Form (either online or paper-based)			<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
<b>TOTAL:</b>		<b>PhP500.00</b>	<b>7 days</b>	
<b>Complete but Non-Compliant or Incomplete Submission:</b>		<b>PhP500.00</b>	<b>3 days</b>	
<b>Incomplete Submission:</b>		<b>None</b>	<b>1 day</b>	

***The number of minutes shall be included in the total 7 days. This does not include the travel time of documents from the DSWD Field Office to the Applicant, and vice versa.***

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to Standards Section , PPD, DSWD Field Office XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p><b>Email: <a href="mailto:nabslao@gmail.com">nabslao@gmail.com</a></b></p>
How complaints are processed	Upon receipt of complaint the <b>Standards Section, PPD</b> , shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.

	For inquiries and follow-ups, clients may contact <b>Standards Section</b> through:  <b>Nabilah T. Lao-Marohombsar</b> PO III Email: nabslao@gmail.com Contact #: <b>09457149727</b>
Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

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

The process of assessing the applicant person, groups, corporation, organization or association eligibility for the issuance of Regional Solicitation Permit/Authority to Conduct Fund Campaign during State of Emergency/Calamity

<b>Office or Division:</b>	Standards Section – DSWD Field Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Client G2G - Government to Government
<b>Who may avail:</b>	Person, Group, Corporation whether profit or non-profit, Organization or Association including Regional Government Agencies (GAs) and Local Government Units (LGUs) intending to solicit or receive contributions for charitable, social and public welfare purposes during state of emergency/calamity
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE FORMS</b>



**A. For Person/s (including persons representing an unregistered/unorganized group) desiring to solicit or receive contributions for response to victims of emergency/calamity**

<p>1. Duly Accomplished Application Form signed by the applicant person (1 original copy)</p>	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Enhanced Annex 2 – DSWD-SB-PSF-001 - Application Form</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf</a></li> </ul>
<p>2. Project Proposal with Work and Financial Plan (WFP) for the intended public solicitation, signed by the applicant person (1 original copy)</p>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 5 – DSWD-SB-PSF-003: Project Proposal</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf</a></li> </ul>
<p>3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit (1 original copy)</p>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 7 – DSWD-SB-PSF-006: Undertaking during State of Local Emergency/Calamity</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-085_REV-01_UNDER-taking-DURING-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-085_REV-01_UNDER-taking-DURING-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf</a></li> </ul>
<p>4. Fund Utilization Report, if applying for the renewal of solicitation permit (Annex 12) (1 original copy)</p>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 12 – DSWD-SB-PSF-011: Fund Utilization Report</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf</a></li> </ul>

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5. Additional Requirements  a. Two valid government issued Identification Cards (IDs) (1 photocopy)	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
b. Barangay Certification attesting to the applicant's integrity and capability to conduct a fundraising activity (1 original copy) c. Endorsement from the group the person is representing with (1 original copy).	
6. Sample of each methodology to be used in the solicitation activity (1 photocopy)	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
7. Official Receipt as proof of payment of the processing fee issued by the concerned DSWD – FO, Finance Management – Cash Unit (1 Photocopy copy)	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>

<b>B. For Corporation, Organization or Association with SEC Registration</b>	
1. One (1) Duly Accomplished Application Form signed by the Head of Agency or his/her authorized representative (1 original copy)	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Enhanced Annex 2 – DSWD-SB-PSF-001: Application Form</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAI_SING-CAMPAIGN.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AUTHORITY-TO-CONDUCT-SOLICITATION-FUND-RAI_SING-CAMPAIGN.pdf</a></li> </ul>
2. Project Proposal with Work and Financial Plan (WFP) for the intended public solicitation,	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  Annex 5 – DSWD-SB-PSF-003: Project Proposal</li> </ul>
approved by the Head of Agency (1 original copy)	<ul style="list-style-type: none"> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf</a></li> </ul>
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit (1 original copy)	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 7 – DSWD-SB-PSF-011: Undertaking</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-085_REV-01_UNdertaking-DURIN_G-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-085_REV-01_UNdertaking-DURIN_G-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf</a></li> </ul>
4. Fund Utilization Report, if applying for the renewal of solicitation permit (Annex 12) (1 original copy)	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 12 – DSWD-SB-PSF-011: Fund Utilization Report</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf</a></li> </ul>
5. Sample of each methodology to be used in solicitation activity (1 original copy)	<ul style="list-style-type: none"> <li>Applicant</li> </ul>

Official Receipt as proof of payment of processing fee issued by the concerned DSWD – FO, Finance Management – Cash Unit (1 photocopy)	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
<b>C. For Organizations or Agencies including SWDAs and Religious Organizations</b>	
1. One (1) Duly Accomplished Application Form signed by the Head of Agency or his/her authorized representative (1 original copy)	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Enhanced Annex 2 – DSWD-SB-PSF-001 - Application Form</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AU_THORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-080_REV-01_APPLICATION-FOR-AU_THORITY-TO-CONDUCT-SOLICITATION-FUND-RAISING-CAMPAIGN.pdf</a></li> </ul>
2. Project Proposal with Work and Financial Plan (WFP) for the intended solicitation activity, approved by the Head of Agency (1 original copy)	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 5 – DSWD-SB-PSF-003: Project Proposal</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-083_REV-01_PROJECT-PROPOSAL-FOR-SOLICITATION-ACTIVITY.pdf</a></li> </ul>
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit (1 original copy)	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 7 – DSWD-SB-PSF-011: Undertaking</li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-085_REV-01_UNDERTAKING-DURING-G-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-085_REV-01_UNDERTAKING-DURING-G-STATE-OF-LOCAL-EMERGENCY-CALAMITY.pdf</a></li> </ul>

4. Fund Utilization Report, if applying for the renewal of solicitation permit (Annex 12) (1 original copy)	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC2021-005.pdf</a> Annex 12 -DSWD-SB-PSF-011: Fund Utilization Report</li> <li>• <a href="https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2022/10/DSWD-SB-GF-090_REV-01_Fund-Utilization-Report.pdf</a></li> </ul>
5. Sample of each methodology to be used in solicitation activities (1 original copy)	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD – FO, Finance Management - Cash Unit (1 photocopy)	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>

**Note to the Applicant:** The acceptance of application documents does not indicate that the application for permit is already approved. The application documents shall be assessed for completeness and compliance as required by DSWD Memorandum Circular No. 05 Series of 2021.

Facilitation Procedures for the Issuance of Regional Temporary Solicitation Permit at the Standards Section of the concerned DSWD Field Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. For Walk-In Applicants</b>				
1. Secure application form thru the DSWD Website or from the DSWD Field Office Website	1.1 Provide the client with application form and checklist of requirements in the website	None	Not Applicable (NA)	<i>Not Applicable (NA). Application Form is readily downloadable</i>
2. Pay Processing Fee at the Cash Section of the Field Office	2.1. Receive payment for the required processing fee and issue official receipt (OR)	PhP500.00	10 minutes	<i>Jelly A. Jabat/Section Chief Cash Section</i>
3. Submit/file application documents at the Field Office Standards Section	<b>3.1 If Complete and Compliant:</b>  3.1.1 Review completeness and correctness of submitted application documents.	None	10 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
	3.2 Receive the documentary requirements and  provide the organization an acknowledgement	None	10 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>

	receipt and log the receipt of application documents into the Document Tracking System.			
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	3.3 Endorse application documents to the head of Standards Section	None	10 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
	3.4 Endorse the Application Documents together with the Standards Section head's instruction to the Technical Staff, for assessment and processing of the regional permit	None	10 minutes	<i>Sohra P. Guialel, SWO IV/PPD Chief</i>
	<b>3.5 If found incomplete or non-compliant,</b>  3.5.1 Communicate with the applicant citing reason/s for non-processing and denial.	None	2 hours	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i>

	3.6 Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for applicant Organization's compliance.	None	2 hours  <i>Total of 4 Hours for incomplete/non-compliant walk in applicants</i>	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i>
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**B. For Applications Sent through Email/Courier**

11. Secure application form thru the DSWD Website or from the DSWD Field Office Website	1.1 Provide the client with application form and checklist of requirements in the website	None	Not Applicable (NA)	<i>Not Applicable (NA). Application Form is readily downloadable</i>
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2. Pay Processing Fee at the Cash Section of the Field Office	2.1. Receive payment for the required processing fee and issue official receipt (OR)	Php500.00	10 minutes	<i>Jelly A. Jabat/Section Chief Cash Section</i>
3. Submit application documents through email/courier	<b>3.1 If Complete and Compliant:</b>  3.1.1. Reviews completeness and correctness of submitted applications documents.	None	10 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
	3.2 Receive the	None	10 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>



	documentary requirements and			
	provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.			
	3.3 Endorse  application documents to the head of Standards Section	None	10 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
	3.4 Endorse the Application Documents together with the Standards Section Head's instruction to the Technical Staff, for assessment and processing of the regional permit	None	10 minutes	<i>Sohra P. Guialel, SWO IV/PPD Chief</i>
	<b>3.5 If found incomplete or non-compliant,</b>  3.5.1 Communicate with the applicant citing reason/s for non-processing and denial.	None	4 hours	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i>

	3.6 Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for applicant Organization's compliance.	None	4 hours <i>Total of 4 Hours for incomplete/non-compliant applications sent via email/courier</i>	Nabilah T. Lao-Marohombsar, PDO III/Standards Section
<b>Note:</b> Technical assistance shall be provided through phone call, e-mail, text, chat or face-to-face technical assistance while written communication shall be provided for applications submitted via courier or email, as applicable. In case of incomplete documents where the return of said documents cannot be facilitated due to unavailability of the service provider, an acknowledgment letter shall be sent electronically and with the checklist of documents for compliance.				

4. Wait for the result of the assessment	<p>4.1 Review and assess submitted application documents for compliance to the requirements for the issuance of regional temporary permit;</p> <p><i>(May conduct validation activity, collateral interview and/or agency visit, as necessary).</i></p>	None	4 hours	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i>
.	<p><b>4.2 If found eligible with complete and compliant requirements:</b></p> <p>4.2.1 Prepare the assessment report, draft Regional Solicitation Permit/ Certificate of Authority to Conduct Fund Campaign, and Confirmation Letter, and endorse the same to the Section Head, for signature/initial and onward endorsement to the Division Chief in-charge of the Standards Section in the Field Office</p>	None	2 hours	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i>

	<p>4.3 Sign the</p> <p>assessment report with the complete application documents along with the prepared Regional Solicitation Permit/Certificate of Authority to Conduct Fund Campaign and endorse the same to the Division Chief supervising the Standards Section</p>	None	2 hours	<p><i>Sohra P. Guialel, SWO IV/PPD Chief</i></p>
	<p>4.4 Endorse the</p> <p>same to the Office of the Regional Director with recommendation for approval and signature for the Permit/Certificate of Authority to Conduct Regional Fund Campaign</p>	None	1 hour	<p><i>Loreto Jr. V. Cabaya/Regional Director</i></p>

	<b>4.5 If found non-compliant to eligibility and documentary requirements</b>  4.5.1 Return the application documents with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.	None	4 hours	<i>Loreto Jr. V. Cabaya/Regional Director</i>
	4.6 Review and sign the letter citing reasons for disapproval simultaneously providing technical assistance to address non-compliance and/or submit lacking requirements.	None	4 hours	<i>Loreto Jr. V. Cabaya/Regional Director</i>
	4.7 The Regional Director shall review, sign & issue the  Regional Solicitation		4 hours	<i>Loreto Jr. V. Cabaya/Regional Director</i>

	Permit/Certificate of Authority to Conduct Fund Campaign			
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5. Receive Permit or  Denial Letter via email, courier, or pick-up	5.1 Notify the  applicant on its approved/ signed permit with an instruction to sign the Conforme Letter on the set standards in the inventory, monitoring and utilization of solicited funds, submission of lacking requirements and post-facilitation reports	None	1 hour and 10  minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
	5.2 Issue the  Regional Fundraising Campaign Authority/Solicitation Permit or the Denial Letter via	None	55 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>

	email/courier or by pick up at the Field Office			
6. Fill out the Client Satisfaction Measurement Form	6.1 Administer the Client Satisfaction Measurement Form (either online or paper-based)	None	5 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
<b>TOTAL</b>		<b>Php500.00</b>	<b>Complete and Compliant - 2 Working Days</b>	
		<b>None</b>	<b>Complete but Non-Compliant and/or Incomplete Submission - 1 Day</b>	
		<b>None</b>	<b>Incomplete Submission - 4 Hours</b>	

**Note: Processing fees for regional or national temporary solicitation permit during state of national emergency/ calamity and during calamity amidst state of national emergency shall be waived in favor of the applicant**

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance

How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to Standards Section , PPD, DSWD Field Office XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p><b>Email: nabslao@gmail.com</b></p>
How complaints are processed	<p>Upon receipt of complaint the <b>Standards Section, PPD</b>, shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact <b>Standards Section</b> through:</p> <p><b>Nabilah T. Lao-Marohombsar</b>          PO III          Email: nabslao@gmail.com          Contact #: <b>09457149727</b></p>
Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>



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

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

<b>Office or Division:</b>	DSWD Field Office – Standards Section		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C - Government to Client		
<b>Who may avail:</b>	All registered private Social Welfare and Development Agencies (SWDAs) that are not yet in operation and those already engaged in the implementation of SWD programs and services within the region		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly Accomplished and Notarized Application Form (1 original copy)		<ul style="list-style-type: none"><li>• DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li><li>• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA &amp; NCR)</li><li>• <a href="https://standards.dswd.gov.ph/issuances/">https://standards.dswd.gov.ph/issuances/</a> (DSWD-SB-GF-111_REV 00_Application Form for Licensing – Already Operation)</li></ul>	
2. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others (1 original copy)		<ul style="list-style-type: none"><li>• <a href="https://standards.dswd.gov.ph/issuances/">https://standards.dswd.gov.ph/issuances/</a> (DSWD-SB-GF-049_REV-01_Manual of Operations)</li></ul>	

<p>1. Staff Complement Requirement of Employees and Volunteers</p> <p>For <u>Social Work Agency</u>, to consider the following staff requirement:</p> <ol style="list-style-type: none"> <li>1. At least one (1) RSW to supervise and take charge of its social work functions for residential care agencies and community based agencies that caters to beneficiaries that requires social case management</li> <li>2. For Center Based (Residential Based), to observe the caseload requirement of client ration of the social workers and house parent</li> <li>3. For Center Based (Non-Residential Based) to observe at least one full-time social worker to drop in center, processing center and vocational rehabilitation center while for senior citizens' center and the like, a part-time social worker is considered.</li> <li>4. For Community-based, implementing community development community organizing, any of the following shall be hired in full/part time basis per region: <ol style="list-style-type: none"> <li>4.1. Graduate of bachelor Degree in Social Work or Community Development or</li> <li>4.2 Other professionals who have at least three (3) year work experiences in the field of social welfare and development</li> </ol> </li> </ol> <p>For Auxiliary SWDA, at least one (1) full time staff who will manage its operation</p> <ol style="list-style-type: none"> <li>2. For <i>Applicant SWA's implementing Child Placement Services</i>: Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service (1 photocopy)</li> <li>3. Certification of no derogatory information issued by SEC within three (3) years during application with DSWD (1 Photocopy)</li> </ol>	<p><i>*Applicable to those operating more than six (6) months prior application to DSWD</i> <i>**Not applicable to Public SWDAs</i></p> <p>4. Copy of the valid Safety Certificates:</p>
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- [https://standards.dswd.gov.ph/issuances/DSWD-SB-GF-064\\_REV01\\_PROFILE\\_OF\\_EMPLOYEES](https://standards.dswd.gov.ph/issuances/DSWD-SB-GF-064_REV01_PROFILE_OF_EMPLOYEES)

- From DSWD or training agency
- **Securities Exchange Commission (SEC)** - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307

<p>a. For Center Based (Residential Based and Non-Residential Based)</p> <ol style="list-style-type: none"> <li>i. Occupational permit (only for new buildings) or Annual Building Inspection Certificate (for old building)</li> <li>ii. Fire Safety Inspection Certificate</li> <li>iii. Water Potability Certificate or Sanitary Permit</li> </ol> <p>b. For Community Based</p> <ol style="list-style-type: none"> <li>i. Fire Safety Inspection Certificate</li> </ol> <p>7. ABSNET Membership (1 original or Photocopy) Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.  <i>*Undertaking for new applicant organization</i></p> <p>8. Duly signed Work and Financial for the two (2) succeeding years (1 original copy)</p> <p>9. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two (2) years (1 original copy)</p> <p>10. Annual Accomplishment Report of the previous year (1 original copy)  <i>*If no latest submission with the DSWD</i></p> <p>11. The Audited Financial Report of the previous year submitted to SEC and/or Bureau of Internal Revenue (BIR) shall be accepted; and a financial report based on the DSWD template shall also be submitted. For those SWDAs with a total revenue of less than Php 600,000.00, an unaudited financial statement prepared by the Financial Officer and concurred by the Head of Agency, may suffice. (1 Photocopy)</p>	<ul style="list-style-type: none"> <li>● City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation</li> <li>● Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> <li>● City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> <li>● Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> <li>● ABSNET Cluster where the applicant belongs or <a href="https://standards.dswd.gov.ph/issuances/">https://standards.dswd.gov.ph/issuances/</a> DSWD-SB-GF-065_REV-01_ABSNET Active Membership Certification</li> <li>● <a href="https://standards.dswd.gov.ph/issuances/">https://standards.dswd.gov.ph/issuances/</a> DSWD-SB-GF-54_REV-01_Work and Financial Plan</li> </ul>
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|  | <ul style="list-style-type: none"><li>• Applicant's office record</li></ul> |
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12. For applicant with past and current partnership with the DSWD: Certification from the concerned DSWD Office that the applicant is free from any financial liability/obligation (1 original copy)	<ul style="list-style-type: none"> <li>• <a href="https://standards.dswd.gov.ph/issuances/">https://standards.dswd.gov.ph/issuances/</a> DSWD-SB-GF-051_REV-01_Annual Report</li> <li>• BIR or SEC and for Financial Report template: <a href="https://standards.dswd.gov.ph/issuances/">https://standards.dswd.gov.ph/issuances/</a> DSWD-SB-GF-053_REV-01_Financial Report</li> <li>• <a href="https://standards.dswd.gov.ph/issuances/">https://standards.dswd.gov.ph/issuances/</a> DSWD-SB-GF-055_REV-01_Certification Free from Financial Liability</li> </ul>
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**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Licensing based on Memorandum Circular No. 21 series of 2022 entitled **“Amendment of MC No. 17 s. 2018 entitled Revised Guidelines Governing the Registration, Licensing of Social Welfare and Development (SWD) Agencies and Accreditation of SWD Programs and Services”**.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
1. Submit the application and	1.1 Receive the documentary requirements and	None	10 minutes	Mhelharrie M. Raupan Administrative Assistant II/Standards

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supporting documents.	provide the applicant organization with an application reference number for easy tracking and reference			
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	<p>1.2 Determine whether the submitted documents are complete.</p> <p><b>If complete,</b> provide the organization an acknowledgment receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section – Field Office.</p> <p><b>If incomplete,</b> return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>	None	20 minutes	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i>
2. Pay the required processing fee.	2.1 Prepare Billing Statement and instruct applicant to proceed to the Cash Section of DSWD Field Office	None	*25 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
	2.2 Process the payment and issue Official Receipt.	PHP 1,000.00	*10 minutes	<i>Jelly A. Jabat/Section Head</i>



				Cash Section
3. Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	3.1 Acknowledge the photocopy of the Official Receipt from the applicant Organization.	None	*20 Minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
	<b>3.2</b> Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the Criteria based on MC 21 series of 2022.  <b>If complete and compliant</b> , an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared. <b>If found incomplete or non-compliant</b> , the Acknowledgement Letter prepared shall contain the checklist of requirements to be	None	2 working days	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i>

	secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.			
	3.3 Review and approval of the Acknowledgement Letter including its attachments.	None	2 working days	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i>
4. Confirm availability on the proposed Validation Visit	4.1 For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	30 minutes	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i>
5. Participate in the conduct of the Validation visit.	5.1 Conduct of Validation visit	None	1 working day per agreed schedule	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i>
	5.2 Prepare Confirmation Report  <b>If favorable</b> , the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. <b>If not favorable</b> , the Technical Staff shall detail the Assessors Findings in a report.	None	3 working days	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i>

	5.3 Approval and Endorsement of the Section/Division Chief to Regional Director  <b>If favorable</b> , review and approval of the Confirmation Report and the Draft Certificate of License to Operate.	None	Favorable; 8 working days  Unfavorable; 7 working days	<i>Loreto Jr. V. Cabaya/Regional Director</i>
	5.4 Approval of the Regional Director  If favorable, for approval and signature of the Certificate of License to Operate.	None	Favorable; 3 days  Unfavorable; 2 days	<i>Loreto Jr. V. Cabaya/Regional Director</i>
6. Receive the License to Operate through mail/courier or pick-up at the field office and accomplish the Client satisfaction survey.	6.1 Send the Confirmation Report and notify the availability of the License to Operate for release through preferred means of delivery indicated in the application form. (direct pick-up or courier)	None	1 day and 25 minutes (depending on the choice of the applicant)	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i>
	6.2 Administer the Client Satisfaction Survey Form (either online or paper-based)	None	5 minutes	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i>

	<b>TOTAL:</b>	<b>PHP 1,000.00</b>	<b>For Complete and Compliant - 20 Working Days</b>	
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	<b>None</b>	<b>For Unfavorable Result - 17 Working Days</b>	
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<b>B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:</b>				
1. Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to: <b>Standards Section</b> of concerned DSWD Field Office	1.1 Log receipt into the Document Tracking System (DTS) for Standards Section – Field Office and route to the Assigned Technical Staff.	None  609	15 minutes	<i>Mhelharrie M. Raupan</i>  <i>Administrative Assistant II/Standards Section</i>
	1.1.1 Review the submitted documents as to completeness and compliance. The submitted documents must satisfy the criteria based on MC 21 series of 2022.  <b>If complete and compliant,</b> an Acknowledgment Letter and Notification on the proposed schedule	None	2 working day	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i>

	<p>on the conduct of Validation Visit shall be prepared.</p> <p><b>If found incomplete or non-compliant,</b> the Acknowledgement Letter prepared shall</p>			
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	<p>contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>	610		
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<p>2. Pay the required processing fee.</p>	<p><b>2.1 If found both complete and compliant</b>, notify the applicant organization that they have to settle their processing fee.</p> <p>2.1.1 Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Section the copy of the Official Receipt.</p> <p><b>Field Office:</b> The Administrative staff shall prepare Billing Statement and instruct the applicant to proceed to Field Office Cashier Section.</p> <p><i>Note: The processes shall only take place once the applicant organization settled its payment.</i></p>	<p>PHP 1,000.00</p>	<p>15 minutes</p>	<p><i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i></p>
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3. Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following: a. Scanned copy of the Official Receipt to the concerned DSWD Field Offices' official email address with the subject: <b>Name of the Organization_Copy of OR for Licensing.</b>  b. Hand-carry the Photocopy of Official Receipt  c. Courier the Photocopy of Official Receipt	3.1 Acknowledge the copy of Official Receipt from the SWDA.  <b>For the copy of OR sent through email:</b> the Administrative Staff managing the Official email of the Standards Section shall acknowledge its receipt. <b>For the copy of OR sent through mail/courier:</b> the assigned technical Staff shall acknowledge its receipt.	None	20 Minutes	Mhelharrie M. Raupan Administrative Assistant II/Standards Section
	3.2 Review and approval of the Acknowledgement Letter including its attachments.	None	3 days	Nabilah T. Lao-Marohombsar, PDO III/Standards Section
4. Confirm availability on the proposed Validation Visit	4.1 For those with requirements that are complete and compliant, schedule of validation visit shall be confirmed	None	1 day	Nabilah T. Lao-Marohombsar, PDO III/Standards Section
5. Participate and assist the Assessor during the conduct of Validation visit.	5.1 Conduct of validation visit	None	1 day per agreed schedule	Nabilah T. Lao-Marohombsar, PDO III/Standards Section
	5.2 Prepare Confirmation Report	None	3 days	Nabilah T. Lao-Marohombsar, PDO

				<i>III/Standards</i>
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	<b>If favorable</b> , the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. <b>If not favorable</b> , the Technical Staff shall detail the assessor's findings in a report.			<i>Section</i>
	5.3 Approval of the Section Head/Division Chief  <b>If favorable</b> , review and approval of the Confirmation Report and the Draft Certificate of License to Operate.	None	Favorable; 8 working days  Unfavorable; 7 working days	<i>Sohra P. Guialel, SWO IV/PPD Chief</i>
	<b>If favorable</b> , for approval and signature of the License to Operate.		Favorable; 3 working days  Unfavorable; 1 day	<i>Loreto Jr. V. Cabaya/Regional Director</i>



6. Receive the License to Operate through mail/courier or pick-up at the field office and accomplish the Client satisfaction survey.	6.1 Send the Confirmation Report and notify the availability of the License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 day and 25 minutes (depending on the choice of the applicant)	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
	6.2 Administer the Client Satisfaction Survey Form (either	None	5 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>

	online or paper-based)			
<b>TOTAL:</b>				
<b>For Complete and Compliant:</b>		<b>PHP 1,000.00</b>	<b>20 working days</b>	
<b>For Incomplete Submission:</b>		<b>None</b>	<b>17 working days</b>	

***The number of minutes shall be included on the total working days. This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.***

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.

How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to Standards Section , PPD, DSWD Field Office XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p><b>Email: nabslao@gmail.com</b></p>
How complaints are processed	<p>Upon receipt of complaint the <b>Standards Section, PPD</b>, shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact <b>Standards Section</b> through:</p> <p><b>Nabilah T. Lao-Marohombsar</b>          PO III          Email: nabslao@gmail.com          Contact #: <b>09457149727</b></p>
Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099          CSC: 8931-8092 / 8931-7939 / 8931-7935          PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565          Email: email@contactcenterngbayan.gov.ph          Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a>          FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a>          Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

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## 7.Pre-Accreditation Assessment of Social Welfare and Development Programs and Services Licensed Private

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

<b>Office or Division:</b>	DSWD Field Office - Standards Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Client G2G - Government to Government
<b>Who may avail:</b>	New applicant Registered and Licensed SWDA operating within the region.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>A. Basic Documents</b>	
1. Duly Accomplished and Notarized Application Form (1 original copy)	<ul style="list-style-type: none"> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR) <i>(kahit saang tanggapan ng DSWD (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR</i></li> <li><a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-097_REV-00_A_APPLICATION-FORM-FOR-ACCREDITATION-OF-SWD.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-097_REV-00_A_APPLICATION-FORM-FOR-ACCREDITATION-OF-SWD.docx</a></li> </ul>
2. Pre-accreditation assessment	
a. For New Applicant, submit pre-assessment conducted by concerned Field Office covering the Area of Operation (1 original copy)	
b. For Renewal, submit self-pre-assessment tool signed by the SWAs Head of Agency or authorized representative (1 original copy).	<ul style="list-style-type: none"> <li><b>Memorandum Circular No. 21 s. 2022</b> <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/03/MC_2022-021-Amended-of-MC-No.-17-s.2018-Entitled-Revised-Guidelines-Governing-the-RLA.pdf">https://standards.dswd.gov.ph/wp-content/uploads/2023/03/MC_2022-021-Amended-of-MC-No.-17-s.2018-Entitled-Revised-Guidelines-Governing-the-RLA.pdf</a></li> </ul>

	<ul style="list-style-type: none"> <li>● <b>Assessment Tools</b></li> </ul> <p><i>For Residential:</i>  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-102_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-CENTER-BASED.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-102_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-CENTER-BASED.docx</a></p>
	<p><i>For Community-Based:</i>  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-104_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-F-COMMUNITY-BASED.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-104_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-F-COMMUNITY-BASED.docx</a></p> <p><i>For Non-Residential Based</i>  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-101_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-F-CENTER-BASED.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-101_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-F-CENTER-BASED.docx</a></p> <p><i>For Senior Citizens Center</i>  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-105_REV-00_ACCREDITATION-ASSESSMENT-TOOL-FOR-SENIOR-CITIZEN-CENTER-SCC.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-105_REV-00_ACCREDITATION-ASSESSMENT-TOOL-FOR-SENIOR-CITIZEN-CENTER-SCC.docx</a></p> <p><i>For Child Placement Services</i>  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-103_REV-00_ASSESSMENT-TOOL-FOR-ACCREDITATION-OF-CHILD-PLACEMENT-SERVICES.doc">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-103_REV-00_ASSESSMENT-TOOL-FOR-ACCREDITATION-OF-CHILD-PLACEMENT-SERVICES.doc</a></p>
	<p><i>For Special Drugs Education Center</i>  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-106_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-F-SPECIAL-DRUGS-EDUCATION-CENTER.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-106_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-F-SPECIAL-DRUGS-EDUCATION-CENTER.docx</a></p>

	<p><i>For STACs and Hospices, Physical and Rehabilitation Centers, Providing Free and/or Socialized Stimulation, Therapeutic and Physical Rehabilitation Services</i>  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-107_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-STIMULATION-AND-THERAPEUTIC-ACTIVITY-CENTERS.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-107_REV-00_ASSESSMENT-TOOL-FOR-THE-ACCREDITATION-OF-STIMULATION-AND-THERAPEUTIC-ACTIVITY-CENTERS.docx</a></p> <p><i>For Reception and Action Center (RAC), Drop-In and other Centers Providing Similar Programs and Services</i>  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-096_REV-00_ACCREDITATION-TOOL-FOR-RECEPTION-AND-ACTION-CENTERS.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-096_REV-00_ACCREDITATION-TOOL-FOR-RECEPTION-AND-ACTION-CENTERS.docx</a></p> <p><i>For NVRC, AVRC and other Centers Providing Similar Programs and Services</i>  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-095_REV-00_ACCREDITATION-ASSESSMENT-TOOL-FOR-NATIONAL-VOCATIONAL.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-095_REV-00_ACCREDITATION-ASSESSMENT-TOOL-FOR-NATIONAL-VOCATIONAL.docx</a></p>
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<p>3. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others (1 original copy)</p> <p>4. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations (1 original copy of Profile)</p> <p>Note: The first 2 Basic Documents are needed if only there is an update or amendment on documents recently submitted to the DSWD Standards Section.</p>	<ul style="list-style-type: none"> <li>• <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-049_REV-01_MANUAL-OF-OPERATION.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-049_REV-01_MANUAL-OF-OPERATION.docx</a></li> </ul>
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<p>For Applicant SWA's implementing Child Placement Services:</p> <p>5. Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired RSW related to child placement service (1 photocopy of Certification).</p>	<ul style="list-style-type: none"> <li>• The Approved Form for the Profile of Employees and Volunteers is incorporated in the Revised Application Form for Accreditation  <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-097_REV-00_APPLICATION-FORM-FOR-ACCREDITATION-OF-SWD.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/05/DSWD-SB-GF-097_REV-00_APPLICATION-FORM-FOR-ACCREDITATION-OF-SWD.docx</a></li> </ul>
<b>B. Documents Establishing Corporate Existence and Regulatory Compliance</b>	

6. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application (1 Photocopy of Certification)  <b><i>(not applicable for Public SWDA)</i></b>	<ul style="list-style-type: none"> <li>● <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> </ul>
7. For Center Based (Residential) and Community Based (Non-Residential Based), Copy of the valid safety certificates namely: <ul style="list-style-type: none"> <li>a. Occupancy permit (only for new buildings) or Annual Building Inspection Certificate (for old buildings)</li> </ul>	<ul style="list-style-type: none"> <li>● City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation</li> </ul>

(1 photocopy of Certificate)  b. Fire Safety Inspection Certificate Water (1 photocopy of Certificate)  c. Water Potability Certificate or Sanitary Permit (1 photocopy of Certificate)	<ul style="list-style-type: none"> <li>● Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> <li>● City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> </ul>
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### **C. Documents Establishing Track Record and Good Standing**

<p>8. ABSNET Membership Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA (1 photocopy of Certificate)</p> <p>For RAB President, the Standards Section shall be the one to issue the required certification.</p>	<ul style="list-style-type: none"> <li>• <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-065_REV-01_ABSNET_Active-Membership-certification.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-065_REV-01_ABSNET_Active-Membership-certification.docx</a></li> </ul>
<p>9. Work and Financial Plan for the two (2) succeeding years (1 original copy).</p>	<ul style="list-style-type: none"> <li>• <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-054_REV-01_Work-and-Financial-Plan.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-054_REV-01_Work-and-Financial-Plan.docx</a></li> </ul>
<p>10. Certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two (2) years (1 Notarized and Updated Photocopy of Certification)</p>	<ul style="list-style-type: none"> <li>• Board Resolution by the Organization</li> </ul> <p><i>Not applicable for public SWDAs</i></p>
<p>11. Annual Accomplishment Report of the previous year (1 photocopy)</p>	<ul style="list-style-type: none"> <li>• <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-051_REV-01_Annual-Report.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-051_REV-01_Annual-Report.docx</a></li> </ul>
<p>12. Audited Financial Report of the previous year (1 photocopy)</p>	<ul style="list-style-type: none"> <li>• <b>For Public SWDA</b>, Copy of Consolidated Annual Audit Report; <b>For Licensed SWA</b>, Copy of Audited Financial Statement duly received by BIR or SEC.</li> <li>• <a href="https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-053_REV-01_Financial-Report.docx">https://standards.dswd.gov.ph/wp-content/uploads/2023/08/DSWD-SB-GF-053_REV-01_Financial-Report.docx</a></li> </ul>
<p>13. For applicants with past and current partnership with the DSWD</p>	<p>Certification from DSWD Office that the applicant is free from any financial liability/obligation</p>



that involved transfer of funds (1 photocopy of Certificate).	
14. Processing Fee - ₱1,000.00 (1 Photocopy of Receipt) <ul style="list-style-type: none"> <li>• Not applicable to Public SWDA</li> </ul>	Cashier Division, DSWD Central/Field Offices

**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators on the Accreditation Tools based on DSWD Memorandum Circular No. 21 Series of 2022.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure  application form thru the DSWD Website/ Field Office	1.1 Upload and  make available of the necessary documents in the DSWD website	None	None	Mhelharrie M. Raupan Administrative Assistant II/Standards Section
2. Submit the  application documents, get a stamped receiving copy of the documents submitted and reference number for follow up of the request.	2.1 Receive the  documentary requirements, stamped the receiving copy and provide the applicant SWDA with an application reference number for easy tracking.	None	25 minutes	Mhelharrie M. Raupan Administrative Assistant II/Standards Section

3. Await the result of the documents review and notice of pre-accreditation assessment.	<p>3.1 Conduct desk review of the documentary requirements:</p> <p>3.2 Desk Review:</p> <p>If complete, prepares acknowledgement letter indicating the schedule of the pre-assessment;</p> <p>If Incomplete, prepare an acknowledgement letter indicating the checklist of documents to be submitted</p>	<p>None</p> <p>None</p>	<p>6 days</p> <p>7 hours 30 minutes</p>	<p><i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i></p>
<p>4. Receive the acknowledgment letter from the</p> <p>DSWD Field Office: Note: If the acknowledgment letter indicates that the submitted documents are complete and compliant, confirm</p>	<p>4.1 Prepare necessary documents:</p> <p>pre-assessment tool, powerpoint presentation, special order, etc.</p>	<p>None</p>	<p>Not Applicable (Depends on the SWDA)</p>	<p><i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i></p>
the schedule of the pre-accreditation assessment to the				

DSWD Field Office. If the acknowledgement letter indicates that the submitted				
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documents submitted are incomplete and non-compliant, comply and submit the lacking requirements.				
5. Participate in the conduct of pre-accreditation assessment	5.1 Conduct the pre-accreditation assessment (virtual or actual visit)  through the following activities: Focus Group Discussion with Clients  5.1.1 Interview with the staff 5.1.2 Review of documents 5.1.3 Ocular Inspection 5.1.4 Action Planning/ Exit Conference	None	2 days	<i>Nabilah T. Lao- Marohombsar, PDO III/Standards Section</i>
6. Wait for the result of the assessment.	6.1 Prepare Confirmation Report	None	4 days	<i>Nabilah T. Lao- Marohombsar, PDO III/Standards Section</i>

	6.2 Review and approval of the confirmation report	None	4 days	<i>Sohra P. Guialel, SWO IV/PPD Chief</i>
	6.3 Transmittal memo to Standards Bureau attached the confirmation report, complete documentary requirements including the accomplished pre-accreditation assessment tool.	None	3 working days	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
	6.4 If the result of the pre-accreditation is not favorable, prepare a confirmation report to the SWDA and Standards Bureau highlighting the indicators / requirements for compliance of SWDA.	None	3 working days	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i>
7. Accomplish the Client Satisfaction Measurement Form(CSMF) and submit it to DSWD Field Office.	7.1 Administer the Client Satisfaction Form (either online or paper-based)	None	5 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>

<b>TOTAL</b>	None	<b>20 working days</b>	
<b>Social Work Agency:</b>	None	<b>19 working days</b>	
<b>Senior Citizen Center:</b>	None	<b>19 working days</b>	

***The number of minutes shall be included on the total number of working days. This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.***

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	<p>Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to Standards Section , PPD, DSWD Field Office XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato</p> <p><b>. Email: <a href="mailto:nabslao@gmail.com">nabslao@gmail.com</a></b></p>
How complaints are processed	<p>Upon receipt of complaint the <b>Standards Section, PPD</b>, shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact <b>Standards Section</b> through:</p> <p><b>Nabilah T. Lao-Marohombsar</b>          PO III          Email: <a href="mailto:nabslao@gmail.com">nabslao@gmail.com</a>  <b>Contact #:09457149727</b></p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p>

	FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines) 626
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## 5. Registration of Private Social Welfare and Development Agencies Operating in One Region

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

Office or Division:	DSWD Field Office – Standards Section		
Classification:	Complex		
Type of Transaction:	G2C - Government to Client G2G - Government to Government		
Who may avail:	Any private Social Welfare and Development Agency that implements or intends to engage in Social Welfare and Development (SWD) activities whose coverage or areas of operation is within the region.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Assessment Procedures for Walk-in Applicants			
1. Duly Accomplished and Notarized Application Form (1 original copy)		<ul style="list-style-type: none"><li>DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li><li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA &amp; NCR)</li><li><a href="https://standards.dswd.gov.ph/issuances/(DSW-D-SB-GF-100-REV-00_Application_Form_for_Registration)">https://standards.dswd.gov.ph/issuances/(DSW-D-SB-GF-100-REV-00_Application Form for Registration)</a></li></ul>	
2. Updated Certificate of Registration with the Securities and Exchange Commission (SEC), and latest Articles of Incorporation and by-laws wherein the applicant’s primary purpose/s is/are within the purview of social welfare and development (1 photocopy of each)		<ul style="list-style-type: none"><li><b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li><li><b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</li></ul>	



3. Photocopy of any of the following: <ul style="list-style-type: none"> <li>a. Handbook or Manual of Operations of its programs, policies and procedures to attain its purposes.</li> <li>b. Brochure</li> <li>c. Duly signed Work and Financial Plan ( for two succeeding years) by the Head of Agency</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://standards.dswd.gov.ph/issuances/"><u>https://standards.dswd.gov.ph/issuances/</u></a> (DSWD-SB-GF-049_REV-01_Manual of Operations)</li> <li>• <a href="https://standards.dswd.gov.ph/issuances/"><u>https://standards.dswd.gov.ph/issuances/</u></a> (DSWD-SB-GF-050-REV 01_GUIDE IN THE PREPARATION OF BROCHURE)</li> <li>• <a href="https://standards.dswd.gov.ph/issuances/"><u>https://standards.dswd.gov.ph/issuances/</u></a> (DSWD-SB-GF-054 REV-01 Work and Financial Plan)</li> </ul>
4. Official Receipt (OR) of processing fee on registration amounting to P 1,000.00 (1 Photocopy only)	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>

**Note to Applicant:** The acceptance of application documents does not imply that the application is already approved. The applicant should comply with the RA 10847 criteria that it is engaged mainly or generally in social welfare and development activities prior to issuance of Certificate of Registration.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Pre-Registration Procedures for Walk-in Applicants</b>				
1. Submit the          application and supporting documents.	1.1 If complete,          receive the documentary requirements and provide the organization an	None	20 minutes	Mhelharrie M. Raupan Administrative Assistant II/Standards Section

	acknowledgement			
	receipt and log the			
	receipt of application documents into the Document Tracking System.			

	<p>1.2 Log its receipt in the document tracking system (DTMS).</p> <p>1.2.1 Provide the walk-in applicant with a document reference number for easy tracking.</p>	None	10 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
	<p><b>1.3 If incomplete,</b></p> <p>return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>	None	30 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
<b>2. Pay the processing fee</b>	2.1 Prepare billing statement	None	10 minutes	<i>Jelly A. Jabat/Cash Section Head Cash Section</i>

	2.2 Process payment and issue Official Receipt.	₱1,000.00	20 minutes	Cash Section Head Cash Section
3. Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	3.1 Attach the photocopy of the official receipt of the processing fee.	None	30 minutes	Mhelharrie M. Raupan Administrative Assistant II/Standards Section
4. Wait for the processing of the application	4.1 Route to Standards Section the Application Documents	None	30 minutes	Mhelharrie M. Raupan Administrative Assistant II/Standards Section

	4.2 Receive incoming applications and assign them to concerned technical staff.	None	5 hours	Nabilah T. Lao-Marohombsar, PDO III/Standards Section
	4.3 Conduct a desk review of the received application as to completeness and compliance. The submitted documents must satisfy the criteria under MC 21 series of 2022.	None	3 days and 7 hours	Nabilah T. Lao-Marohombsar, PDO III/Standards Section

	<p><b>If complete</b> and compliant, notify the applicant SWDA on the payment for processing fee.</p> <p><b>If incomplete</b>, prepare an acknowledgement letter with a checklist of documents indicating the lacking requirement.</p>			
	<p>4.4 Preparation of</p> <p>the Confirmation Report with attached draft Certificate of Registration and printing of Security Paper( SECPA)</p>	None	1 day	<p><i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i></p>
	<p>4.5 Review and</p> <p>approval of the Confirmation Report; Endorsement for Approval of the</p>	None	1 day	<p><i>Sohra P. Guialel, SWO IV/PPD Chief</i></p>

	Registration Certificate			
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5. Receive certificate thru pick-up and accomplish the Client satisfaction survey.	5.1 Release of the Certificate of Registration to the SWDA. Secure the filled-out CSMS.	None	30 minutes	Mhelharrie M. Raupan Administrative Assistant II/Standards Section
	5.2 Administer the Client Satisfaction Survey Form (either online or paper-based)	None	30 minutes	Mhelharrie M. Raupan Administrative Assistant II/Standards Section
<b>TOTAL</b>				
For Complete and Compliant:		PHP 1,000.00	<b>7 working days</b>	
For Incomplete Submission Walk-in: Courier:		None	<b>30 Minutes 2 days</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:</b>				
1. Send the Application Form together with the prescribed documentary requirements through Mail or Courier to: respective Standards Section Offices	1.1 Receive the document and log its receipt into the document tracking system.	None	15 minutes	Mhelharrie M. Raupan Administrative Assistant II/Standards Section
2. Wait for the processing of the application	2.1 Endorse the document to Section Head.	None	15 minutes	Mhelharrie M. Raupan Administrative Assistant

				<i>II/Standards Section</i>
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	2.2 Receive incoming applications and assign them to concerned technical staff.	None	30 minutes	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i>
	2.3 Provide notes/ instructions for action to concerned technical staff.	None	30 minutes	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i>
	2.4 Review the submitted documents as to completeness and compliance, both in form and substance.  <b>If complete and compliant</b> , notify the SWDA on the payment for processing fee. <b>If incomplete</b> , an acknowledgement letter with a checklist of requirements shall be returned to the applicant.	None	4 days	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i>
	2.5 Prepare the	None	6 hrs	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards</i>

				Section
	Confirmation Report with attached certificate of Registration in Security Paper (SECPA) and duplicate copy			
	2.6 Review and provide inputs and endorse the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy to the PPD Chief for initial.	None	1 day	<i>Nabilah T. Lao-Marohombsar, PDO III/Standards Section</i>
	2.7 Approval of the Registration Certificate	None	1 day	<i>Loreto Jr. V. Cabaya/Regional Director</i>
3. Receive the Certificate, and confirmation letter through mail or pick-up at the field office and accomplish the Client Satisfaction Survey Form	3.1 Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	20 minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>

	3.2 Administer the Client Satisfaction Survey Form (either online or paper-based)	None	10 Minutes	<i>Mhelharrie M. Raupan Administrative Assistant II/Standards Section</i>
<b>TOTAL For Complete and Compliant:</b>		<b>PHP 1,000.00</b>	<b>7 working days</b>	
<b>For Incomplete Submission Walk-in: Courier:</b>		<b>None</b>	<b>30 Minutes 2 days</b>	

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

<b>Feedback and Complaints Mechanisms</b>	
How to send a feedback	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How feedback are Processed	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to Standards Section , PPD, DSWD Field Office XII, Purok Bumanaag, Zone III, City of Koronadal, South Cotabato  <b>. Email: <a href="mailto:nabslao@gmail.com">nabslao@gmail.com</a></b>
How complaints are processed	Upon receipt of complaint the <b>Standards Section, PPD</b> , shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact <b>Standards Section</b> through:



	<b>Nabilah T. Lao-Marohombsar</b> PO III Email: nabslao@gmail.com Contact No.: <b>09457149727</b>
Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

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

<p>How complaints are processed</p>	<p>The Agency Operations Service (AOS) shall evaluate the complaints received daily. The designated Technical Staff shall coordinate and forward the complaint to the concerned personnel/ unit to respond to the complaint and/or investigate.</p> <p>If necessary after the concern has been addressed or after the conduct of the investigation, the designated Technical Staff to prepare and submit a feedback report to the AOS Director for information and further instruction.</p> <p>The designated Technical Staff shall give feedback to the client/s.</p> <p>For inquiries and follow-up, clients may contact the following telephone number: (+02) 8-931-8101 VoIP 10212, 10214, 10206 or through email: <a href="mailto:inquiry@dswd.gov.ph">inquiry@dswd.gov.ph</a>.</p>
<p>Contact Information of CCB, PACe, ARTA</p>	<p><b>Anti Red Tape Authority (ARTA)</b>          complaints@arta.gov.ph          or call at 8478–5091 or 8478–5093.</p> <p><b>Presidential Action Center (PACe)</b>          pace@op.gov.ph          Hotline 8888 or 82498310 loc. 8175 or 8182          Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p><b>Contact Center ng Bayan (CCB)</b>          email@contactcenterngbayan.gov.ph          0908-881-6565</p>

## LIST OF OFFICES

Office	Address	Contact Information
Office of the Secretary	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8951-2239 Local No.: 10046, 10256, 10255 Email: osec@dswd.gov.ph
Office of the Undersecretary for General Administration and Support Services Group (GASSG)	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10317, 10336, 10337 Email: ousgassg@dswd.gov.ph
Office of the Undersecretary for Operations Group	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10004; 10002; 10003 Email: ousoperations@dswd.gov.ph
Office of the Undersecretary for Disaster Response Management Group (DRMG)	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-931-8123 Locals: 10250; 10035 Email: ousdrmg@dswd.gov.ph
Office of the Undersecretary for Policy and Plans Group (PPG)	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-931-61-47 Locals: 10335, 10333, 10334, 10332 Email: ousppg@dswd.gov.ph
Office of the Undersecretary for Standards and Capacity Building (SCBG)	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10341; 10314 Email: ousscbg@dswd.gov.ph
Office of the Undersecretary for National Household Targeting System and Pantawid Pamilyang Pilipino Program (4Ps)	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10033 Email: ous_nhts4ps@dswd.gov.ph
Office of the Undersecretary for Inclusive – Sustainable Peace and Special Concerns	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10034 Email: ousispsc@dswd.gov.ph
Office of the Undersecretary for Innovations	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-951-71-11 Locals: 10321, 10319, 10320, 10316 Email: ousinnovations@dswd.gov.ph
Office of the Undersecretary for Legislative Liaison and Coordination Group	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10001 Email: ousla@dswd.gov.ph

Office	Address	Contact Information
Office of the Undersecretary for International Affairs, Attached and Supervised Agencies (ASAs) under the Office of the Secretary	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-931-79-16 Locals: 10047 Email: ouasa@dswd.gov.ph
Office of the Assistant Secretary for Strategic Communications	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-931-81-72 Locals: 10328, 10329 Email: oassc@dswd.gov.ph
Office of the Assistant Secretary for Policy and Plans	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Local: 10310 (Technical Concerns); 10311 (Appointments); 10312 (Records/Transactions follow-up) Direct Line: 8-931-63-66 Email: oasppg@dswd.gov.ph
Office of the Assistant Secretary for Disaster Response and Management Group (DRMG)	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10323
Office of the Assistant Secretary for External Assistance and Development	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10110 Email: oasead@dswd.gov.ph
Office of the Assistant Secretary for the General Administration and Support Services Group	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10330 Email: oasfinance@dswd.gov.ph
Office of the Assistant Secretary for SCBG	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8931-6146 Locals: 10050, 10049, 10315 Email: oasscb@dswd.gov.ph
Office of the Assistant Secretary for Specialized Programs under Operations Group	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Loc.: 10327; 10331 Email: oasspep@dswd.gov.ph
Office of the Assistant Secretary for Statutory Programs under Operations Group	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10325; 10331 Tel. No.: 8-931-91-35 Email: oasstp@dswd.gov.ph

Office	Address	Contact Information
Office of the Assistant Secretary for Regional Operations under the Operations Group	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10002 Email: oasro@dswd.gov.ph
Office of the Assistant Secretary for the National Household Targeting System and Pantawid Pamilyang Pilipino Program (NHTS-4Ps) under the Office of the Secretary	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10282, 10227 Email: oas_nhts4ps@dswd.gov.ph
Office of the Assistant Secretary for Inclusive – Sustainable Peace and Special Concerns	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Local: 10041 Email: oasispsc@dswd.gov.ph
Office of the Assistant Secretary for Community Engagement	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-79-16 Local: 10047 Email: uhcaguilar@dswd.gov.ph
Office of the Assistant Secretary for Innovations	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10148, 10289 Email: oasi@dswd.gov.ph
Office of the Assistant Secretary for e-Governance and Information and Technology (IT) Concerns / Chief Information Officer under the Office of the Secretary	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Local: 10347 Email: cio@dswd.gov.ph
Office of the Special Assistant to the Secretary (SAS) for Special Projects (SP) under the Office of the Secretary	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Email: miblanada@dswd.gov.ph
Office of the Assistant Secretary for International Affairs, and Attached and Supervised Agencies (ASAs) under the Office of the Secretary	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-931-9135 Locals: 10324; 10325 oasiasa.osec@dswd.gov.ph

Office	Address	Contact Information
Office of the Assistant Secretary for Disaster Response Management under the Disaster Response Management Group (DRMG)	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8 851-26-81 Locals: 10166 Email: oasdrmg@dswd.gov.ph
Office of the Assistant Secretary for Partnerships Building and Resource Mobilization under the Office of the Secretary	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-931-81-01 to 07 Local: 10027 Email: partnerships@dswd.gov.ph
Policy Development and Planning Bureau	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-951-71-20 , 8-931-81-30 Locals: 10137, 10254, 10138 Email: pdpb@dswd.gov.ph
Standards Bureau	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-931-31-81, 8-355-28-43 Locals: 10074, 10077 Email: sb@dswd.gov.ph
Disaster Response Management Bureau	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8932-25-73 Locals: 10142; 10141 Email: drmb@dswd.gov.ph
Social Technology Bureau	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-951-71-24, 8-931-81-44 Locals: 10036, 10037, 10260 Email: stb@dswd.gov.ph
Program Management Bureau	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-951-74-37, 8962-25-13, 8951-74-33, 8-931-81-01 to 07 Locals: 10278, 10143, 10144 Email: pmb@dswd.gov.ph
Social Welfare Institutional Development Bureau	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8951-28-05 Locals: 10346, 10010, 10281 Email: swidb@dswd.gov.ph
National Resource and Logistics Management Bureau	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8 851-26-81 Locals: 10166 Email: nrlmb@dswd.gov.ph
Legal Service	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8952-2238 Locals: 10066, 10065 Email: legal@dswd.gov.ph



Office	Address	Contact Information
Internal Audit Service	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8952-9773 Locals: 10032, 10119 Email: <a href="mailto:ias@dswd.gov.ph">ias@dswd.gov.ph</a>
Digital Media Service	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10086, 10085 Direct Line: 8931-9143 Email: <a href="mailto:dms@dswd.gov.ph">dms@dswd.gov.ph</a>
Agency Operations Service	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10207; 10025, 10203 Email: <a href="mailto:aos@dswd.gov.ph">aos@dswd.gov.ph</a>
Traditional Media Service	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10206 Email: <a href="mailto:tms@dswd.gov.ph">tms@dswd.gov.ph</a>
Human Resource Management and Development Service	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Lines: 8-961-66-72 , 8951-28-07 Locals: 10220, 10024 Email: <a href="mailto:hrmds@dswd.gov.ph">hrmds@dswd.gov.ph</a>
Information and Communication Technology Management Service	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10308; 10309 Email: <a href="mailto:ictms@dswd.gov.ph">ictms@dswd.gov.ph</a>
Administrative Service	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-936-11-12, 8-951-7116 Locals: 10241, 10057, 10058, 10095, 10090, 10097 Email: <a href="mailto:admin@dswd.gov.ph">admin@dswd.gov.ph</a> , <a href="mailto:ecluz@dswd.gov.ph">ecluz@dswd.gov.ph</a>
Financial Management Service	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8931-8127, 8-951-71-18 Locals: 10055, 10064, 10247, 10120, 10245 Email: <a href="mailto:finance@dswd.gov.ph">finance@dswd.gov.ph</a>
Beneficiary FIRST (BFIRST) Project Management Unit	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10022, 10126 Email: <a href="mailto:bfirstpmusecretariat_grp@dswd.gov.ph">bfirstpmusecretariat_grp@dswd.gov.ph</a>



National Household Targeting System and Pantawid Pamilyang Pilipino Program	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10270,10268,10274 Email: oas_nhts4ps@dswd.gov.ph
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Office	Address	Contact Information
(NHTS-4Ps) under the Office of the Secretary		
National Household Targeting Office	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Locals: 10270,10268,10274 Email: nhtspr.npmo@dswd.gov.ph
Sustainable Livelihood Program	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8951-2806 Locals: 10059; 10060 Email: livelihood@dswd.gov.ph
Kapit-Bisig Laban sa Kahirapan-Comprehensive and Integrated Delivery of Social Services (KALAHI-CIDSS) – National Program Management Office (NPMO)	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Direct Line: 8-952-97-49, 8-931-81-01 to 07 Locals: 10117, 10121, 10013,10067 Email: kc@dswd.gov.ph, rdvillacorta@dswd.gov.ph, mcoacosta.kc@dswd.gov.ph
Pantawid Pamilyang Pilipino Program (4Ps) – National Program Management Office (NPMO)	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Local: 10101, 10266, 10107 Email: gbgabuya@dswd.gov.ph / 4ps-npmo@dswd.gov.ph, rddagulo@dswd.gov.ph, msagpurugganan@dswd.gov.ph
Bangsamoro Umpungan sa Nutrisyon (BangUn) Program	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Local: 10192 Email: bangun@dswd.gov.ph
Enhanced Partnership Against Hunger and Poverty National Program Management Office (EPAHP NPMO)	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	Trunk Lines: 8-931-81-01 to 07 Local: 10289 Email: epahpnpmo@dswd.gov.ph
Field Office I	Quezon Avenue, Sevilla, City of San Fernando, La Union	Tel/Fax: (072) 687-8000 Website: <a href="https://fo1.dswd.gov.ph">https://fo1.dswd.gov.ph</a>

Field Office II	3 Dalan na Pagayaya, Regional Government Center, Carig, Tuguegarao City, Philippines 3500	Tel/Fax: (078) 304-05-86 Website: <a href="https://fo2.dswd.gov.ph">https://fo2.dswd.gov.ph</a>
Field Office III	3M74+GJ3, San Fernando, Pampanga Government Center, Maimpis, City	Tel. No.: (045) 8-961-21-43 Local 108 Website: <a href="https://fo3.dswd.gov.ph">https://fo3.dswd.gov.ph</a>

Office	Address	Contact Information
Field Office IV-A (CALABARZON)	1770 Alabang–Zapote Rd, Ayala Alabang, Muntinlupa, Metro Manila	Tel/Fax: (02) 807-71-02 Website: <a href="https://fo4a.dswd.gov.ph">https://fo4a.dswd.gov.ph</a>
Field Office IV-B (MIMAROPA)	1680 Benitez St, cor, 1004 Gen. Malvar St, Malate, Manila, Metro Manila	Tel. No.: (02) 8-525-24-45 Local 110 Website: <a href="https://fo4b.dswd.gov.ph">https://fo4b.dswd.gov.ph</a>
Field Office V	5Q92+4WQ, Legazpi City, Albay	Tel. No.: (052) 8-480-04-25 Website: <a href="https://fo5.dswd.gov.ph">https://fo5.dswd.gov.ph</a>
Field Office VI	MGXX+72X, M.H del Pilar St, Molo, Iloilo City, 5000 Iloilo	Tel. No. : (033) 8-503-37-03 Direct Line: (033) 8-337-62-21 Website: <a href="https://fo6.dswd.gov.ph">https://fo6.dswd.gov.ph</a>
Field Office VII	Corner M.J. Cuenco Ave & Gen. Maxilom Ave., Carreta, Cebu City	Tel. No.: (032) 8-231-21-72 Website: <a href="https://fo7.dswd.gov.ph">https://fo7.dswd.gov.ph</a>
Field Office VIII	52F6+WG3, Palo, Leyte	Tel/Fax: (053) 321-30-90 Website: <a href="https://fo8.dswd.gov.ph">https://fo8.dswd.gov.ph</a>
Field Office IX	W33J+C4G, General Vicente Alvarez St, Zamboanga, Zamboanga del Sur	Tel/Fax: (062) 991-10-01 Website: <a href="https://fo9.dswd.gov.ph">https://fo9.dswd.gov.ph</a>
Field Office X	Masterson Avenue, Upper Carmen, Cagayan de Oro City, 9000, Misamis Oriental	Trunkline: (088) 8-858-81-34; 8-858-89-59 Website: <a href="https://fo10.dswd.gov.ph">https://fo10.dswd.gov.ph</a>
Field Office XI	36 D Suazo St, Poblacion District, Davao City, Davao del Sur	Tel/Fax: (082) 226-28-57 Website: <a href="https://fo11.dswd.gov.ph">https://fo11.dswd.gov.ph</a>
Field Office XII	Purok Bumanaag, Zone 3, Koronadal City, South Cotabato	Tel. No.: (083) 8-228-20-86 Website: <a href="https://fo12.dswd.gov.ph">https://fo12.dswd.gov.ph</a>
Field Office NCR	389 San Rafael Street corner Legarda Street Sampaloc, Manila 1008	Tel. Nos.: (02) 8-733-00-10 to 14 Website: <a href="https://ncr.dswd.gov.ph">https://ncr.dswd.gov.ph</a>
Field Office CARAGA	8600 R. Palma St, Butuan City, 8600 Agusan Del Norte	Tel. No.: (085) 303-86-20 Website: <a href="https://caraga.dswd.gov.ph">https://caraga.dswd.gov.ph</a>

Field Office CAR	2600 North Dr, Baguio, Benguet	Tel/Fax: (074) 446-59-61 Website: <a href="https://car.dswd.gov.ph">https://car.dswd.gov.ph</a>
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