

Department of Social Welfare and Development

CITIZEN'S CHARTER

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VISION STATEMENT

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

MISSION STATEMENT

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

SERVICE PLEDGE

We are committed to provide you quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks;

We shall endeavor to complete your transactions with us within the day. We will inform you promptly of our actions taken so far and clearly explain to you the reason/s should we not be able to complete within the day the delivery of the service you need.

We shall ensure availability of staff to attend to your concern/s even during lunch break.

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

The Officers-in-Charge of our frontline services shall be available at all times for consultation and advice.

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

FEEDBACK AND SUGGESTIONS

For our Clients and Partners:

The opinions of and feedback from our clients and partners regarding the services availed at the Department of Social Welfare and Development (DSWD) is very important to us to improve our Work. We also welcome queries on our various programs, projects and services thru the following:

- Twitter - @DSWDserves
- Facebook – Department of Social Welfare and Development
- Email – inquiry@dswd.gov.ph
- Trunkline (Main Office) – (02) 9318101 to 07
- Address – Batasan Complex, Constitution Hills,
1126 Quezon City

For more information, you may visit our website:

www.dswd.gov.ph

MGA TANONG AT MUNGKAHI

Para sa aming mga Kliyente at mga Katuwang:

Ang inyong tanong, mungkahi at opinyon ukol sa mga programa at serbisyo ng Department of Social Welfare and Development (DSWD) ay mahalaga upang mapabuti ang aming paglilingkod. Malugod po naming tinatanggap ang mga ito pamamagitan ng mga sumusunod:

- Twitter - @dswdserves
- Facebook - Department of Social Welfare and Development
- Email - inquiry@dswd.gov.ph
- Trunkline – 931-8101 to 07
- Address – Department of Social Welfare and Development, Batasan Complex, Constitution Hills, 1126 Quezon City

Para sa karagdagang impormasyon, maaaring bisitahin ang aming website: www.dswd.gov.ph

FRONTLINE SERVICES

PROCESSING OF APPLICATION FOR TRAVEL CLEARANCE FOR MINORS TRAVELING ABROAD

I. SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday, 8:00 a.m. – 5:00p.m.

II. WHO MAY SECURE TRAVEL CLEARANCE

1. A minor 13 years old and above traveling alone to a foreign country.
2. A minor traveling to a foreign country accompanied by a person other than his/her parents.

III. WHAT ARE THE REQUIREMENTS

1. For a Minor/s Traveling Alone to a Foreign Country for the First Time

- a. Duly accomplished application form;
- b. Assessment Report from Local Social Welfare and Development Office (LSWDO) OR SWOII of the Social Welfare and Development (SWAD) Team when necessary;
- c. Birth Certificate on security paper (SECPA) from PSA
- d. A photocopy of the marriage contract on security paper (SECPA) of the minor's parents or the Court Decision on Legal Guardianship of the minor, or Tallaq or Fasakh certification from the Shariah Court or any Muslim barangay or religious leader;
- e. In the case of illegitimate minor, a certificate of no marriage (CENOMAR) of the minor's mother from the Philippine Statistics Authority (PSA) on Security paper (SECPA);
- f. Notarized (notarized at the place of residence) affidavit or written consent of both parents, the solo parent and the legal guardian, whichever is applicable, permitting the minor to travel to a foreign country. In the absence of both parents or an appointed legal guardian, the relative's consent in the order of preference provided under Article 216 of the Family Code of the Philippines (Executive Order No. 209 as amended) shall prevail and in which case, an Assessment Report by the Social Worker of the LSWDO should also be submitted with a copy of the

parent/s/legal guardian's valid identification card with specimen signature, and visa of parents if working abroad (for legitimate children, both grandparents who have the custody of the minor. For illegitimate or non-marital child, consent of maternal grandparents).

- g. Two (2) original colored passport size photos (white, red or blue background) of the minor taken within the last six (6) months from the time of application. No scanned picture is allowed.
- h. Affidavit of Support and certified copy of any evidence to show financial capability of sponsor (parents/legal guardian or other person/agency shouldering the expenses) such as;
 - h.1 Certificate of Employment
 - h.2 Latest Income Tax Return
 - h.3 Bank Statement, etc.
- i. In case either or both parents of the minor are deceased, certified true copy of the Death Certificate/s of each of the parents on security paper (SECPA)
- j. Unaccompanied Minor Certificate from the Airlines
- k. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.

2. For a Succeeding Travel of Unaccompanied or Traveling Alone Minor to a Foreign Country:

- a. Duly accomplished application form.
- b. Notarized affidavit or written consent of both parents, the solo parent and the legal guardian, whichever is applicable, with a copy of the valid identification card with specimen signature;
- c. Original copy of the previous Travel Clearance issued;
- d. Two (2) original colored passport size photos (white, red or blue background) of the minor taken within the last six (6) months from the time of application. No scanned pictures will be accepted.
- e. Unaccompanied Minor Certificate from the Airlines
- f. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.

3. Minor/s Traveling for the First Time with a Person other than the Parents or Legal Guardian:

- a. Duly accomplished application form;
- b. Photocopy of birth certificate of minor (SECPA).
- c. Notarized affidavit or written consent of both parents or solo parent or legal guardian, attached with valid identification card with specimen signature;
- d. Photocopy of the marriage certificate (SECPA) of the minor's parents or a certificate of legal guardianship, in the case of solo parent, a solo parent identification card from the LSWDO or a certification of being a solo parent (assessment report of the LSWDO as attachment), a court decree of separation, annulment or divorce, in case of illegitimate minor, a certificate of no marriage from the PSA, if applicable; in case of deceased parent, a photocopy of the death certificate;
- e. Two (2) original colored (white, red or blue background) passport size photos of the minor taken within the last six (6) months, No scanned pictures will be accepted;
- f. Photocopy of the passport of the traveling companion.

4. Minor/s Traveling Subsequently with a Person other than the Parents or Legal Guardian

- a. Duly accomplished application form
- b. Original copy of the Travel Clearance previously issued by DSWD Field Office.
- c. Notarized affidavit of consent from biological parent/s guardian authorizing a particular person to accompany the child in his/her travel abroad, with a copy of the valid identification card with specimen signature;
- d. Two (2) original colored (white, red or blue background) passport size photos of minor taken within the last six (6) months, No scanned pictures will be accepted;
- e. Photocopy of the passport of the traveling companion;

Additional requirements for minor/s – under special circumstances.

- A. For Filipino minor migrating to another country
- Visa petition approval
- B. For a minor who will study abroad
- Acceptance or certificate of Enrollment or Registration from the school where minor is to be enrolled
- C. For a minor who will attend conference, study tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other related activities:
- Certification from sponsoring organization
 - Affidavit of undertaking of companion indicating the safety measures undertaken by the sports agency (for sports competition)
 - Signed invitation from the Sponsoring agency/organization abroad with itinerary of travel and list of participants and duration of the activity/travel
- D. For minor going abroad for medical purposes
- Medical Abstract of the minor
 - Recommendation from the attending physician that such medical procedure is not available in the country, letter from sponsor
- E. For a minor going abroad for inter-country adoption
- Placement Authority issued by the ICAB
 - Authority to Escort issued by the ICAB
- F. For a minor under Foster Care
- Notarized affidavit of undertaking by the Foster Parents indicating purpose of travel, destination, duration of travel and a provision stating the commitment of the Foster Parent on the personal appearance of child and foster parents to the Regional Director or his/her duly authorized representative, within 5 days upon return to the country;
 - Notarized Affidavit of Consent from the Regional Director or authorized representative

- Photocopy of Foster Placement Authority; (original copy to be attached for verification)
- Photocopy of Foster Care License of the family; (original copy to be attached for verification)
- DSWD Certification of Child legally available for adoption (CDCLAA), EXCEPT those under Kinship Care wherein their parents did not relinquish the minor for adoption.
- Return Ticket/s

G. For a minor under legal guardianship

- Certified true copy of Court Order on Legal Guardianship

H. For minor/s whose parent/s are seafarers

- A certification from the manning agency attesting to the parent’s employment
- Photocopy of the Seaman’s Book

I. For abandoned minor with alleged missing parent, if parents are married, the following shall be the requirements:

- Social Case Study Report executed by a licensed social worker of the local government unit.
- Blotter report from either the local police or barangay certification from the locality or the last known address of the alleged missing; and
- One (1) returned registered mail to the last known address of the alleged missing parent(s) or known relative(s).

IV. PROCESSING FEE

1. Php 300.00 for Travel Clearance with validity of one (1) year
2. Php 600.00 for Travel Clearance with validity of two (2) years

V. PROCESSING TIME

The travel clearance may be released to within three (3) days, upon application.

VI. HOW TO AVAIL OF THE SERVICE:

Steps	Person-in-charge	Location
1. Get Service Sequence Number from the Security Guard	Security Guard on duty	DSWD Field Offices

2. Register your name in the logbook and get a number from the designated administrative staff.	Admin Staff	DSWD Field Office Travel Clearance Unit/Section
3. Fill-up application form and wait for your number to be called	Admin Staff	DSWD Field Office Travel Clearance Unit/Section
4. Submit requirements to Social Worker for initial screening for completeness and authenticity of documents.	Social Worker	DSWD Field Office Travel Clearance Unit/Section
5. Interview/Assessment by Social Worker to determine purpose of travel and vulnerability/risk to abuse, exploitation and child trafficking.	Social Worker	DSWD Field Office Travel Clearance Unit/Section
6. Approval and issuance of travel clearance	Unit Head/Regional Director	DSWD Field Office Travel Clearance Unit/Section
7. Payment of processing fee for travel clearance issued.	Regional Finance Service Office	DSWD Field Offices

**PROCESSING OF ASSISTANCE TO CLIENTS OF DSWD CRISIS
INTERVENTION UNIT**

A. SCHEDULE OF AVAILABILITY OF SERVICE

8:00 a.m. TO 5:00 p.m. without noon break

B. WHO MAY AVAIL OF THE SERVICE

1. Person needing social welfare development assistance

- 1.1. Individuals/families in crisis situation
- 1.2. Who have not yet availed of CIU assistance during the year.
- 1.3. Who are indigent as certified by the Barangay Chairman of the area where they resides.

C. REQUIREMENTS

1. For Hospitalization/Medical Assistance

- 1.1.Clinical Abstract and/or
- 1.2.Medical Certificate with license/PTR No. of the attending physician
- 1.3.Prescription (for medicine)
- 1.4.Laboratory Request/Medical Procedures (recommended by the attending Physician)
- 1.5.Billing Statement (for hospital bill)
- 1.6.Social Case Study Report from LGU (optional)
- 1.7.Barangay Certification/Indigency/ any valid ID of the patient or his/her representative (e.g. driver’s license, postal, school, voters and senior citizen ID)
- 1.8.Referral/Endorsement letter from legislator, if applicable.

2. For Burial Assistance

- 2.1.Registered Death Certificate
- 2.2.Funeral Contract
- 2.3.Permit to Transfer (transport of cadaver)
- 2.4.Barangay Certificate/any valid ID
- 2.5.Social Case Study report from LGU (optional)
- 2.6.Referral/Endorsement Letter from legislator, if applicable

3. For Transportation Assistance

- 3.1.Barangay Certification/Indigency/any valid ID
- 3.2.Social Case Study Report from LGU (optional)
- 3.3.Referral/Endorsement letter from legislator, if applicable

4. Educational Assistance

- 4.1.Certificate of Enrollment
- 4.2.Barangay Certification/Indigency/any valid ID
- 4.3.Referral/Endorsement letter from legislator, if applicable
- 4.4.Social Case Study Report (optional)

D. PROCESSING TIME

1. For cash outright

STEPS		AVERAGE PROCESSING TIME
1	Client gets queuing number and waits for the interview and assessment of the social worker.	45 minutes

2	The Social Worker (SWO II) conducts the interview, assessment, accomplishes the GIS, and recommends for assistance.	25 minutes
3	The Team Leader (SWO III) reviews the recommendation	30 minutes
4	The OIC/approving officer reviews and approves the recommendation	10 minutes
5	The Administrative Staff prepares documents needed, calls the client and ushers to the Cashier's Office for the release of assistance.	10 minutes
	TOTAL	2 hours

2. For issuance of guarantee/referral letter

Maximum of 158-20 minutes per client

3. For processing of check

Three (3) to five (5) days

E. HOW TO AVAIL OF THE SERVICE

Steps	Person-in-charge	Location
1. Get a stub number and register the name with the guard on duty	Guard on Duty	DSWD Central Office and Field Offices Main Entrance Gate
2. Proceed to CIU Office and wait for the number to be called for screening	Screening Officer	CIU Central Office and CIU Field Offices
3. Interview/Assessment for the assistance needed	Social Workers	CIU Central Office and CIU Field Offices
4. Recommendation/Action Taken for the assistance requested	Social Workers	CIU Central Office and CIU Field Offices
5. Review and Approval of the Officer-in-Charge to the Social Worker's recommendation for the assistance being requested by the client	CIU Sub-Office Officer-in-Charge	CIU Central Office and CIU Field Offices
6. Client will receive the approved assistance whether financial / guarantee /referral letter	CIU Officer-in-Charge (designated disbursing officer) for the financial assistance Social Worker for the guarantee/referral letter	CIU Officer-in-Charge's Office CIU Office
7. Client to affix their signature as proof for the assistance given	Disbursing Officer	CIU Officer-in-Charge's Office

