

Department of Social Welfare and Development

CITIZEN'S CHARTER

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VISION

“We envision a society where the poor, vulnerable and disadvantaged are empowered for an improved quality of life. Towards this end, DSWD will be the world’s standard for the delivery of coordinated social services and social protection for poverty reduction by 2030.”

MISSION

“To develop, implement and coordinate social protection and poverty reduction solutions 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 endeavour 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 CLERANCE

1. A minor 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 Minors Traveling Alone to a Foreign Country for the First Time

- a. Duly accomplished application form.
- b. A photocopy of the birth certificate or passport of the minor.
- c. A written consent of both parents or the solo parent or the legal guardian permitting the minor to travel alone to a foreign country.
- d. As appropriate, a photocopy of the marriage certificate of the minor’s parents or a photocopy of the certificate of legal guardianship of the minor or in the case of solo parents, a photocopy of the solo parent identification card from the Municipal Social Welfare and Development Office or a photocopy of a certification from the Social Welfare and Development Office of being a solo parent or Tallaq or Fasakh certification from the Shariah court or any Muslim Barangay or religious leader or in the case of an illegitimate minor, a certificate of no marriage from the local civil registrar, or in the case of a deceased parent, a photocopy of the death certificate.
- e. Two colored passport size photos of the minor taken within the last six months.

2. For Minor Traveling Alone to Another Country Subsequently;

- a. Duly accomplished application form.

- b. A written consent of both parents or the solo parent or the legal guardian permitting the minor to travel alone to a foreign country.
- c. A photocopy of the previous travel clearance or as required in 2.1.2 and 2.1.4.
- d. Two colored passport size photos of the minor taken within the last six months.

3. For minor Traveling for the First Time with a Person Other Than Parents or Legal Guardian

- a. Duly accomplished application form.
- b. A photocopy of the birth certificate or passport of the minor.
- c. A written consent of both parents or the solo parent or the legal guardian permitting the minor to travel to a foreign country with a specific person other than them.
- d. As appropriate, a photocopy of the marriage certificate of the minor's parents or a certificate of legal guardianship of the minor or in the case of solo parents, a solo parent identification card from the City/Municipal Social Welfare and Development Office or certification from the local Social Welfare and Development Office of being a solo parent or a court decree of separation annulment or divorce, or Tallaq, or Fasakh certification from the Shariah Court or any Muslim barangay or religious leader or in the case of an illegitimate minor, a certification of new marriage from the local civil registrar or in the case of deceased parent, a photocopy of the death certificate.
- e. Two colored passport size photos of the minor taken within the last six (6) months.
- f. Photocopy of the passport of the traveling companion.

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

- a. Duly accomplished application form
- b. A written consent if both parents or the solo parent or the legal guardian permitting the minor to travel to a foreign country with a specific person other them
- c. A photocopy of the previous travel clearance or as required in 2.3.2 and 2.3.4

d. Two (2) colored passport size photos of the minor taken within the last six (6) months

e. Photocopy of the passport of the traveling companion

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

This is should be provided by the PMB staff who knows the process

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 Clerk. | Clerk | DSWD Field Offices Travel Clearance Unit |
| 3. Fill-up application form and wait for your number to be called | Clerk | DSWD Field Offices Travel Clearance Unit |
| 4. Submit requirements to Social Worker for initial screening for completeness of and authenticity of documents | Social Worker | DSWD Field Offices Travel Clearance Unit |
| 5. Interview/Assessment by Social Worker to determine purpose of travel and vulnerability/risk to child investigation | Social Worker | DSWD Field Offices Travel Clearance Unit |
| 6. Approval and Issuance of travel clearance | Unit Head Regional Director | DSWD Field Offices Travel Clearance Unit |
| 7. Payment of processing fee for travel clearance issued | Regional Finance Service Office | DSWD Field Offices |

**PROCESSING OF ASSISTANCE TO CLIENTS OF DSWD CRISIS
INTEVENTION 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**
Maximum of 45 minutes per client
- 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 | CIU Officer-in-Charge's Office |
| | Social Worker for the guarantee/referral letter | CIU Office |
| 7. Client to affix their signature as proof for the assistance given | Disbursing Officer | CIU Officer-in-Charge's Office |